

VA PATIENT EXPERIENCE JOURNEY MAP



U.S. Department of Veterans Affairs
Veterans Health Administration

KEY

JOURNEY PHASE

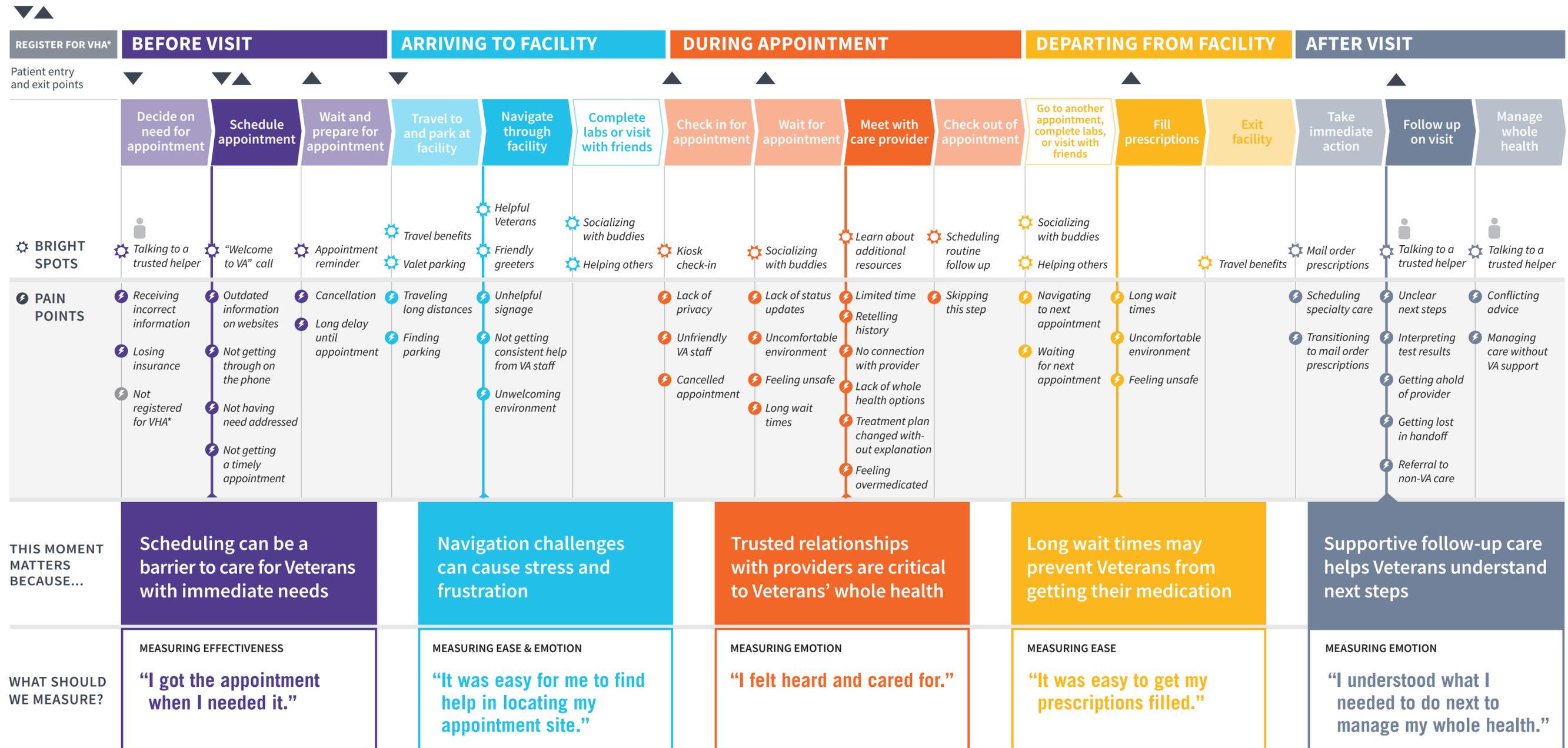
▼ Entry point to VHA system ▲ Exit point from VHA system

Moment that matters | Journey moment | Optional journey moment

☀ Bright Spot
⚡ Pain Point
👤 Trusted Helper

The VA Patient Experience Journey Map represents a common set of moments that Veterans experience before, during, and after an outpatient appointment. While this map does not represent what happens to every single Veteran during every appointment, it does identify those moments when many Veterans experience bright spots or pain points in accessing care. Veterans also identified five moments that matter during which VA can build trust with Veterans or lose that trust entirely. These moments that matter are highlighted in the large colored boxes. They provide a guide for where VA can focus its time and resources towards the goal of maximizing Veterans' trust in VA.

A similar map that represents the experiences of VA employees who provide outpatient care is forthcoming.



*The process for registering for VHA includes the following steps:

- Deciding to register for VA Health Care
- Understanding and applying for eligibility
- Getting a service connected disability rating