Patient Journey Mapping Pre-Work

1. Identify the “background or scenario” to what you want to map and why
2. What population group you want to focus on. I.e. acute event, moderate condition. It is best if you can choose a type of patients on which to focus your mapping (IE. a youth,, with moderate anxiety)
3. Can you locate a youth and family that have experienced a “typical” journey (identified in question 2) through the mental health care system? Is this youth and family already part of your LAT (if so, great!)? Can you include them if/as appropriate?
4. Prioritize finding and orienting the youth and family first and work through the FORCE. Families will need time (4-6 weeks before the event) to learn about the process and determine if it is right for them. In partnership with the FORCE, ensure the family is prepared and can debrief the session as well. Identify a lead to be responsible for this piece.
5. Families may feel very vulnerable during a mapping process. Can you find a family that has emerged through their journey/not currently experiencing it?
6. What do you want your start and end point to be, paying attention to who will be involved in the mapping? (IE. First presentation at school – referral to GP – Referral to Pediatrician – Referral to MCFD)
7. Can the team devote 4 - 6 hours for the session (can be two sessions)?
8. Do you anticipate any hot topics or hot button issues to arise?
9. Is there any thing you do not want to explore/get side tracked around that needs to be put in the parking lot when these come up?
10. Who will be in attendance? It is important to have the” whole CYMHSU system in the room” to get a complete picture of the process and to provide insight to all as to other parts of the system.
11. How might you introduce the family/families and are they able to provide a *brief* summary of their experience upfront?