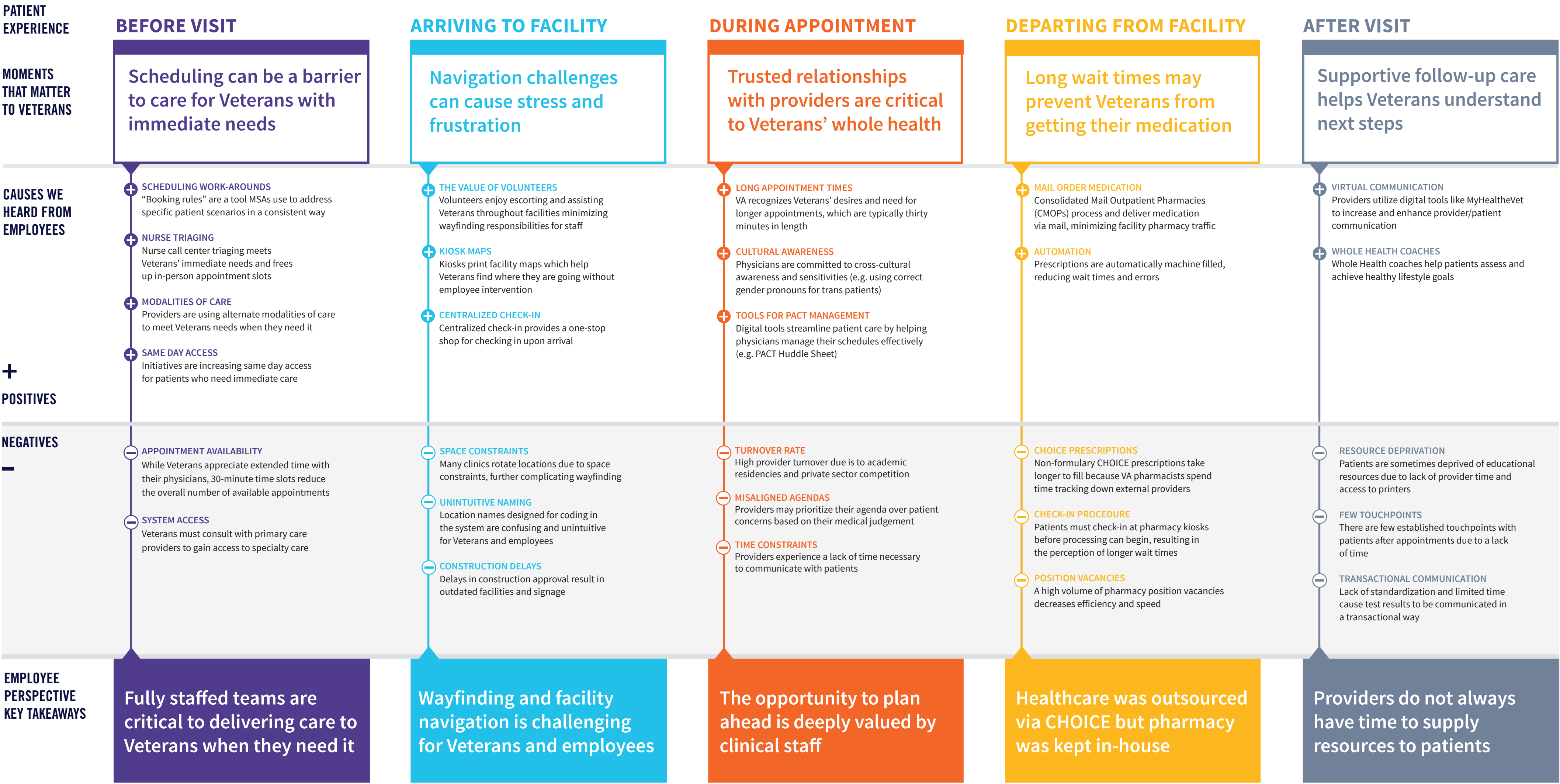
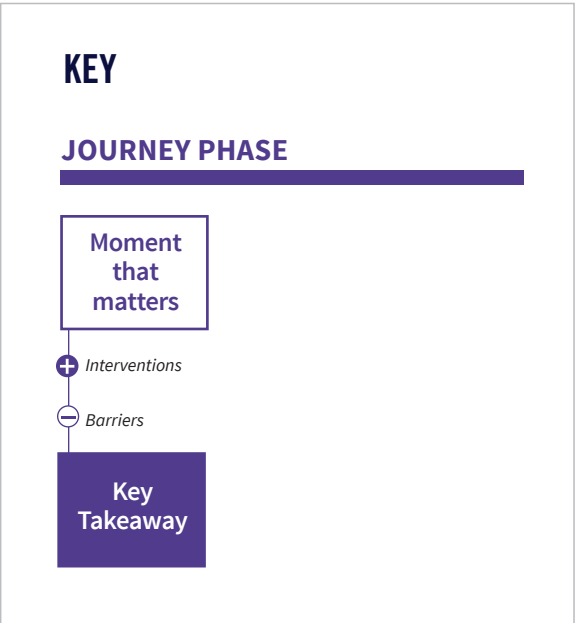


