

# Mapping the Patient Journey

## **Facilitator**

Dr Andrew Knight, Clinical Chair & GP, Fairfield General Practice Unit

## **Panel**

Dr Ron Malpas, Clinical Chair ICW Wave & Strive Health and Physiotherapy

Robert Street, Practice Coordinator, Strive Health and Physiotherapy

Brian Corrigan, Family representative of patient participant

## Mapping the Patient Journey



**Lionel "Tiger" Corrigan**

Video Resource now available from ICW qiConnect Resources

# Mapping the Patient Journey

## **Aim:**

- to promote consideration of journey mapping by participating practices by describing and debriefing the recent patient journey mapping exercise

## **Objectives:**

At the end of this session participants will be able to:

- Describe the practicalities of developing a patient journey map
- Discuss the challenges and benefits of patient journey mapping in their context

## Discussion

- What did you learn from mapping Tigers journey?
- What ideas emerged from the exercise that you think could make a difference?
- How could the exercise help participating practices care for their patients?
- What tips would you give practices if they decide to do a similar exercise?

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