

Visual tool to map the Patient Pathway

Disclaimer: The Patient Pathway Toolkit is a co-created resource developed by Patvocates and hosted by the European Patient Advocacy Institute (EPAI), with the support of Boehringer Ingelheim. 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:



Patvocates

Hosted by:

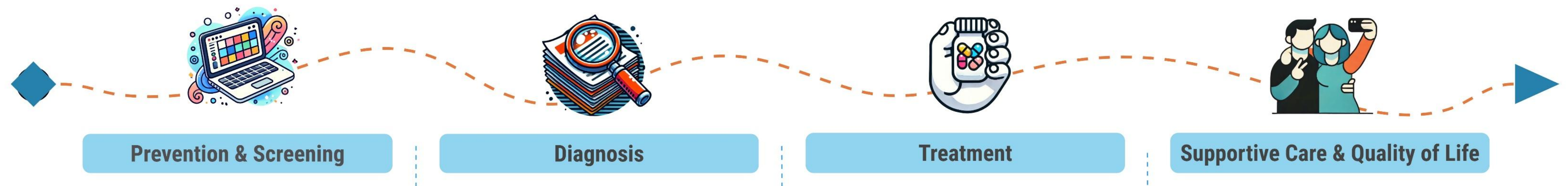


With the support of Boehringer Ingelheim
Patient Pathway Toolkit Licence: CC BY-SA 4.0

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:

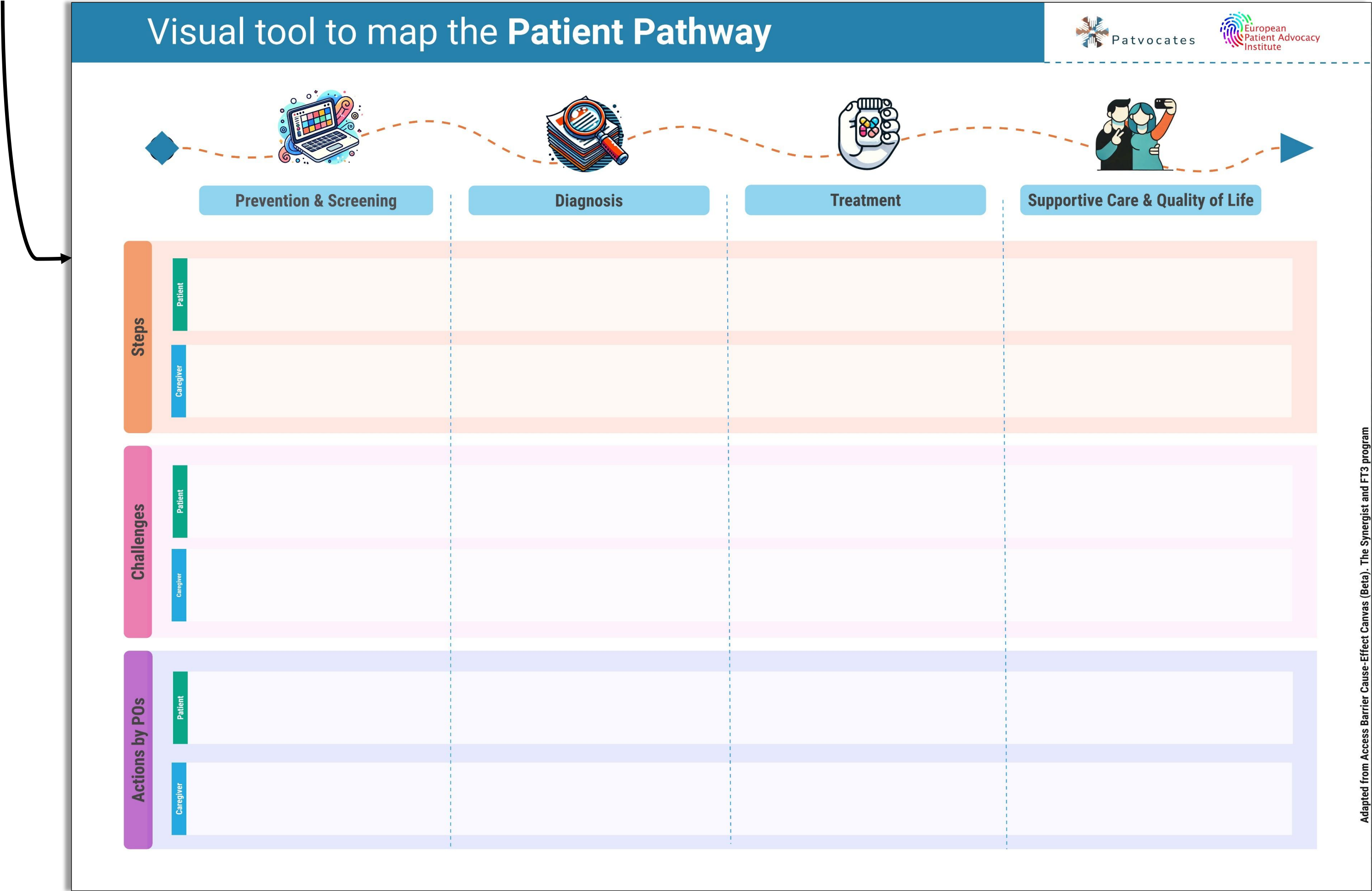


Hosted by:




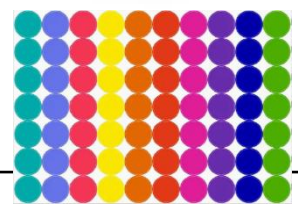

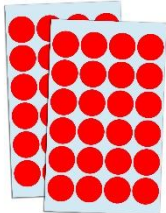
With the support of Boehringer Ingelheim
Patient Pathway Toolkit Licence: CC BY-SA 4.0

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. (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:



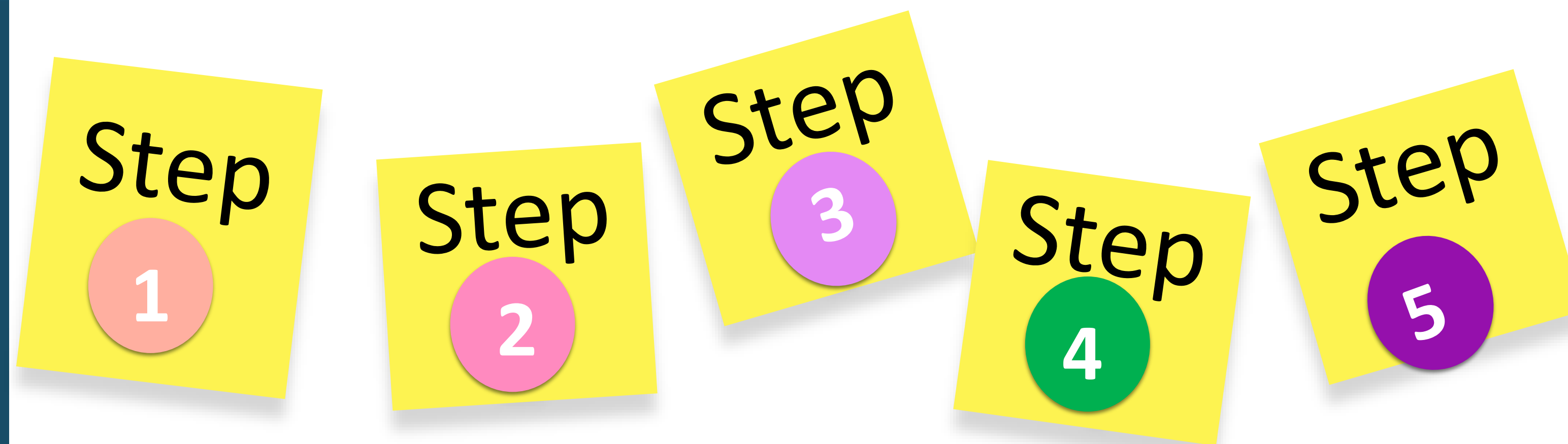
Hosted by:



With the support of Boehringer Ingelheim
Patient Pathway Toolkit Licence: CC BY-SA 4.0

Step by step

Patient Pathway map Guide



Developed by:



Patvocates

Hosted by:



European
Patient Advocacy
Institute

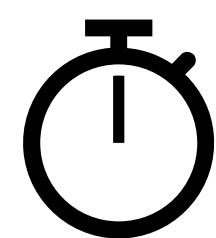
With the support of Boehringer Ingelheim
Patient Pathway Toolkit Licence: CC BY-SA 4.0

