



## CYSTIC FIBROSIS (CF) CLINIC PATIENT JOURNEY MAPPING INVITATION

Dear families,

You are being invited to participate in a Patient Journey Mapping session.

The Patient Journey Mapping session will map out the services and care you received from the Cystic Fibrosis (CF) Clinic at BC Children's Hospital. This will help us learn what worked well and what can be improved. We are specifically interested in understanding the time in between clinic visits (preparations to clinic, follow up recommendations, routine care in between).

The Patient Journey Mapping session will be in person, on campus and will include approximately 4-5 staff members and up to 10 family participants.

By accepting this invitation to join the session, you are acknowledging that it is OK for your story and experiences to be shared with others. All information shared at the session will remain confidential. The session will take approximately one half day and you may be familiar with some of the people in the room and others you will not know.

If at any time you feel you no longer wish to participate in the project, you are welcome to stop at any time. If you do decide to stop participating, you can tell us whether or not you want your information included in the project.

If you are interested in being a part of this project, please contact Katie Plain, Patient & Family Engagement Advisor, BC Children's & BC Women's Hospital by email [katie.plain@phsa.ca](mailto:katie.plain@phsa.ca) or phone 604-875-2345 ext. 3519 and let her know you are interested in the Patient Journey Mapping Project for the CF Clinic. We will accept interest up until November 1<sup>st</sup>, 2018 or until the 10 vacancies have been filled.

If you don't live in the Lower Mainland and would be unable to travel to the hospital but are interested in participating, please let us know and we can explore virtual options.

Are you a youth interested in participating? Let us know as we are exploring a second Youth Journey Mapping Virtual Session.

Thank you for your willingness to share your personal story and experience. Please find more information on this project on the *CF Clinic Patient Journey Mapping Info Sheets*.

**Katie Plain**  
Patient & Family Engagement Advisor  
BC Children's and BC Women's Hospital + Health Centre

**Dr. Mark Chilvers**  
Clinic Director, Cystic Fibrosis Clinic  
BC Children's Hospital