

# Visual tool to map the Patient Pathway

**Disclaimer:** The Patient Pathway Toolkit is a co-created resource developed by Patvocates for Boehringer Ingelheim and hosted by the European Patient Advocacy Institute (EPAI). It is released under the Creative Commons Attribution-ShareAlike 4.0 International Licence (CC BY-SA 4.0). While the content is freely available for sharing and adaptation under this licence, the use of the Patvocates and EPAI logos is not included in the licence. These logos may not be reused, altered or redistributed without express written permission from the respective organisations.

## Facilitator Guide

Developed by:



For Boehringer Ingelheim

Hosted by:

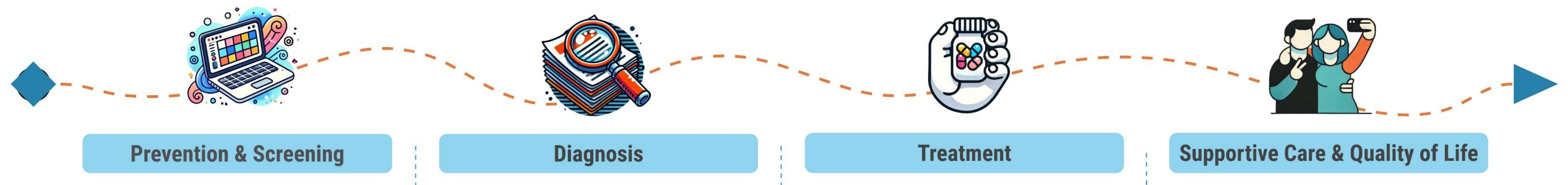


Patient Pathway Toolkit Licence: CC BY-SA 4.0

# What is the Patient Pathway

The **Patient Pathway** represents the comprehensive sequence of events that unfolds when an individual first recognises a need for medical care. Unlike a mere focus on service delivery, the Patient Pathway encompasses every touchpoint within a patient's experience. From prevention and screening, to facing the diagnosis, treatment, and post-treatment care, each interaction plays a crucial role.

Understanding the Patient Pathway is pivotal for enhancing the overall patient experience. Not all interactions carry equal weight. By actively gathering patient and patient advocates feedback, and discerning perceptions at every stage of the pathway, your organisation can pinpoint critical “moments of truth.”



Developed by:



