


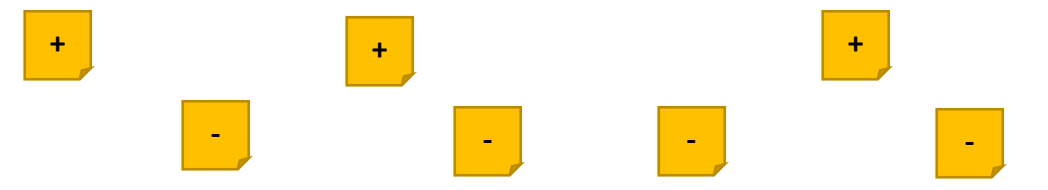


Journey Mapping Instructions:

- **Breakout Groups (10 min)** - Break out into groups of 4-5, find a comfortable and safe space, and identify who will play the following roles. Read your role description (on other side of this sheet) and ask PTI team if you have any questions.
 - Storyteller (1) – *This will either be one of our guest Patient Advisors, or a group member comfortable sharing the story he or she shared with a partner earlier in the day.*
 - Facilitator (1)
 - Journey Step Recorder (1-2)
 - Journey Emotions Recorder (1)

Once you have all of the roles assigned and the story identified, ready your materials (Journey Map template, stickies, sharpies)

- **Journey mapping (35 min)** - Spend ~ 20 min delving into and capturing the story. The remaining 15 min should be spent capturing the emotions, appreciations, and wishes of the Storyteller.

Your map should look something like this at the end:

Story Points	
Emotions (+) (-)	
Appreciations	
Wishes	

- **Debrief (10 min)** – With your “Practice Transformation hats” on, discuss what that process was like, and address the following questions:
 - What are some potential next steps a transformation team might take in response to what was learned during the journey mapping process?
 - How would you use this process with your own practices?
 - Is there anything you would do differently?
- **Large Group Insights Report Out (15 min):** This will be back in the main room.

Journey Mapping Role Descriptions:

Facilitator:

Your role is to hold a supportive space for the storyteller to tell his or her story. Be a good listener and ask follow-up questions so that you understand the story clearly. It is not necessary to get *every* detail of the story out, but to harvest the most important elements that defined the storyteller's experience.

When the story has been fully told, you will facilitate the "mapping" of the story you just heard:

- Ask the **Journey Step Recorder(s)** to post the story in order in the *top swim lane*. Confirm with **Storyteller** ("Is this right? Is there anything that you would add?").
- In the *2nd swim lane*, ask the **Journey Emotions Recorder** to post the emotions they thought they heard under the appropriate journey step. Confirm with **Storyteller**. ("Do these capture what you or your loved one was feeling?")
- Ask the **Storyteller** to reflect on the things they most appreciated about this experience. In the *3rd swim lane*, have **Journey Step Recorder** capture one "appreciation" per sticky and place under appropriate journey step.
- Ask the **Storyteller** to reflect on the things they wish could have been different during this experience. In the *4th swim lane*, have **Journey Emotions Recorder** capture one "wish" per sticky and place under appropriate journey step.

Journey Steps Recorder:

Your role is to *listen* to the story and *record* each step of the journey on sticky notes (one step per sticky). You will post these in the right order and validate the accuracy with the **Storyteller** after the story has been told.

You'll record the **Storyteller's** "appreciations" and post under appropriate journey step.

Journey Emotions Recorder:

Your role is to *listen* to the story and *record* the emotions you think underlie the steps in the journey on sticky notes (one emotion per sticky).

You'll record the **Storyteller's** "wishes" and post under appropriate journey step.