Step

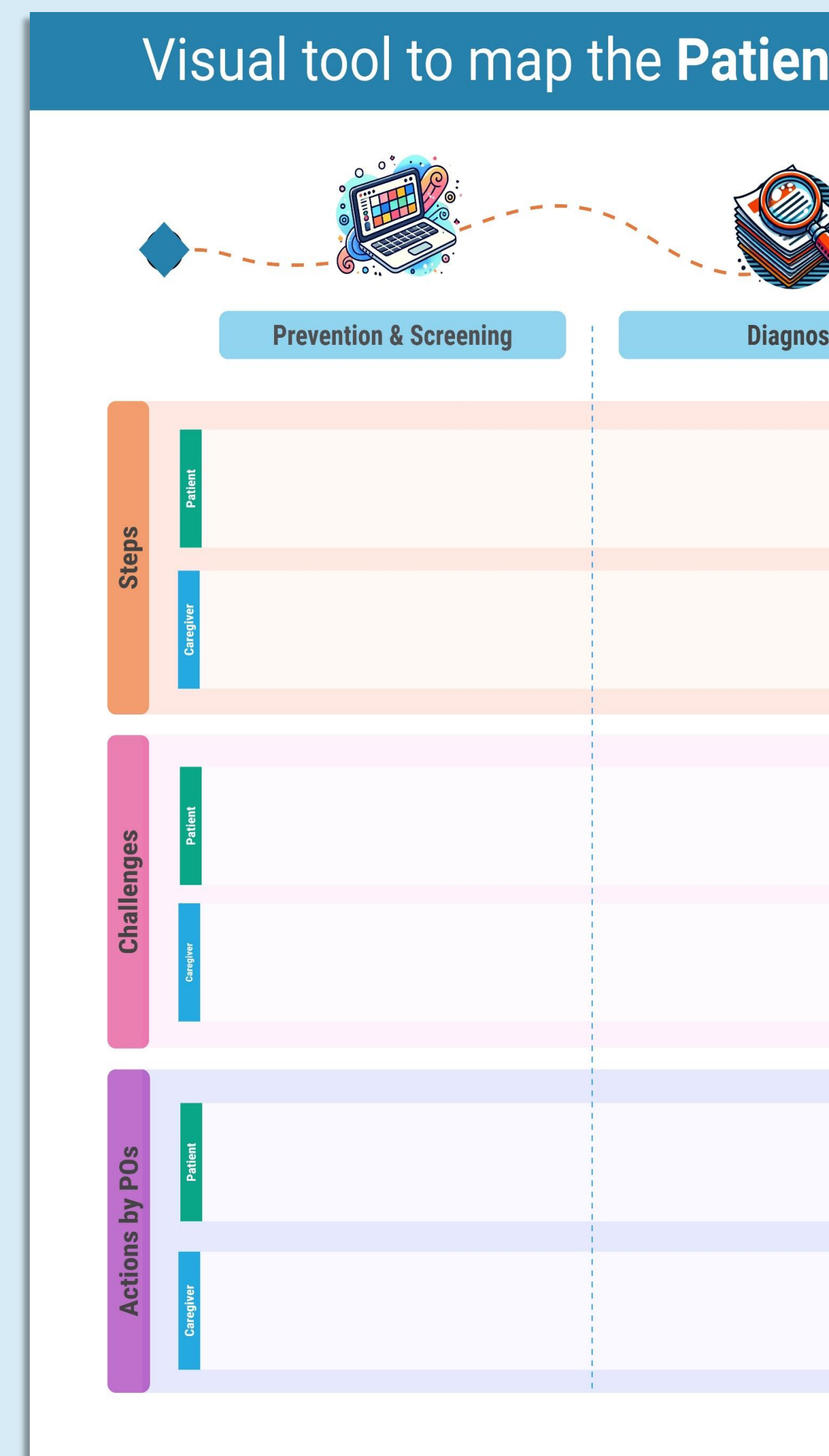
1

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



Developed by:



Hosted by:



With the support of Boehringer Ingelheim
Patient Pathway Toolkit Licence: CC BY-SA 4.0

