Palliative Care Program Name

Journey Mapping Workshop #3

Agenda

Date, time and location

1. Welcome
2. Introductions
3. Traditional opening (Elder name)
4. Review packets and ground rules
5. Discuss questions / provide updates since last workshop
* Including updates of the tasks on the Palliative Care Pathway Action Plan
1. Update on the progress of the community’s palliative care program
2. The workshop facilitator presents the circumstances in which one client passed away
3. Use the *Evaluating the Palliative Care Pathway Worksheet Template* to evaluate the quality of the care provided by discussing:
4. How/where was the client identified?
5. How/where was the client referred?
6. Was there a comprehensive assessment? Where did it take place and who was is involved?
7. Was there a case conference and development of a care plan? Where did it take place and who was involved?
8. Who provided the services? How were the services coordinated?
9. Interactive session: Working group answers four questions for each stage 1 - 5 with each response written on a sticky note of a different colour.
10. What worked well? (green sticky note)
11. Where did things go wrong? (yellow sticky note)
12. What were the gaps and unmet needs? (red sticky note)
13. What are your solutions and ideas? (blue sticky note)
14. Conclusion and discussion of next steps

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| **Tips for a Successful Journey Mapping Workshop:*** Select a meeting location convenient to all participants
* Begin and end on time
* Mute and put away cell phones / take conversations outside of the room
* Begin with a traditional opening
* Include storytelling throughout the workshop
* Focus on the community and the client
* Take breaks as scheduled
* Network with new faces during break times
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