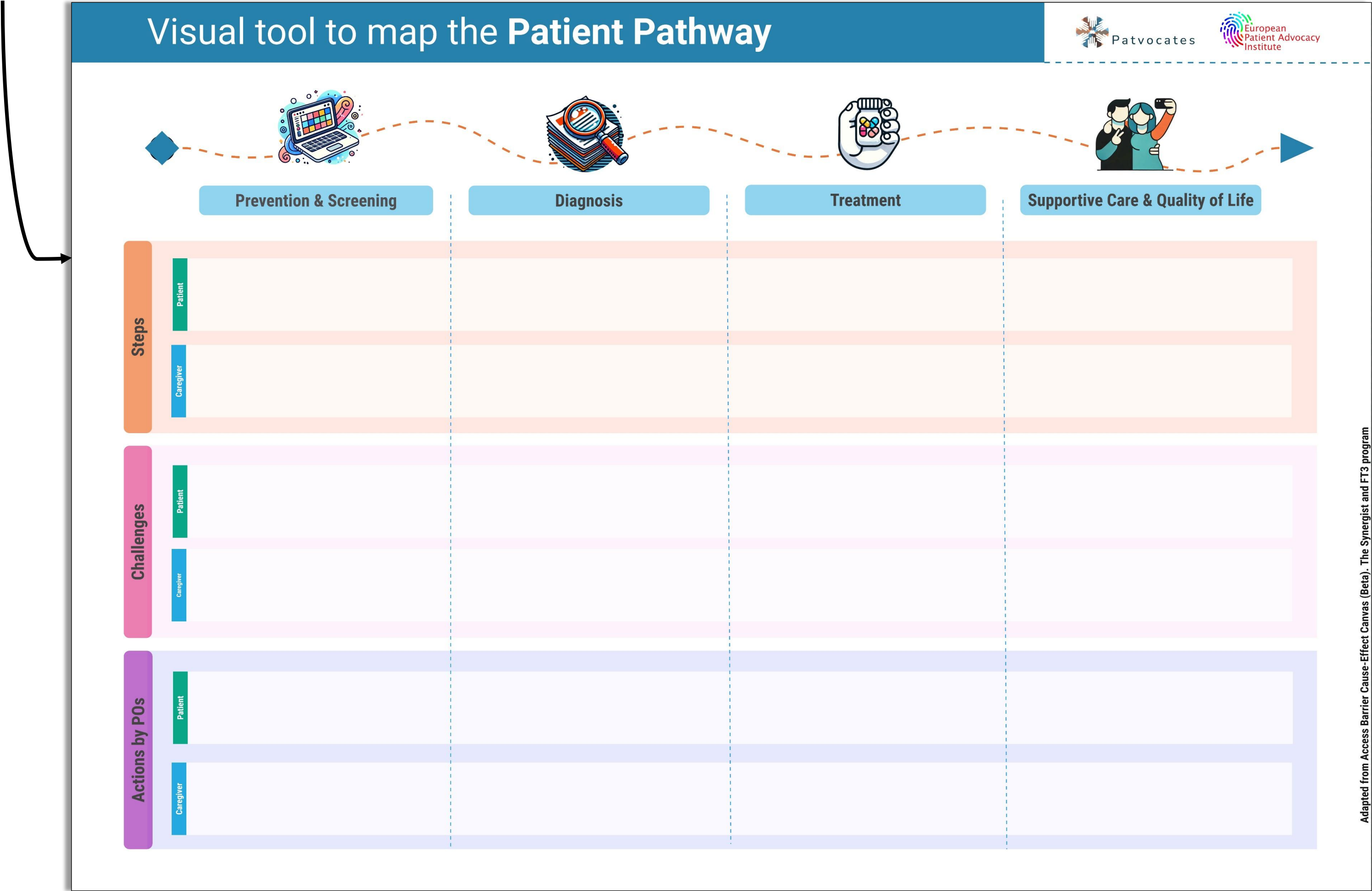
For Boehringer Ingelheim

Hosted by:



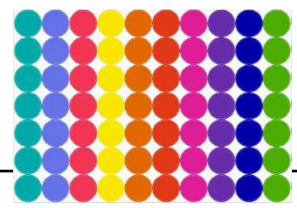
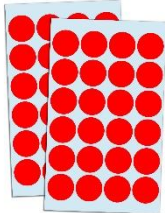
Patient Pathway Toolkit Licence: CC BY-SA 4.0

# How to use this tool



# Materials

This is what you need for facilitating an offline Patient Pathway workshop

| Material                                                                                                         | How many?                                                                                     |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| Rectangular YELLOW Post-Its   | Min. 1 YELLOW stack per participant                                                           |
| 8mm MULTICOLOR dot stickers  | 1 sheet per participant                                                                       |
| Black marker                | Min. 1 per participant                                                                        |
| Whiteboard                                                                                                       | 1 / It can be replaced by the Patient Pathway map.<br>(Preferably print it in A0 or A1 size). |
| Whiteboard markers (black, green, red)                                                                           | 1 each                                                                                        |
| 18mm RED dot stickers       | 1 sheet per participant                                                                       |

If you can't print the map in a large size, copy the structure on the whiteboard

Developed by:



For Boehringer Ingelheim

Hosted by:



Patient Pathway Toolkit Licence: CC BY-SA 4.0

# Step by step

## Patient Pathway map Guide

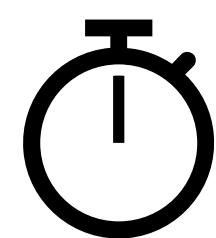


# Step

1

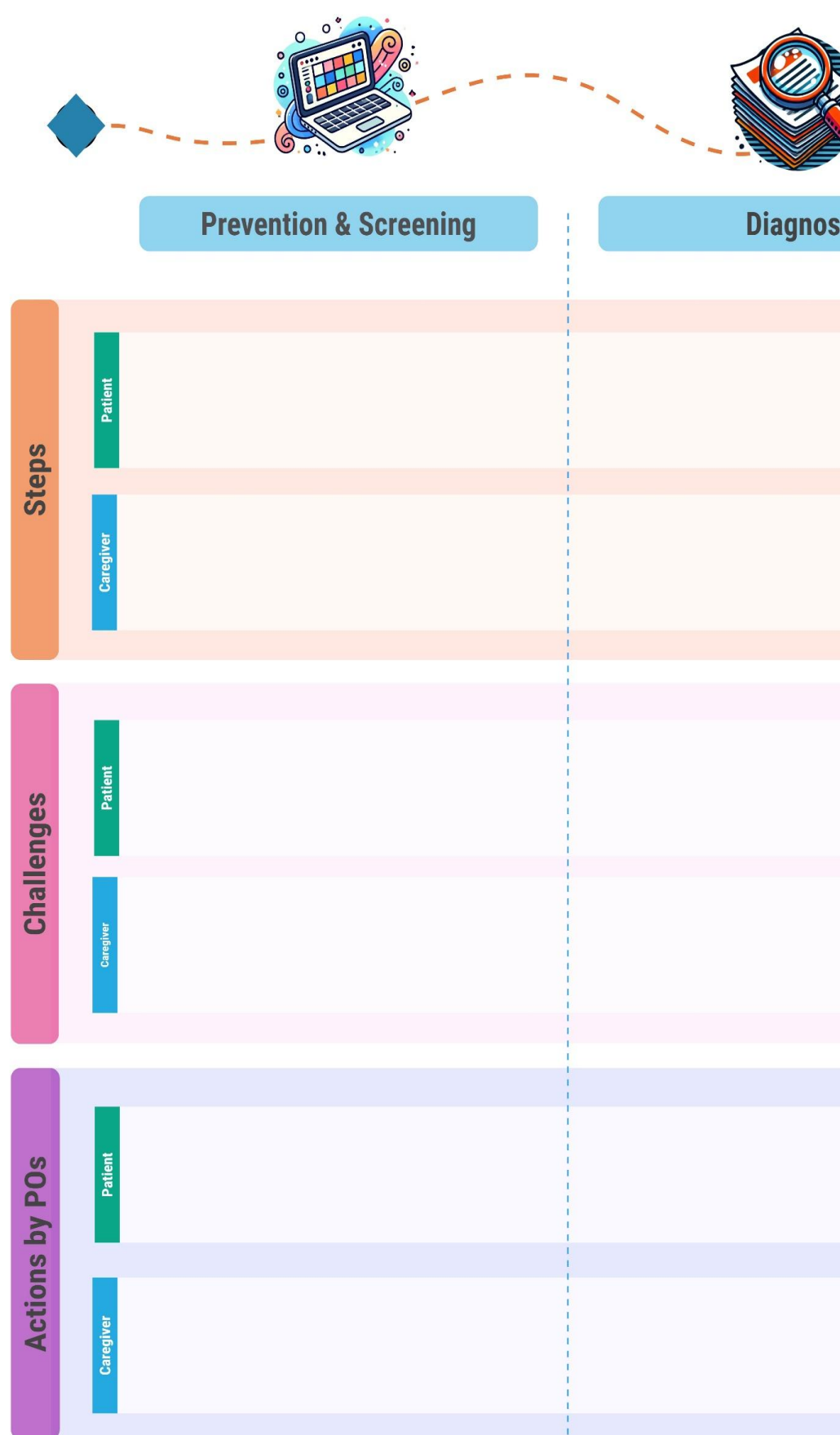
Identify each “ideal step” that the patient/caregiver should encounter during their patient pathway and map it within the four pillars. You should map out the ideal Patient Pathway.

Invite the participants to write down their ideas in yellow sticky notes.



This task may take **between 45-60 minutes**, depending on the complexity of the patient’s pathway and the discussion needed to identify the steps

## Visual tool to map the Patient



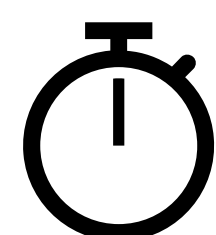
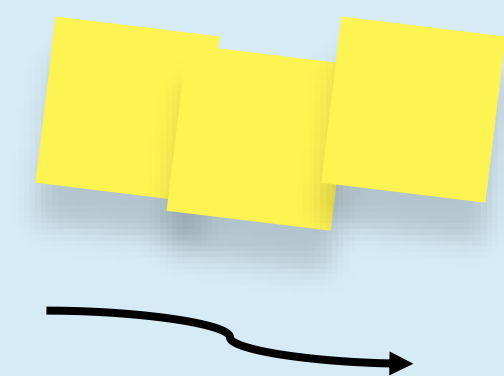
# Step