# VA PATIENT EXPERIENCE EMPLOYEE JOURNEY



The VA Employee Journey Map traces the outpatient care journey from the employee perspective. The map reflects current barriers and interventions which may affect the patient experience. While not exhaustive, this map can be used to prioritize improvement opportunities and identify how employee (backstage) issues contribute to Veteran (frontstage) concerns.



# VA PATIENT EXPERIENCE SERVICE BLUEPRINT



The VA Patient Experience Service Blueprint offers a window into the technical operations of the roles involved in outpatient care delivery. This blueprint shows who is involved where and what exactly they are doing. This map generates a preliminary understanding of backstage processes and should be used to identify areas for further research.

KEY

Common Employee Action

Optional Employee Action

Customer Service

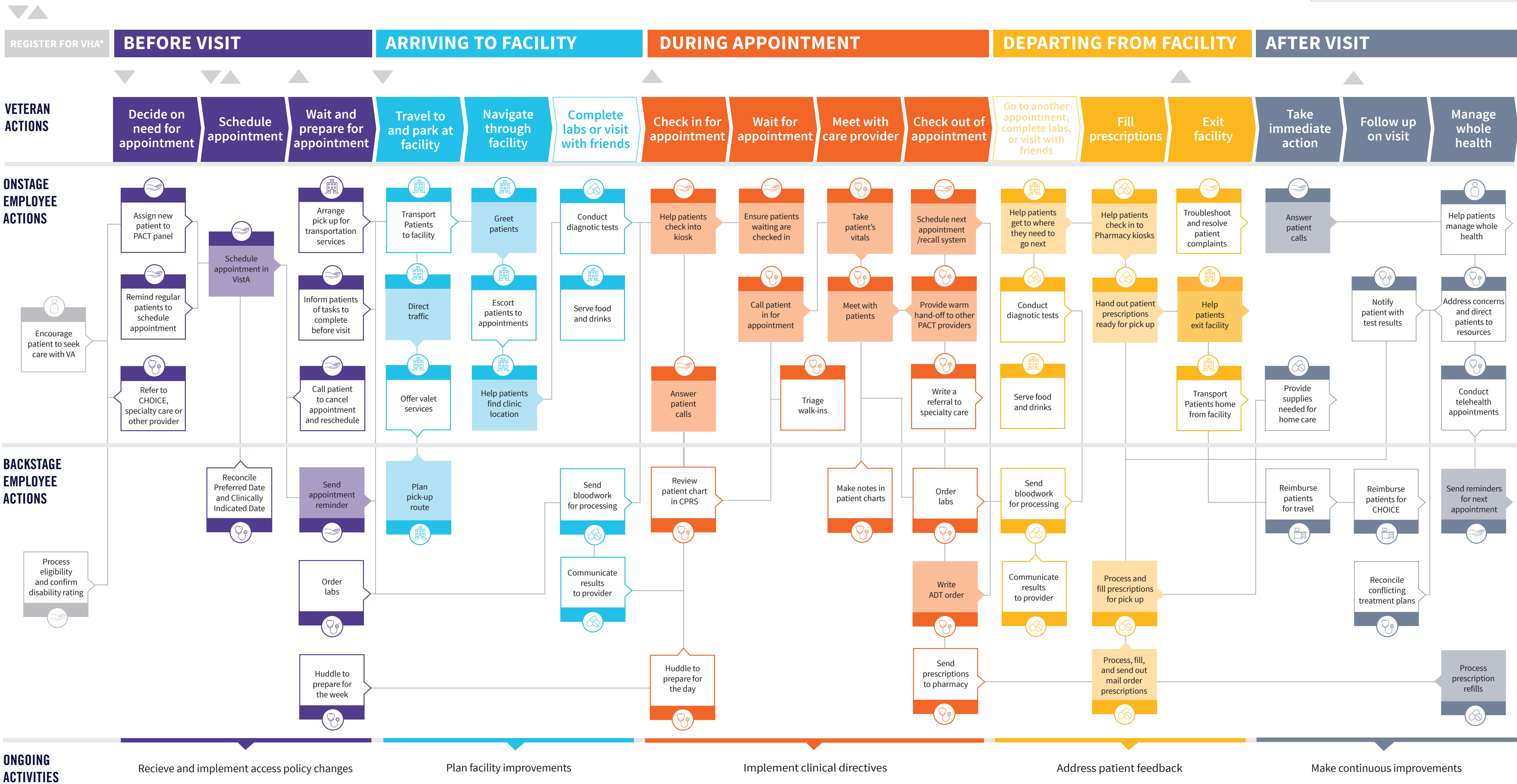
Facilities

Care Providers

Clinical Support

Support Services

Trusted Helper

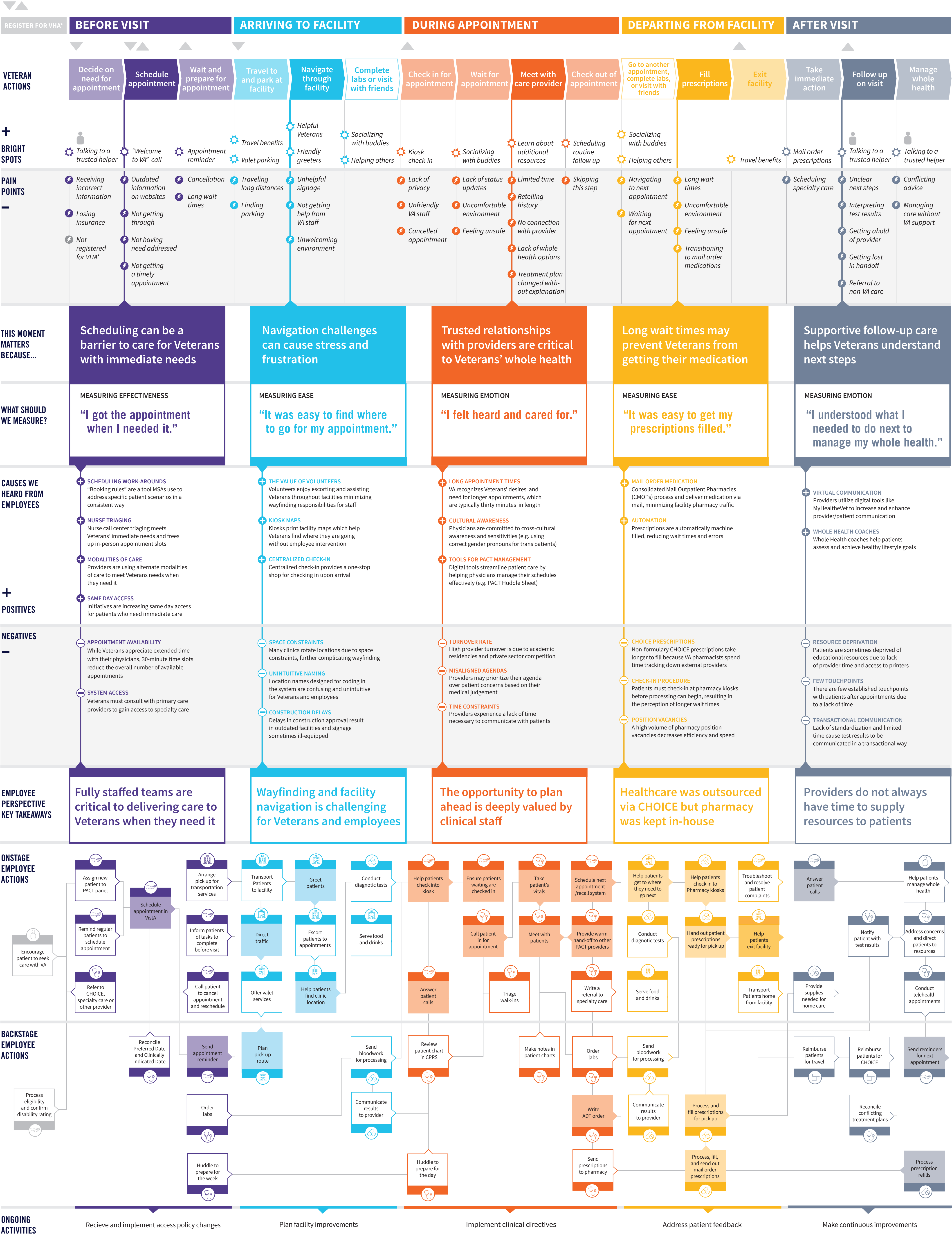
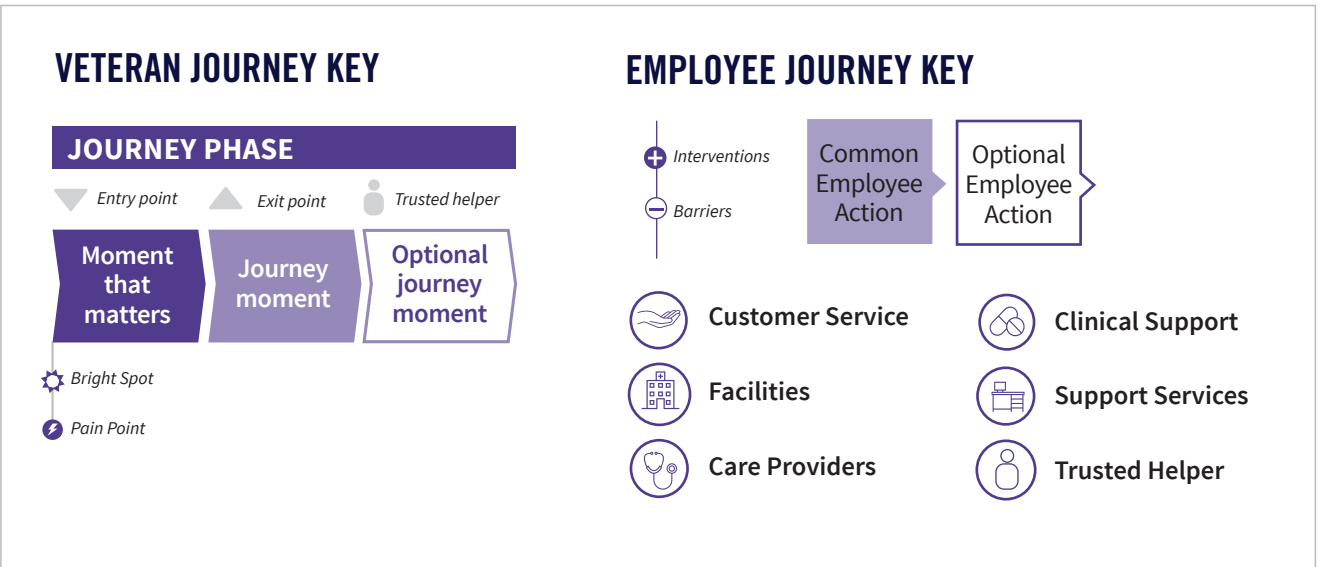