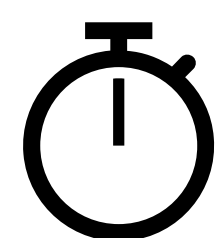
Step

2

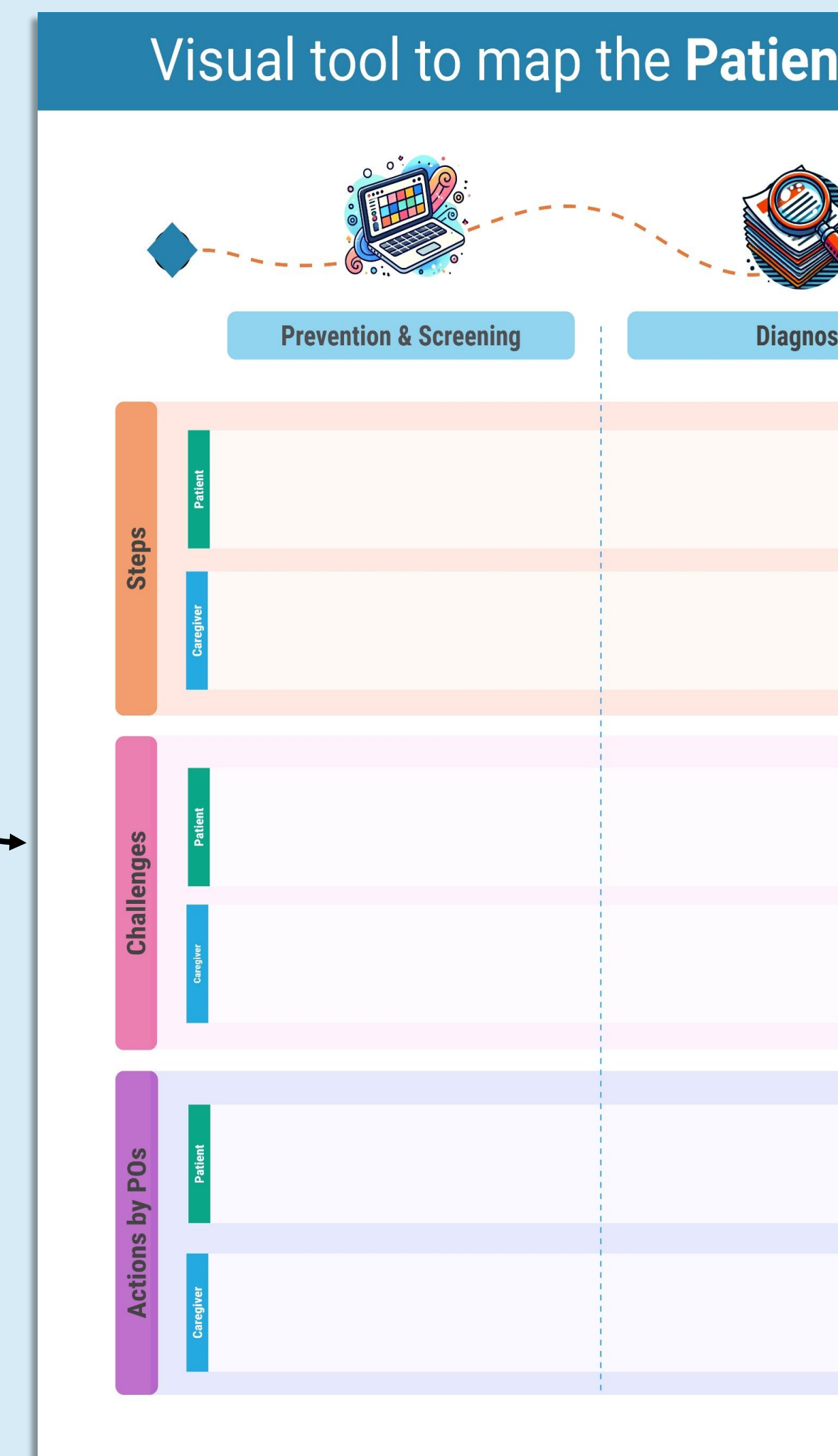
Describe a challenge the patient/caregiver faces during that “step”.

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.



Developed by:



Hosted by:



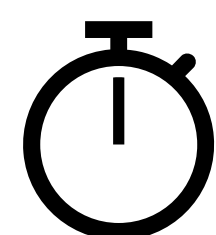
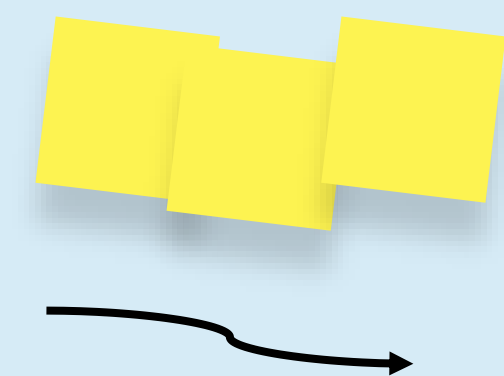
With the support of Boehringer Ingelheim
Patient Pathway Toolkit Licence: CC BY-SA 4.0

