Imagine that you are a patient/family in a TJR/CAP experience in your organization. **Where** do you travel? **Who** do you meet? **For how much time** are you receiving care related to that experience?

Name of organization:

Please Circle Selected Care Experience:

Total Joint Replacement or Community Acquired Pneumonia

**Where** does the experience start and end and for **how much time** does it last? Ex: When the patient arrives at hospital to when the patient is discharged to home (4 days) **or** when a patient is diagnosed to when they receive treatment (3 months)

**What** are the segments of the care experience? Ex: emergency department, inpatient ward, outpatient office practice, parking lot, sterile processing department, etc.

**Who** are the people who interact with the patient/family in each segment? Ex: surgeon, emergency physician, operating room nurse, housekeeping service, sterile tech, medical assistant, etc.

**Where** do you travel? **Who** do you meet?

Name of Segment:

|  |  |
| --- | --- |
| Patient Location | Who is interacting with the patient? |
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**Where** do you travel? **Who** do you meet?

Name of Segment:

|  |  |
| --- | --- |
| Patient Location | Who is interacting with the patient? |
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Name of Segment:

Draw your perception of the patient pathway within that segment. **Where** do you travel? **Who** do you meet?

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Draw your perception of the patient pathway within that segment. **Where** do you travel? **Who** do you meet?