2

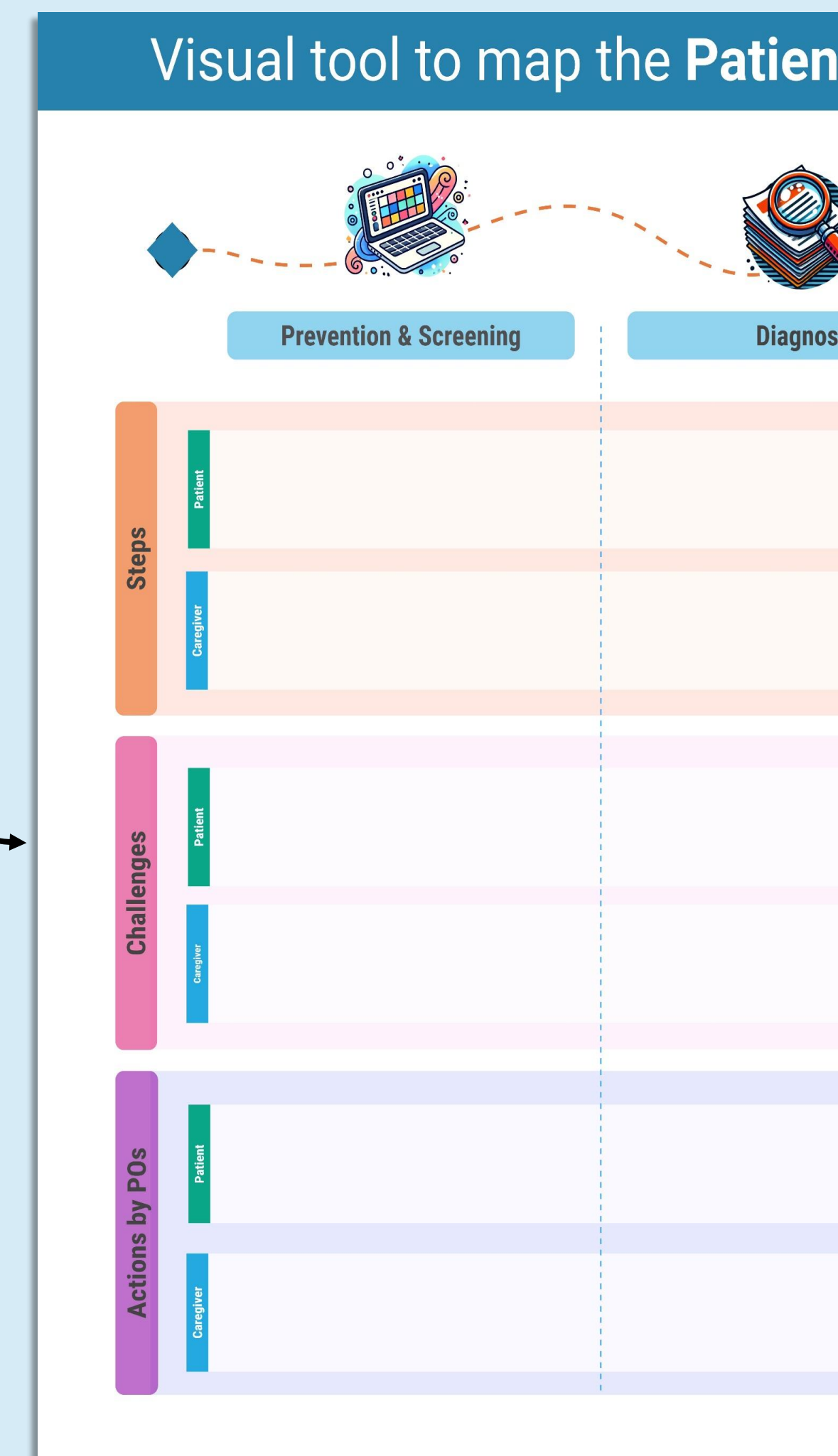
Describe a challenge the patient/caregiver faces during that “step”.

Again, ask the participants to write down their ideas in yellow sticky notes.

Invite them to connect the “steps” with the challenges using arrows.



Allocate **approximately 60-90 minutes** for this task. Participants can share their ideas and discuss common challenges patients face at each step.