VA PATIENT EXPERIENCE JOURNEY

The VA Patient Experience Journey Map represents a common set of moments Veterans experience before, during, and after a health care appointment visit. Veterans also identified five key moments that matter during which VA can build trust with Veterans or lose them entirely. VA can and should make sure these moments are done right. While this map does not represent what happens to every Veteran during every appointment, it is a good starting point to define the ideal patient experience at VA.

This map also generates a preliminary understanding of backstage processes and may be used to identify areas for further research. The map reflects the employee perspective on current barriers and ongoing improvements which may affect the patient experience. Along with continued research, this map can be used to prioritize improvement opportunities and identify how employee (backstage) issues contribute to Veteran (frontstage) concerns.





# VA PATIENT EXPERIENCE JOURNEY



The VA Patient Experience Journey Map represents a common set of moments Veterans experience before, during, and after a health care appointment visit. While this map does not represent what happens to every Veteran during every appointment, it is a good starting point to define the ideal patient experience at VA and recognize high impact improvement opportunities. Veterans also identified five key moments that matter during which VA can build trust with Veterans or lose them entirely. VA can and should make sure these moments are done right.

KEY

JOURNEY PHASE

Entry point

Exit point

Moment that matters

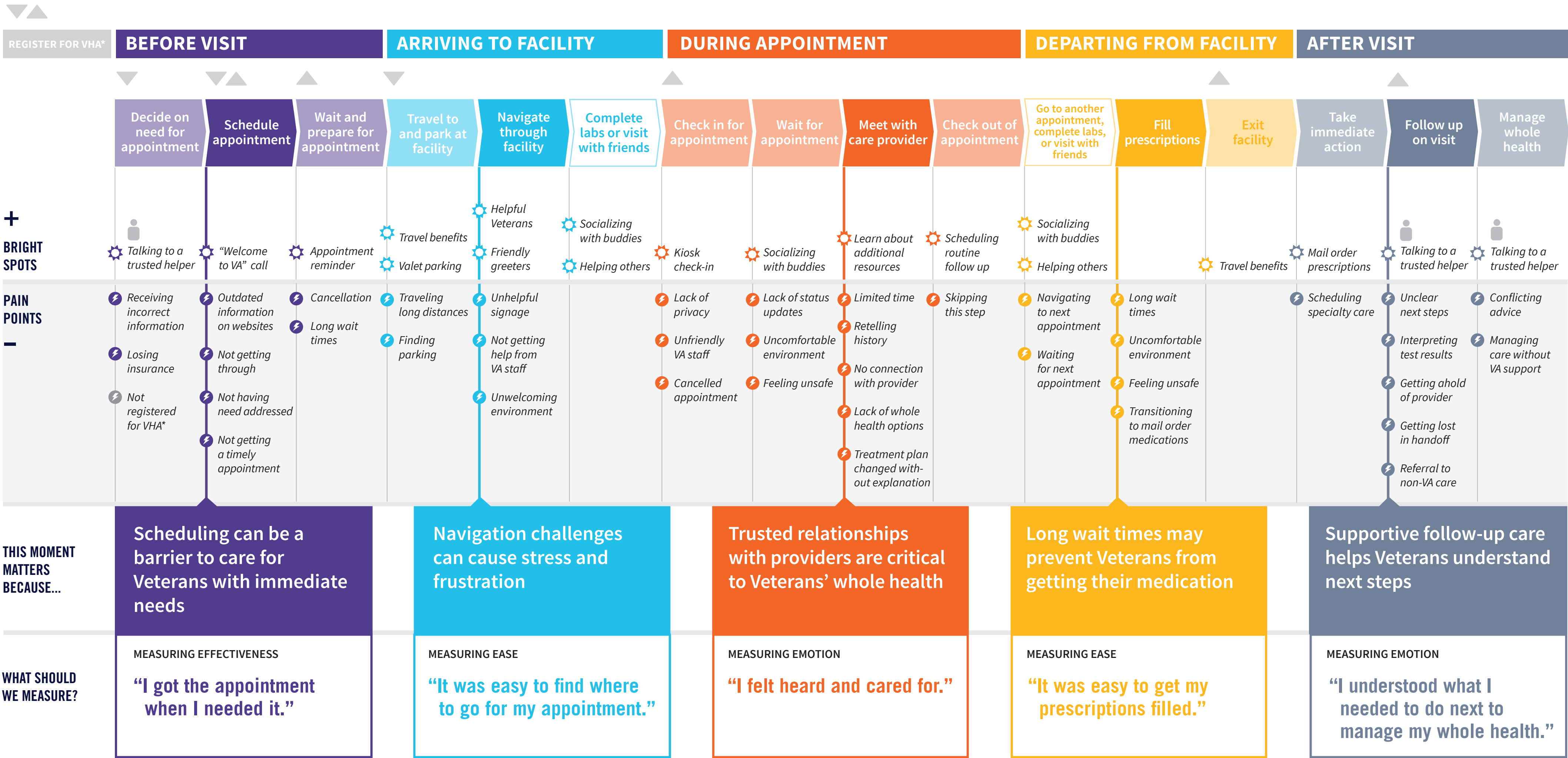
Journey moment

Optional journey moment

Bright Spot

Pain Point

Trusted helper



\*The process for registering for VHA includes the following steps:

- Deciding to register for VA Health Care
- Understanding and applying for eligibility
- Getting a Service Connected Disability Rating

# VA FUTURE PATIENT EXPERIENCE JOURNEY



U.S. Department  
of Veterans Affairs  
Veterans Health  
Administration

This map represents what the future outpatient experience could be at a VA medical facility. While this map represents an ideal journey for Veterans in general, rather than specific subsets of the population, it is a good tool to ensure alignment of current and future patient experience solutions. The purpose of this map is to serve as a guiding light to evaluate if patient experience interventions and efforts are meeting Veteran needs and mitigating current pain points. It can also be used to brainstorm new interventions to mitigate current pain points. The bottom row describes potential metrics to measure positive movement towards an improved patient experience.