Step

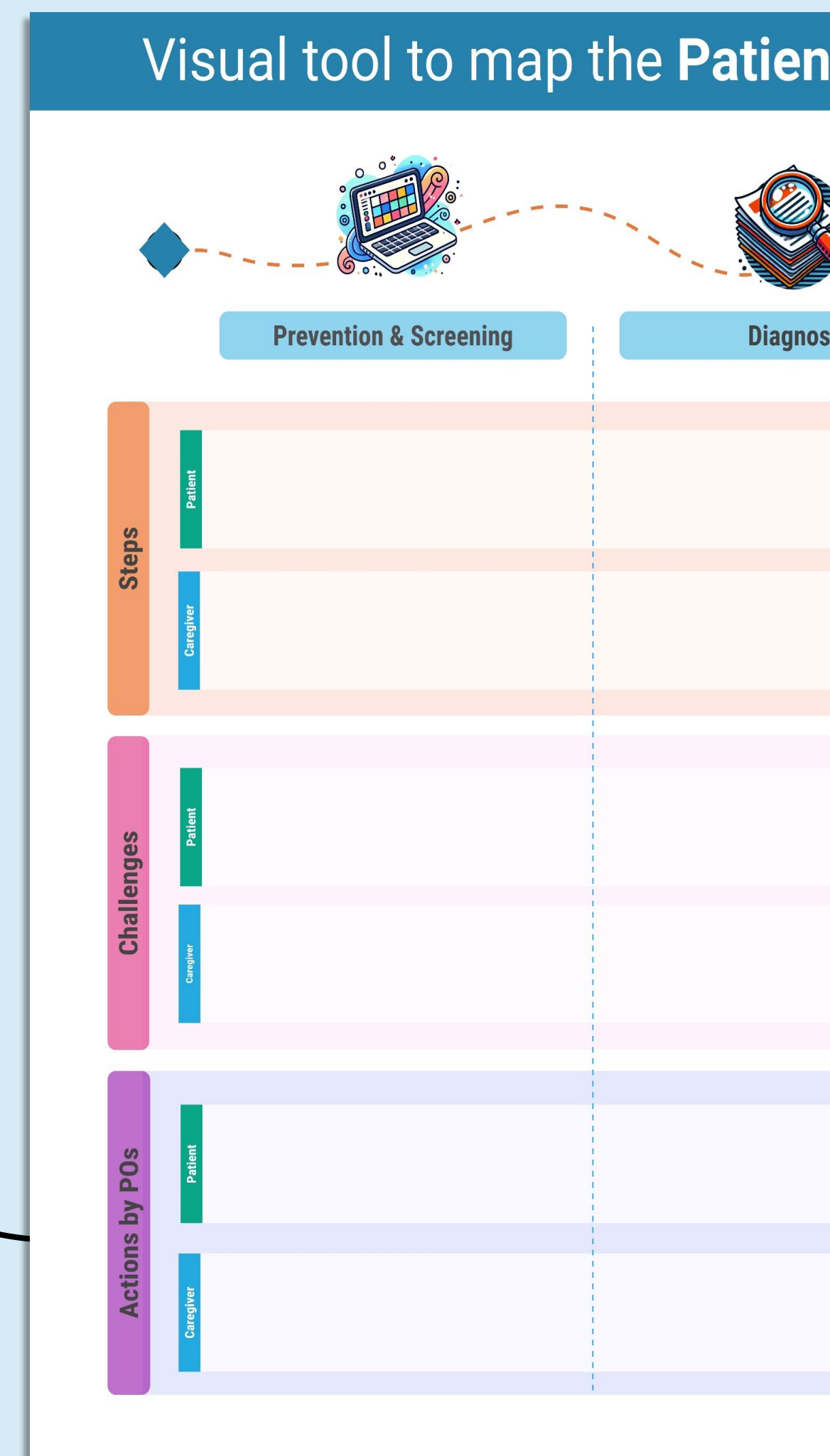
3

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



Developed by:



Hosted by:



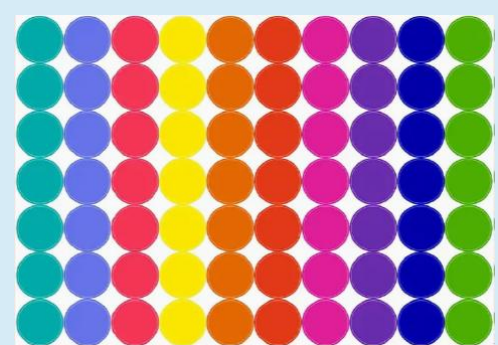
With the support of Boehringer Ingelheim
Patient Pathway Toolkit Licence: CC BY-SA 4.0

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



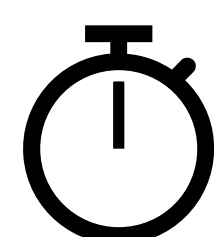
Pharmacists



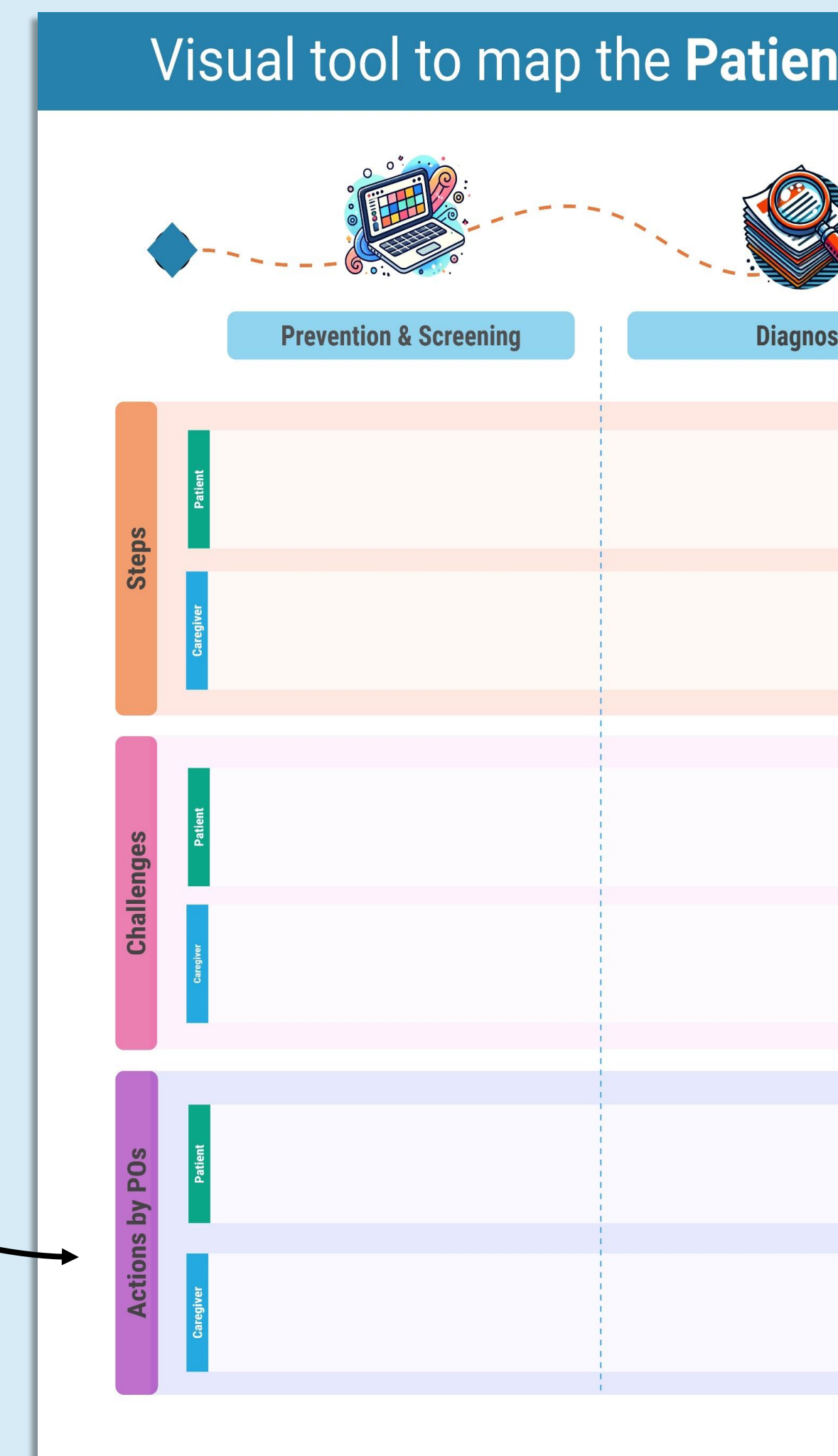
Psychology



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.