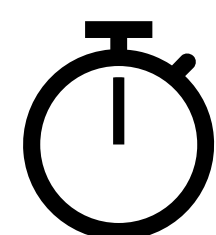
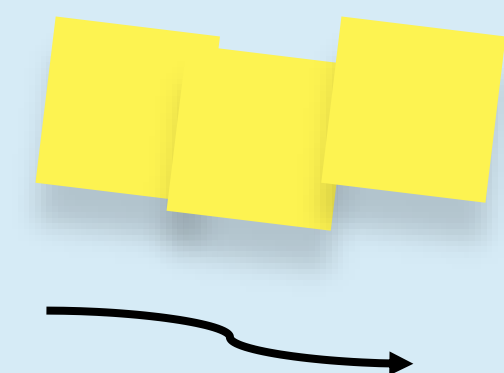


# Step

3

Identify any actions that Patient Organisations can implement to reduce the impact of those challenges identified.

Tell them to continue linking the ideas, now with the identified actions.



Spend **around 20-30 minutes** on this task. Participants can brainstorm and discuss how patient organisations can address identified challenges

## Visual tool to map the Patient

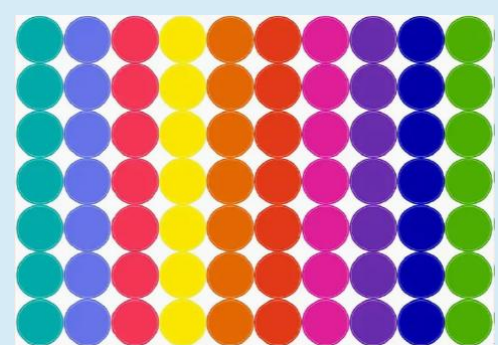


# Step

4

Identify which other stakeholders are involved in the specific step and colour-code the step in correspondence with the stakeholder.

Use this colour guide and ask the participants to use the Dot Stickers inside the yellow post-its.