KEY

JOURNEY PHASE

Moment that matters

Journey moment

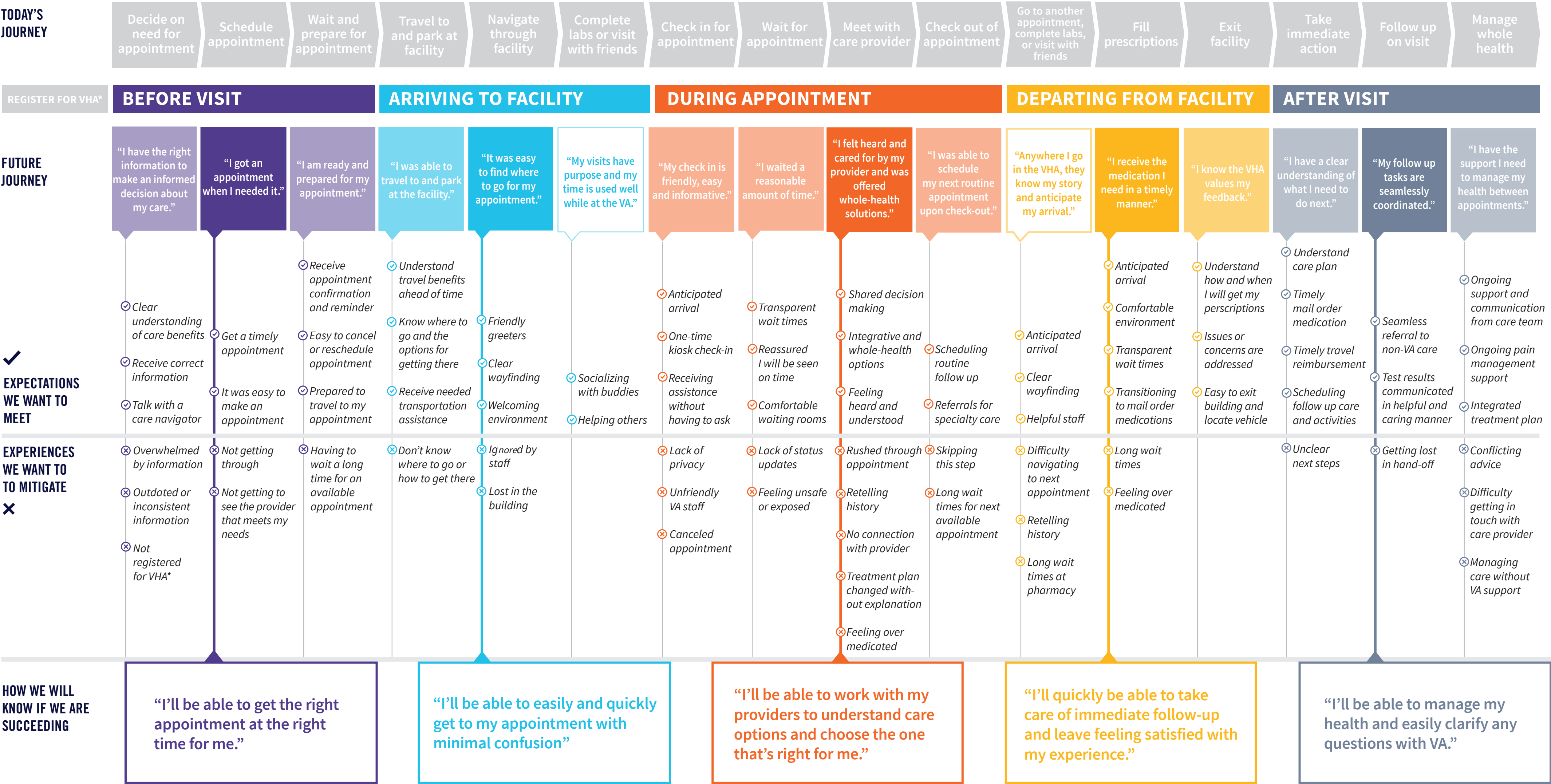
Optional journey moment

⊙

Expectations we want to meet

⊗

Expectations we want to mitigate



HOW WE WILL KNOW IF WE ARE SUCCEEDING

"I'll be able to get the right appointment at the right time for me."

"I'll be able to easily and quickly get to my appointment with minimal confusion"

"I'll be able to work with my providers to understand care options and choose the one that's right for me."

"I'll quickly be able to take care of immediate follow-up and leave feeling satisfied with my experience."

"I'll be able to manage my health and easily clarify any questions with VA."

\*The process for registering for VHA includes the following steps:

- Deciding to register for VA Health Care
- Understanding and applying for eligibility
- Getting a Service Connected Disability Rating