



User Journey Mapping Document

Persona: Healthcare Providers

1. Introduction

This document outlines the journey of **Healthcare Providers** in assisting survivors of abuse, neglect, and gender-based violence (GBV). The purpose is to understand their workflow, identify challenges, and explore ways to improve healthcare support and coordination.

Key objectives:

- Identify pain points affecting medical professionals' ability to support survivors.
- Improve inter-agency communication and case coordination.
- Enhance training and forensic processing for better legal and medical outcomes.

2. Persona Overview

- **Who They Are:**
 - Doctors, nurses, and mental health professionals providing medical and psychological care.
 - Work in hospitals, clinics, or specialized trauma centers.
- **Needs & Motivations:**
 - Provide timely and sensitive care to survivors.
 - Coordinate effectively with legal, social, and mental health services.
 - Access to better tools for forensic and psychological assessments.
- **Challenges They Face:**
 - Limited training in handling trauma survivors with sensitivity.
 - Delayed forensic examinations affecting legal outcomes.

- Lack of clear communication between hospitals and support services.

3. User Journey Stages

Stage 1: Awareness

- **How They Learn About a Case:**
 - Information provided by helpline operators, law enforcement, or social workers.
 - Survivors self-reporting or being brought in by a guardian or police.
- **Challenges & Barriers:**
 - Lack of clear protocols for prioritizing trauma cases.
 - Miscommunication between support services and healthcare providers.
- **Opportunities for Improvement:**
 - Standardized reporting mechanisms between agencies.
 - Awareness campaigns on trauma-informed care for medical staff.

Stage 2: Contact & Referral

- **How They Engage with Survivors:**
 - Survivors are referred to hospitals or clinics for medical examination and treatment.
 - Emergency treatment for injuries, forensic collection for legal purposes.
- **Challenges & Barriers:**
 - Lack of specialized facilities for trauma survivors.
 - Fear or reluctance from survivors to seek medical attention.
- **Opportunities for Improvement:**
 - Safe, confidential spaces in healthcare settings for survivors.
 - Quick referral systems for urgent cases.

Stage 3: Support & Treatment

- **Providing Medical & Psychological Care:**
 - Conducting forensic medical examinations for legal documentation.
 - Offering mental health counseling and trauma-informed therapy.
- **Challenges & Barriers:**
 - Limited access to mental health specialists.
 - Time-consuming forensic processing delays legal proceedings.
- **Opportunities for Improvement:**
 - Specialized training for handling GBV and child abuse cases.
 - Faster forensic processing to support legal cases.

Stage 4: Follow-Up & Long-Term Support

- **Ensuring Continued Care:**

- Ongoing psychological support and therapy sessions.
- Referrals to rehabilitation programs for long-term recovery.
- **Challenges & Barriers:**
 - Inconsistent follow-ups leading to gaps in care.
 - Limited coordination with social workers and law enforcement.
- **Opportunities for Improvement:**
 - Digital medical record systems for seamless case tracking.
 - Multidisciplinary case review meetings for holistic survivor care.

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