Developed by:



Hosted by:



With the support of Boehringer Ingelheim
Patient Pathway Toolkit Licence: CC BY-SA 4.0

Step

5

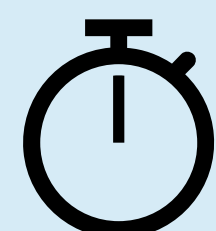
At the end of the workshop, use this frame/board to prioritise the most urgent actions your Patient Organisation should accomplish.

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:

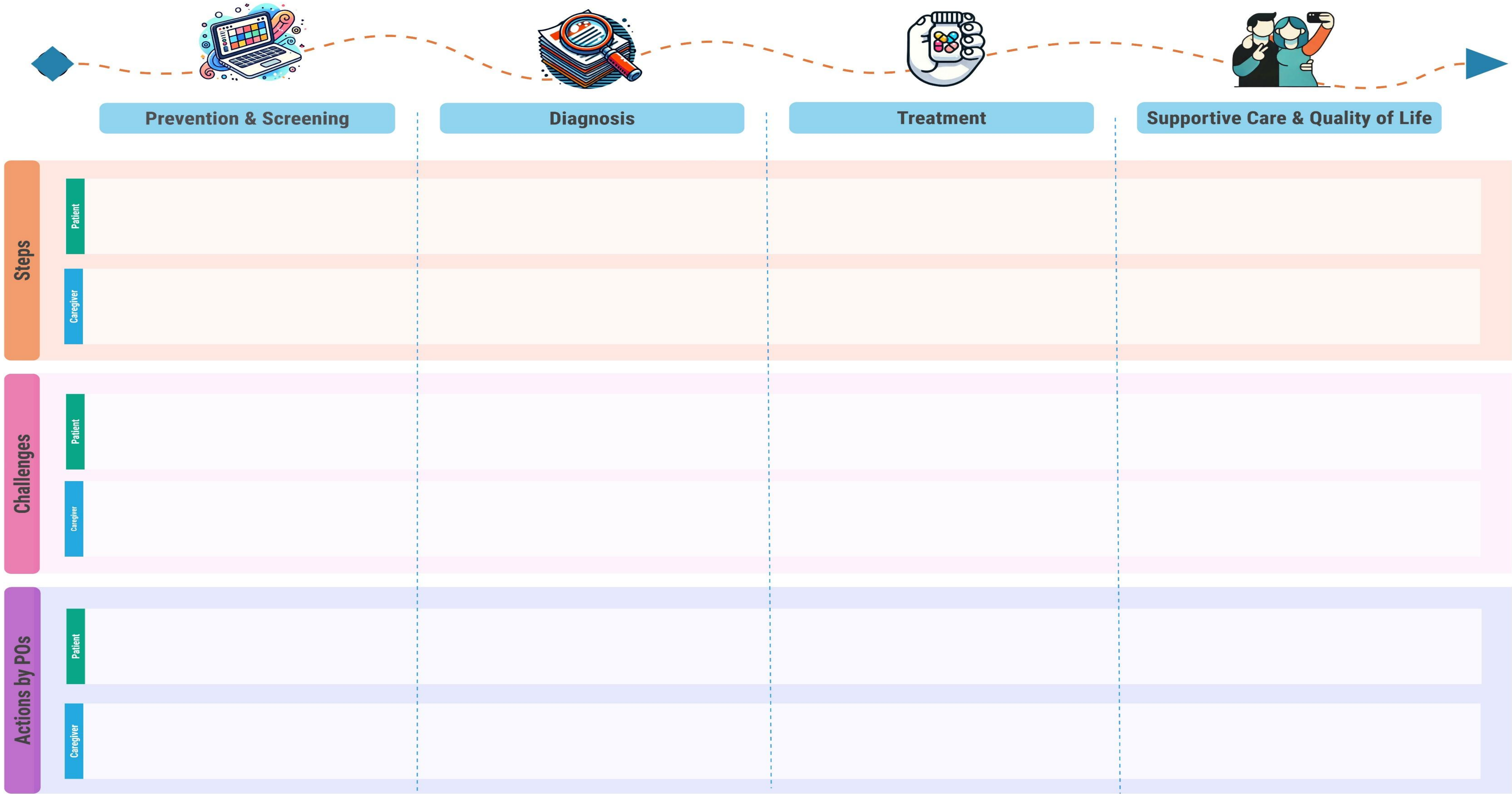


Hosted by:

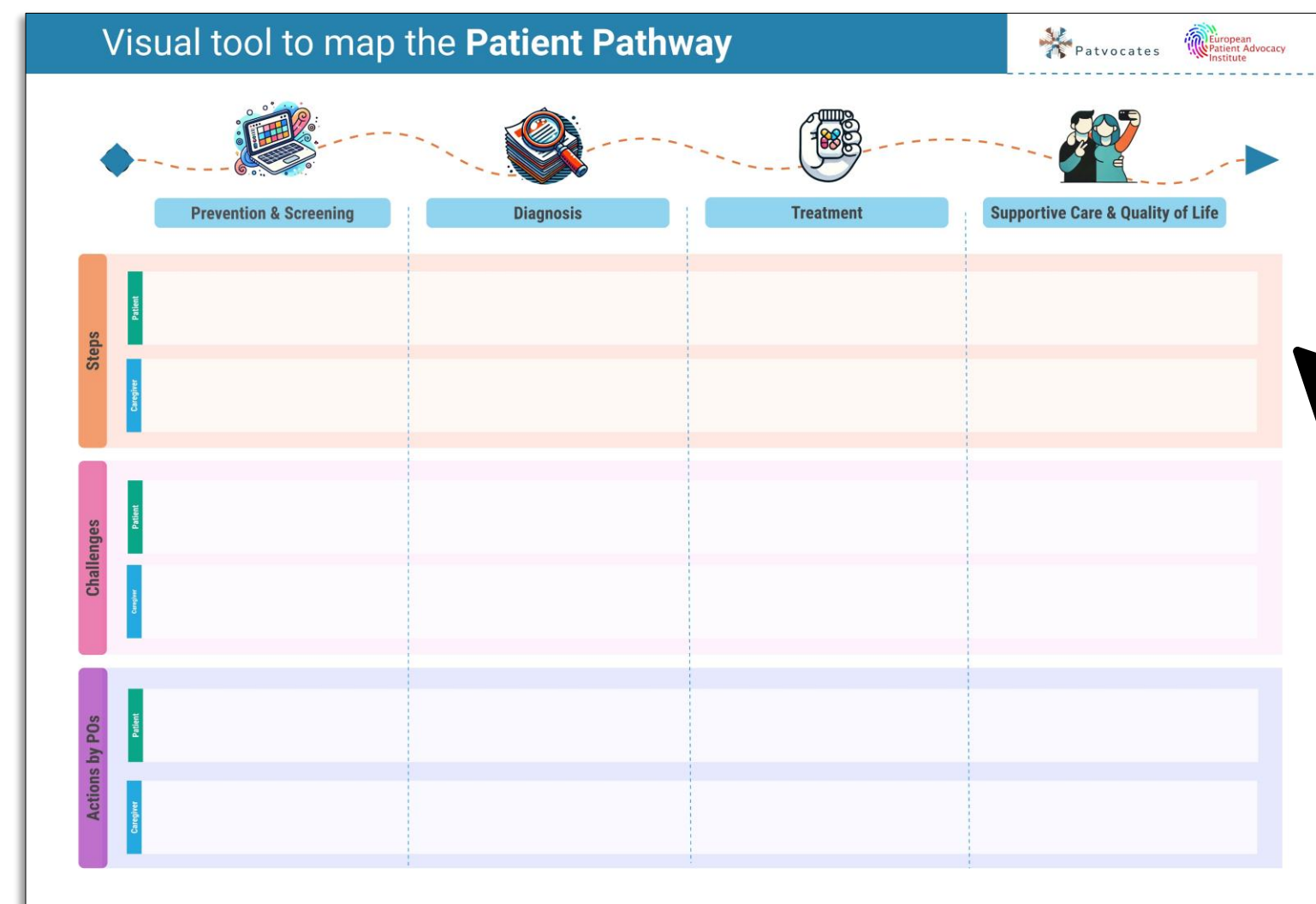


With the support of Boehringer Ingelheim
Patient Pathway Toolkit Licence: CC BY-SA 4.0

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:



Hosted by:



With the support of Boehringer Ingelheim
Patient Pathway Toolkit Licence: CC BY-SA 4.0

Visual tool to map the Patient Pathway

Developed by:



Hosted by:



*With the support of Boehringer Ingelheim
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