Palliative Care Program Name

Journey Mapping Workshop #2

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
6. Update on the progress of the community’s palliative care program
7. Review and complete the *Documenting the Current State Worksheets*

* Discuss in detail the “who, what, where, when, why and how” (as applicable).
* How/where is the client identified?
* How/where is the client referred?
* Is there a comprehensive assessment? Where does it take place and who is involved?
* Is there a case conference and development of a care plan? Where does it take place and who is involved?
* Who provides the services? How are the services coordinated?

1. Interactive Session: Working group answers four questions for each stages 1 - 5 with each response written on a sticky note of a different colour:
   1. What is working well? (green sticky note)
   2. Where do things go wrong? (yellow sticky note)
   3. Where are the gaps and unmet needs? (red sticky note)
   4. What are your solutions and ideas? (blue sticky note)
2. Review and complete the *Implementing the Care Pathway Worksheets*

Discuss in detail:

1. What is already in place?
2. What are the key processes involved? What is the consent process?
3. What needs to be accomplished and implemented?
4. What decisions need to be made?
5. Who are the stakeholders?
6. 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 |