GPs



Specialists



Health coverage



Nurses



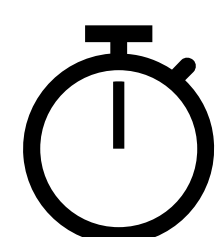
Pharmacists



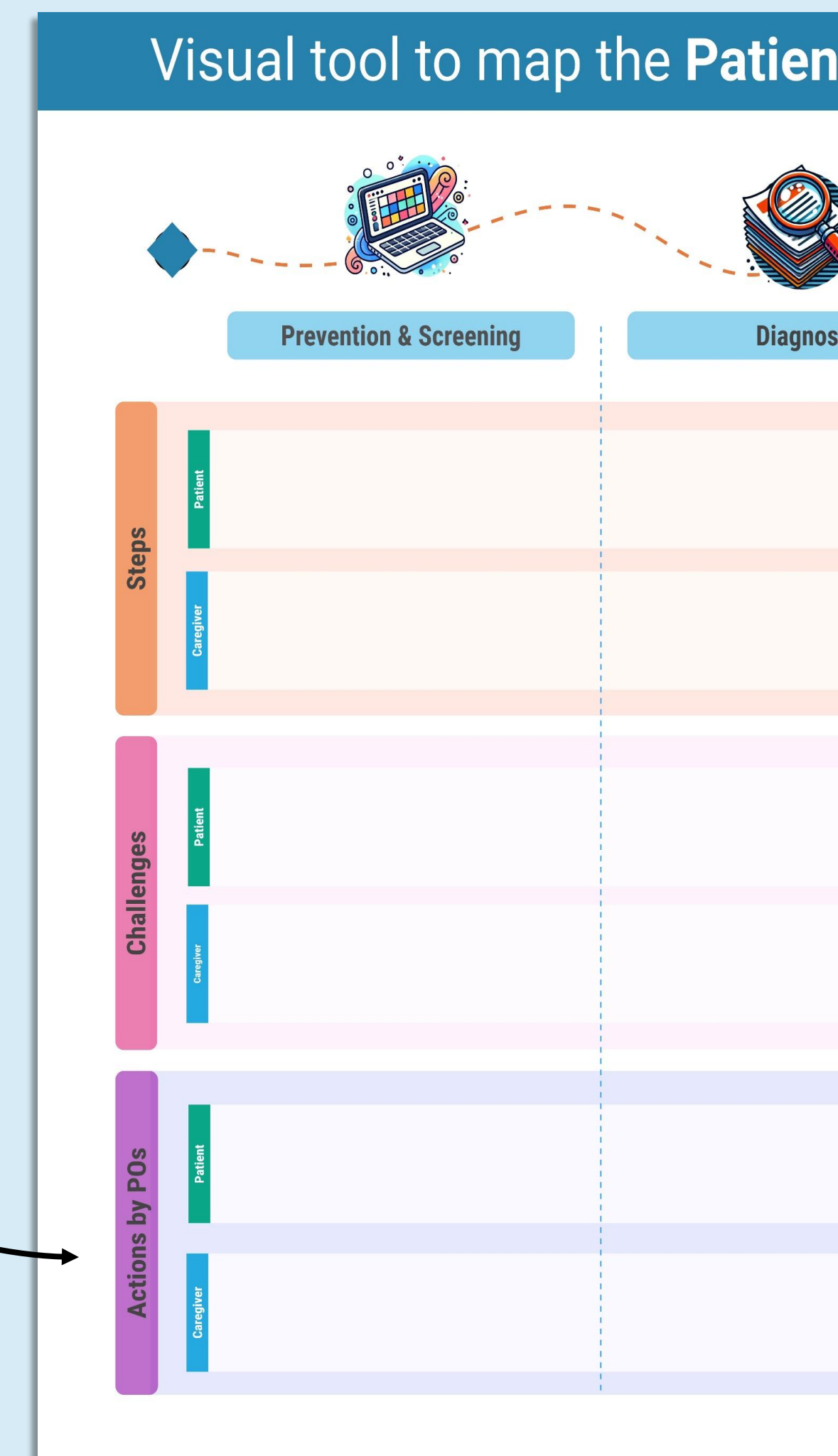
Psychology



Rehabilitation



Allocate **about 10-15 minutes** for this task. Participants can identify the different actors involved in each step and assign them a corresponding colour-code.



# Step

5

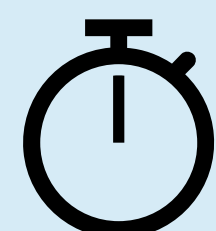
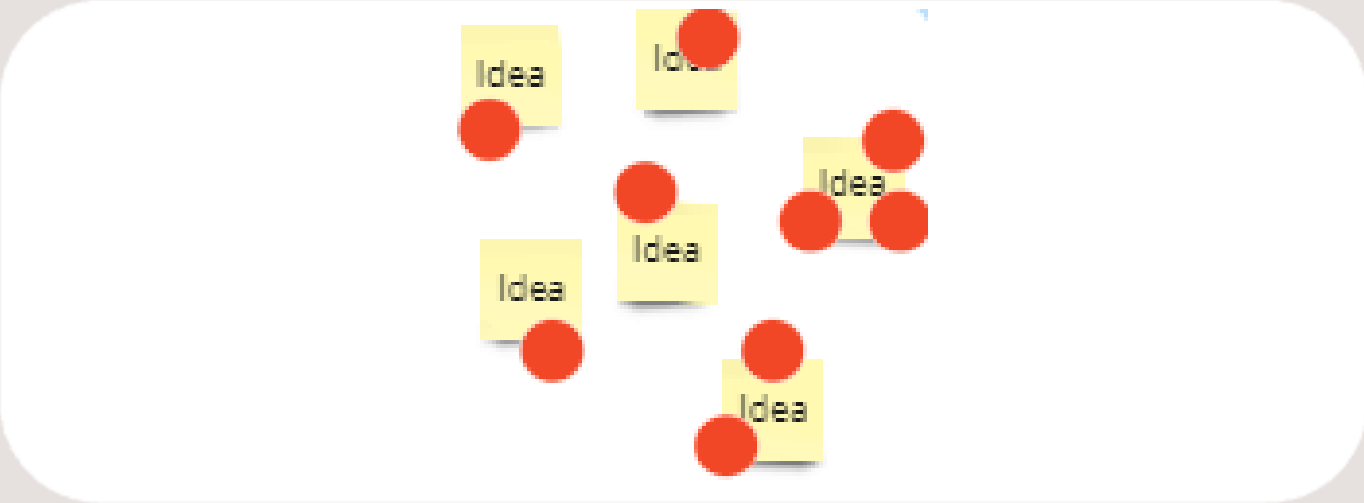
At the end of the workshop, use this frame/board to prioritise the most urgent actions your Patient Organisation should accomplish.

Add here the most voted:

## High Priorities

At the end of the workshop, use this frame to prioritise the most urgent actions your Patient Organisation should accomplish.

Add the most voted items here:



Spend **about 30-45 minutes** on this task. Participants can review the proposed actions and vote for the most important or impactful ones.

