



CYSTIC FIBROSIS (CF) CLINIC PATIENT JOURNEY MAPPING INFO SHEET

Organization and department:

BC Children's Hospital (BCCH), Cystic Fibrosis (CF) Clinic

Goal of the project:

Parents and guardians who have children in the CF Clinic are invited to share their lived experiences related to the various stages and transitions of cystic fibrosis care provided in the CF Clinic at BCCH. This will assist the group to more fully understand experiences in between clinic visits (preparation to clinic, follow up and recommendations, routine care in between, etc.)

Eligibility:

- Parent and/or guardian of a child that is a patient at the BCCH CF Clinic
- Comfortable speaking in a group and sharing lived experiences related to CF care
- Ability to participate for the entire half-day session

Logistics:

- Number of family members participating: up to 10
- Number of BCCH staff participating: 3-4
- Date/time: Saturday November 17th from 10:00 AM - 2:00 PM
- Location: BC Children's Hospital, Ambulatory Care Building, Room K0-155
- Other: Lunch and refreshments will be provided at breaks throughout the day

Reimbursement:

- Parking will be paid and an honorarium to be provided on the day of the session.

What is Patient Journey Mapping?

Patient Journey Mapping is an exercise that is used to better understand an individual's experience throughout their entire patient journey. Patient Journey mapping represents how care is *received*, not *delivered* and captures the steps in a process from the *patients* perspective, not the *providers*. Patient Journey mapping acknowledges that patients are the most knowledgeable and an emphasis is put on emotions and feelings.

If you have any further questions or would like to speak with someone regarding this project, please contact Katie Plain, Patient & Family Engagement Advisor at 604-875-2345 ext. 3519 or email katie.plain@phsa.ca