

**Gloucestershire Hospitals NHS Foundation Trust Shadowing Toolkit**

**Care Experience Flow Map**

By shadowing patients and their families through their care experience you can determine the care experience flow map. Shadowing requires the shadower to walk with the patient, carer or family through their entire care experience as defined by the specialty area. Shadowers are to capture each detail of the care process as the patient goes through it.

Each care experience flow map should show the following:

* Each touchpoint – these are key moments or places that the patient or their carer/family encounter during their care experience
* Each member of staff or volunteer that the patient or their carer/family come into contact with, either directly or indirectly
* Times – these need to reflect the how long each step of the patient’s journey has taken and the overall time of the process.

There are several ways in which care experiences can be mapped, two examples are given below. It is important to ensure you have the each step included, with information on the touchpoint, who and how long is acceptable for each stage.

Example A is a graphical care experience flow map

Example B is a less detailed flow map and uses the style of a list

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*Care Experience Flow Map*

*GHNHSFT Shadowing Toolkit*

Example A – Graphical Care Experience Flow Map

**Car Park**

Patient/ Carer/family park car in a hospital car park (*Vinci staff)*

**Parking pay area**

**Consulting room**

**Imaging 2**

**Waiting Area**

**Department Reception**

**Department Entrance**

**Hospital Entrance**

Patient/ carer/ family stop to pay for their parking

Pre-assessment information given to patient (*Nursing staff*)

Patient assessed by *Consultant* or one of their team

Book in at reception (*Radiographer*)

Book patient in and check their details (*Receptionist*)

Automatic door to department

Patient completes pre-assessment form

Patient called to appointment (*Nursing staff*)

Patient asked to complete Oxford Hip Score (*Nursing staff*)

*Consultant (or team)* decides what action going to take

Have x-ray taken (*Radiographer*)

Patient asked to go for an x-ray (*Nursing staff*)

Ask for directions at main reception (*Volunteer)*

*Care Experience Flow Map*

*GHNHSFT Shadowing Toolkit*Example B – Simple Care Experience Flow Map

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| --- | --- |
| **TOUCHPOINTS** | **STAFF ROLE** |
| Car Park | Indigo staff |
| Hospital Entrance | Volunteer |
| Department Entrance |  |
| Department Reception | Receptionist |
| Waiting Area | Nursing Staff (Sister/Staff Nurse/ Healthcare Assistant) |
| Imaging 2 | Radiographer |
| Consulting Room | Consultant/ RegistrarNursing Staff (Sister/Staff Nurse/ Healthcare Assistant) |
| Parking pay area | Indigo staff |