Developed by:



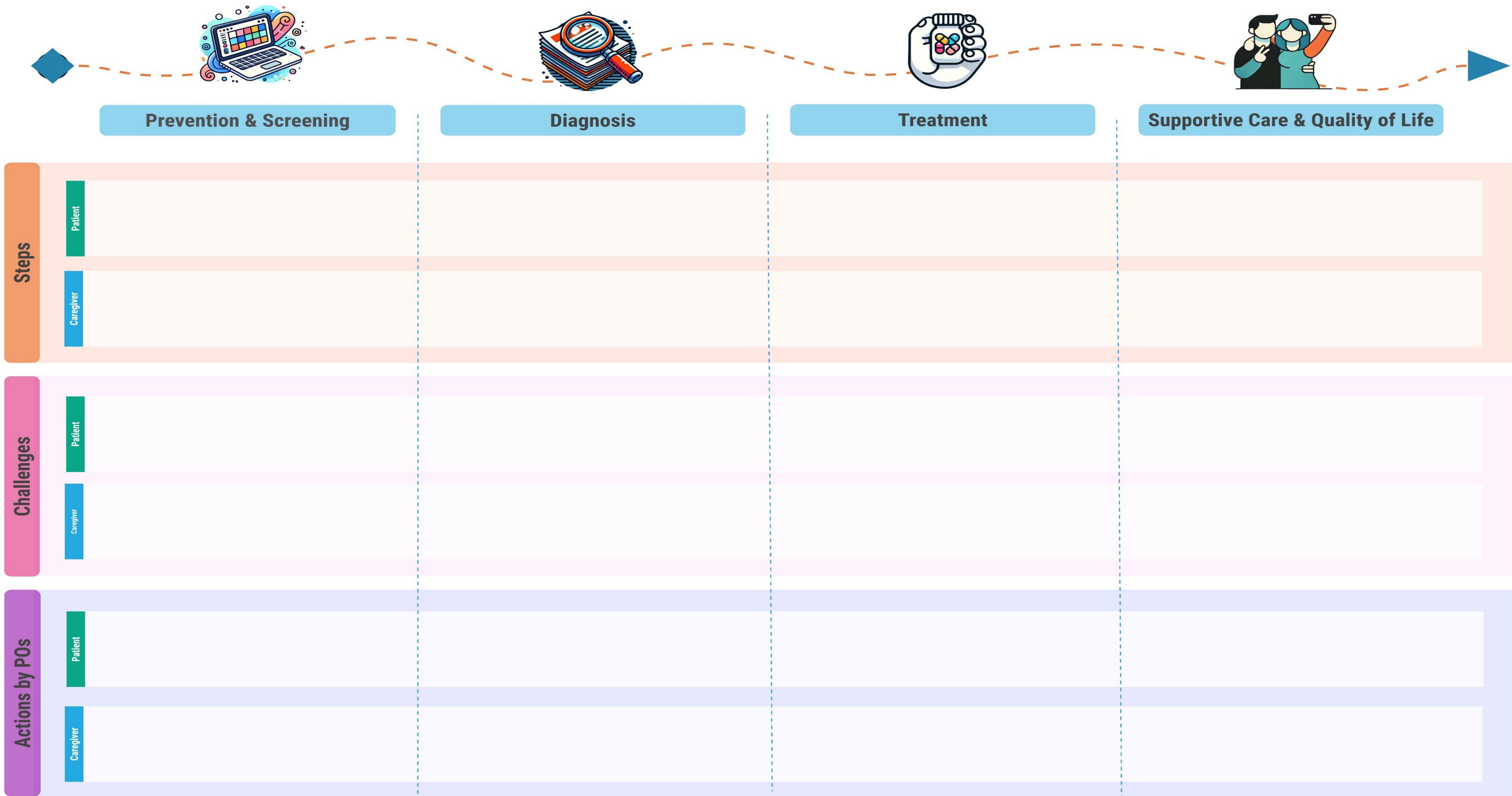
For Boehringer Ingelheim

Hosted by:

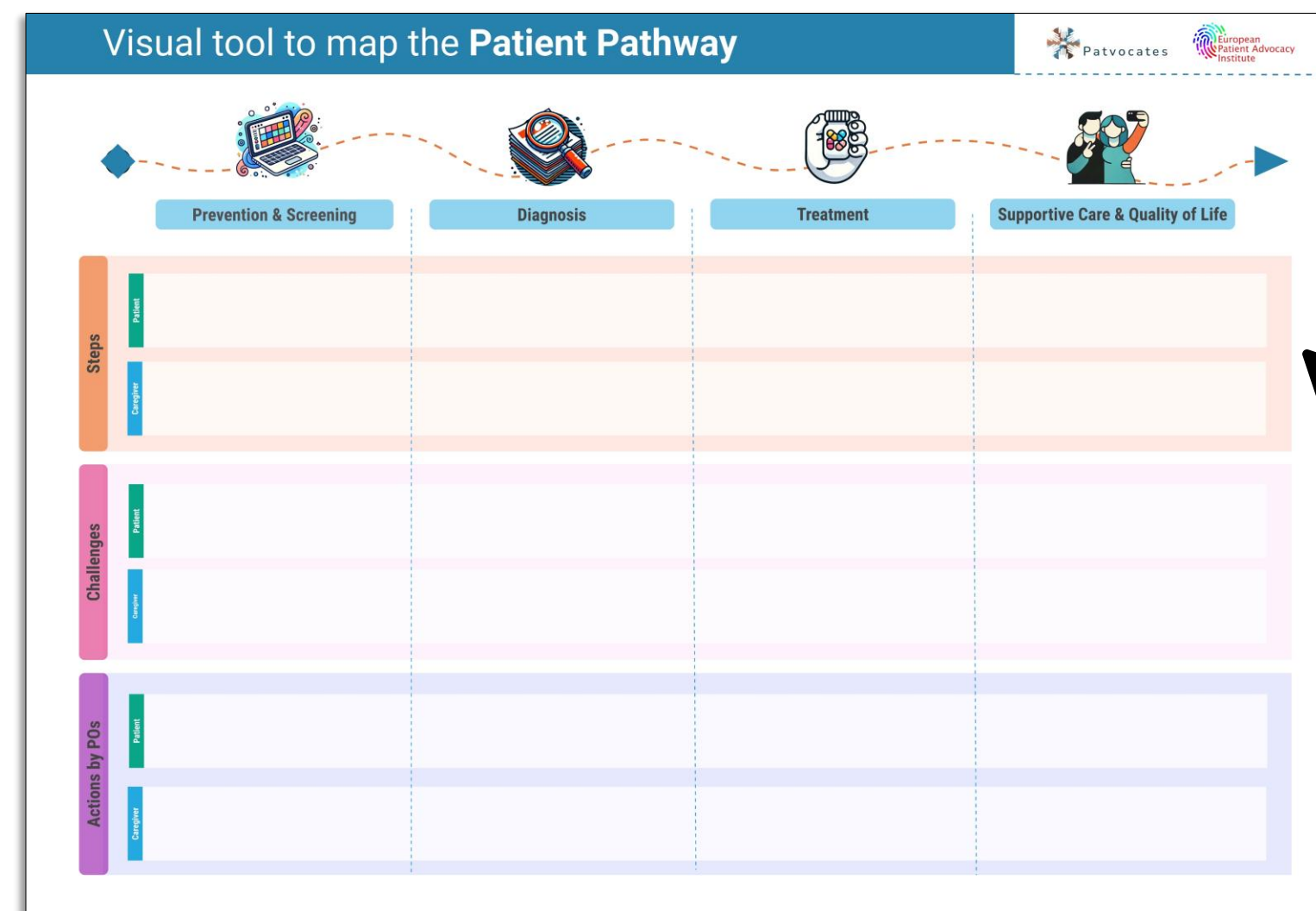


Patient Pathway Toolkit Licence: CC BY-SA 4.0

# Visual tool to map the Patient Pathway



# Download the Patient Pathway Visual tool



Click on the image to download the map in high quality PDF

**A0 / A1**

Use [this MIRO LINK](#) to access the online interactive version

Developed by:



For Boehringer Ingelheim

Hosted by:



Patient Pathway Toolkit Licence: CC BY-SA 4.0

# Visual tool to map the Patient Pathway

*Developed by:*



*For Boehringer Ingelheim*

*Hosted by:*



*Patient Pathway Toolkit Licence: CC BY-SA 4.0*

**Disclaimer:** The Patient Pathway Toolkit is released under Creative Commons Licence (CC BY-SA 4.0). While the content is freely available for sharing and adaptation under this licence, the use of the Patvocates and EPAI logos is not included in the licence. These logos may not be reused, altered or redistributed without express written permission from the respective organisations.

Get Impactful  
insights