

VA INPATIENT HOSPITALIZATION EXPERIENCE JOURNEY MAP

The VA Inpatient Hospitalization Experience Journey Map represents a common set of moments Veterans experience while they are an inpatient at a VA Medical Center. The moments represented here are not linear. Rather, the map aims to capture a generalized experience, highlighted by the key moments that matter, as well as bright spots and pain points. By understanding the inpatient experience from the Veteran’s perspective, VA can better understand where to focus time and resources to maximize Veteran trust.

Moments that Matter: Moments that are likely to have a more significant negative or positive impact than others within the hospital inpatient experience.

V7.5 DRAFT 10/10/18

KEY

JOURNEY PHASE

Moment that matters

Journey moment

Bright Spot

Pain Point

	ADMISSION	ORIENTATION		TREATMENT, ASSESSMENT & RECOVERY				DISCHARGE PREPARATION
	1 Assessed by clinician	2 Get oriented	3 Understand care plan	4 Treatment	5 Bedside care	6 Talk to care team	7 Room activities	8 Prepare to leave hospital
WHAT OCCURS IN THIS MOMENT	The moments leading up to a Veteran's inpatient stay; arriving at the hospital and the process of being admitted.	The Veteran is getting settled in their new environment and becoming familiar with people and surroundings.	The Veteran's first opportunity to engage with their health care team about their care plan. This engagement can either strengthen a foundation of trust or damage it.	This moment encompasses the medical treatment of the Veteran throughout their stay, including: tests, procedures, consults, recovery and observation.				Conversations with the Veteran about planning for their discharge.
BRIGHT SPOTS	<ul style="list-style-type: none">A positive arrival to the medical center is more likely to set a good tone for the rest of their stay.	<ul style="list-style-type: none">Veterans want to know the daily routine. In some medical centers, a white board communicates essential information and updates in an easy-to-read way.Veterans appreciate when the nurse asks for their preferences.	<ul style="list-style-type: none">Veterans value having a cohesive understanding of their care plan."The caregivers recognized me from my last visit. They were all so friendly."	<ul style="list-style-type: none">Having a well-defined plan and clear instructions reduces confusion about next steps.When a procedure goes well, the Veteran is more likely to feel positive about their experience.	<ul style="list-style-type: none">Small interactions with the nursing staff make a big impression on the Veteran; such as ensuring that gowns are fully wrapped around the Veteran and being spoken to by name.Veterans appreciate being treated with dignity while toileting.	<ul style="list-style-type: none">Veterans want autonomy about their health status. This means directly discussing recovery, needs and pain assessment with the care team.Veterans value regular interactions with their staff."It is all about the small things! They knew what I needed before I did and I never had to ask for anything!"	<ul style="list-style-type: none">"My time here has been relaxing so far. I watch TV and movies for the most part.""Talking with other Veterans on the floor keeps me grounded."Having the guidance of dietitians helps build healthy habits."The people. They know you. They don't wait for you to ask. They will offer to help."	<ul style="list-style-type: none">Hearing "discharge" is exciting and relieving.Veterans appreciate when their care team considers their well-being past their inpatient stay.Veterans often want one trusted point person for their discharge plans.
PAIN POINTS	<ul style="list-style-type: none">Veterans often arrive to the medical center feeling vulnerable, both physically and emotionally. They may struggle in coming to terms with their situation.	<ul style="list-style-type: none">When there aren't immediate rooms available in inpatient units, the Veteran feels in limbo.Veterans don't want to feel rushed in talking to their nurse for the first time. They want to have access to nurses as they get settled in their rooms.	<ul style="list-style-type: none">If family and friends of the Veteran are left out of care plan conversations, the Veteran feels less supported."My podiatrist was out the door before I could ask him a question.""I am sometimes confused because I hear different things from my day and night nurses, as well as doctors, and this information does not always add up."	<ul style="list-style-type: none">Veterans can get frustrated when specialty tests delay their progress or speed of discharge.	<ul style="list-style-type: none">The beds that alleviate pressure ulcers are uncomfortable for some Veterans. They often choose to sleep in their chair as a result."I asked the team when they were going to check my vitals so I know if I have a block of time to sleep.""My bathroom in the ICU felt like a prison toilet."	<ul style="list-style-type: none">"You have too many middle men."A Veteran may miss doctor interaction if they are asleep during rounding.Medical students sometimes make the Veteran feel like a test subject.Lack of specialty medical support can mean a more complicated care plan and complex daily communications."I talked to so many doctors. I didn't know who was who."	<ul style="list-style-type: none">Physical items such as table and bed don't always work together, causing discomfort and potential danger for Veterans.Veterans can be frustrated with their hospital diets, particularly when it comes to flavor and quantity.TV controls and keyboards can be difficult to understand or operate.Veterans with longer-term stays seek ways to counter boredom in the hospital.	<ul style="list-style-type: none">Once a Veteran hears the word "discharge" they might think they are immediately ready to leave and then become frustrated with perceived delays in their discharge process.Veterans are often uncertain of where they are in the discharge process.
THIS IS A MOMENT THAT MATTERS BECAUSE...	MOMENT THAT MATTERS Being in the hospital is overwhelming. Everything is unfamiliar. I don't feel good and I'm worried about my health. Making certain a Veteran is well-oriented to their new surroundings can provide the foundation for an easier, less stressful inpatient stay.		MOMENT THAT MATTERS I need to know what tests or procedures are going to be done and why they are being done. Establishing a trusted relationship between Veterans and providers is essential to a positive experience. Clear and transparent communication is key to alleviating fears and vulnerability.		MOMENT THAT MATTERS I want time to speak with my nurses and doctors so that I can ask them about my treatment and prognosis. When a Veteran is able to directly interact with their care team, trust is built, understanding increases and the Veteran feels more in control.		MOMENT THAT MATTERS If I'm going to spend the night, I want to be comfortable and choose how I pass the time. Veterans value having control over their daily activities, such as: meal quality and regularity, dignified toileting, bed comfort, and access to entertainment.	
WHAT THE SURVEY WILL ASK	MEASURING EMPLOYEE HELPFULNESS & QUALITY The staff was helpful when I settled into my hospital room.		MEASURING EQUITY & TRANSPARENCY I understood what care I would receive while I was in the hospital. MEASURING SATISFACTION I was satisfied with the care I received in the hospital.		MEASURING EMPLOYEE HELPFULNESS & QUALITY My care team was there for me when I needed them.		MEASURING QUALITY The hospital provided things for me to do in my down time (TV, internet, reading materials, etc).	