

## Health Journey Mapping (HJM) Resource

Health Journey mapping is a way to record, plan for, summarise and review health journeys. It applies a person centred and whole of life approach, exploring all aspects of a person's life and not just their biomedical and healthcare interactions. Enables strengths and gaps to be identified from multiple perspectives and addressed.

We have developed a package of HJM tools and educational resources that assist clinicians, managers and teams to recognise:

- Aboriginal and Torres Strait Islander patient and family needs,
- identify strengths and gaps in health systems,
- develop responsive strategies,
  - evaluate effectiveness,
  - meet accreditation standards

### Clinical

For busy clinicians in every day clinical practice, using plan, do, study, act and review. Used to identify priorities and needs of individuals; assists in planning and enacting strategies to improve care.

### Detailed

A comprehensive care planning and evaluation tool, using look & listen, think & discuss, take action together, and review. Identifies areas to focus on; and strategies to best improve experiences and outcomes of care.

### Strategic

A higher level tool that brings together multiple perspectives of patient, family, and health services across different stages of a journey. It assists in the development and review of strategies that recognise both strengths and gaps in care. Findings and strategies can be considered together to address issues across journeys and to review actions made.

Includes 3 mapping tools with different purposes (clinical, detailed, strategic)

Includes educational PowerPoints, videos, case studies and worked examples.

Follows 4 step mapping process, built in collaboration and critical reflection



## The Health Journey Mapping Resource

For support with using the tools and implementation, please contact us at [janet.kelly@adelaide.edu.au](mailto:janet.kelly@adelaide.edu.au)

If you require assistance with becoming membership to the Lowitja Institute and accessing the resources via the Lowitja Learning Online Learning and Development Hub please email [learning@lowitja.org.au](mailto:learning@lowitja.org.au) for further assistance

We would like to acknowledge that the HJM resource has been codesigned by First Nations patients, family, and communities, and First Nations and non-First Nations healthcare staff, researchers and educators. The project was funded by the Lowitja Institute.



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# The Health Journey Mapping (HJM) Resource

How to access and use the  
resource



## Steps for accessing and using the HJM Resource

1. Go the HJM page on the Lowitja Institute website  
<https://www.lowitja.org.au/page/services/tools/health-journey-mapping>
2. Watch the HJM video  
[w.youtube.com/watch?v=vOGka4Cyunw](https://www.youtube.com/watch?v=vOGka4Cyunw) <https://www.unw.edu.au>
3. Identify your purpose and aim for mapping
4. Apply to become a member of the Lowitja Institute  
<https://www.lowitja.org.au/page/about-us/members-community>
5. Once a member of Lowitja, register for the Lowitja Learning Online Learning and Development Hub  
<https://learning.lowitja.org.au/>
6. Access the HJM resource from the Lowitja Learning Online Learning and Development Hub for free
7. Become familiar with the tools and concepts  
Check out the educational resources and worked examples for more info
8. Road testing  
Just have a go, doesn't have to be perfect
9. Have fun mapping!



	Stages			
	Remote Community Outreach Clinic	City hospital	Regional dialysis	New city hospital
What is happening in health journey?	Diagnosed with kidney disease.	Planned procedure (fistula). Start dialysis.	Attend dialysis multiple times a week.	Upcoming exploratory tests in city.
What is happening outside healthcare interactions?	Elder in community. Living on Country.	Family support with trip to city and hospital admission.	Regional dialysis, off-Country. Family driving her to and from dialysis. Missed sessions when family unavailable.	Has to travel to city alone as family unavailable. Requires a translator. Prefers same gendered care.
Strengths and gaps in care?	Strengths: diagnosed in community outreach clinic	Strengths: family support	Gaps: transport	Gaps: receiving culturally responsive care
How mapping can improve the situation?			Identify and support transport needs	Identify and support language & cultural support needs



Remote community  
Diagnosed with kidney disease



City Hospital  
Planned fistula, start dialysis



Regional Dialysis  
Attend regional dialysis, off-Country



New City Hospital  
Upcoming exploratory tests

Use examples to see how the tools can be used, how you can just have a go, and don't have to complete every box!

## Road Testing: The importance of just having a go

We understand that it is easy to be overwhelmed and not know where to start when interacting with a new resource. This is especially the case if you are a busy clinicians working in a healthcare setting, with multiple other roles and responsibilities.

To address this difficulty, we have included multiple worked examples and case studies in the HJM resource, to give you examples of how the tools can be used to support journeys.

Additionally, we ask you to road test and just give mapping a go. It does not have to be perfect, and you do not have to complete every answer, but just give mapping a try.

### Example: The Eye Clinic

Clinicians at an eye clinic in Adelaide road tested the HJM resource when they had a First Nations patient coming from a regional area.

Guided by the clinical HJM tool, clinicians at the eye clinic collaboratively identified specific priorities and needs with the client, and came up with strategies to address them (e.g. including family and having floating appointment times).

This led to improvements in the individual's journey, with their priorities and needs identified and addressed through the collaborative mapping process.

After road testing the tools in this way, the clinicians then identified how they could use the detailed and strategic tools, to better support journeys in more detail.