

# VA WOMEN VETERANS PATIENT EXPERIENCE JOURNEY MAP



U.S. Department of Veterans Affairs  
Veterans Health Administration

**KEY**

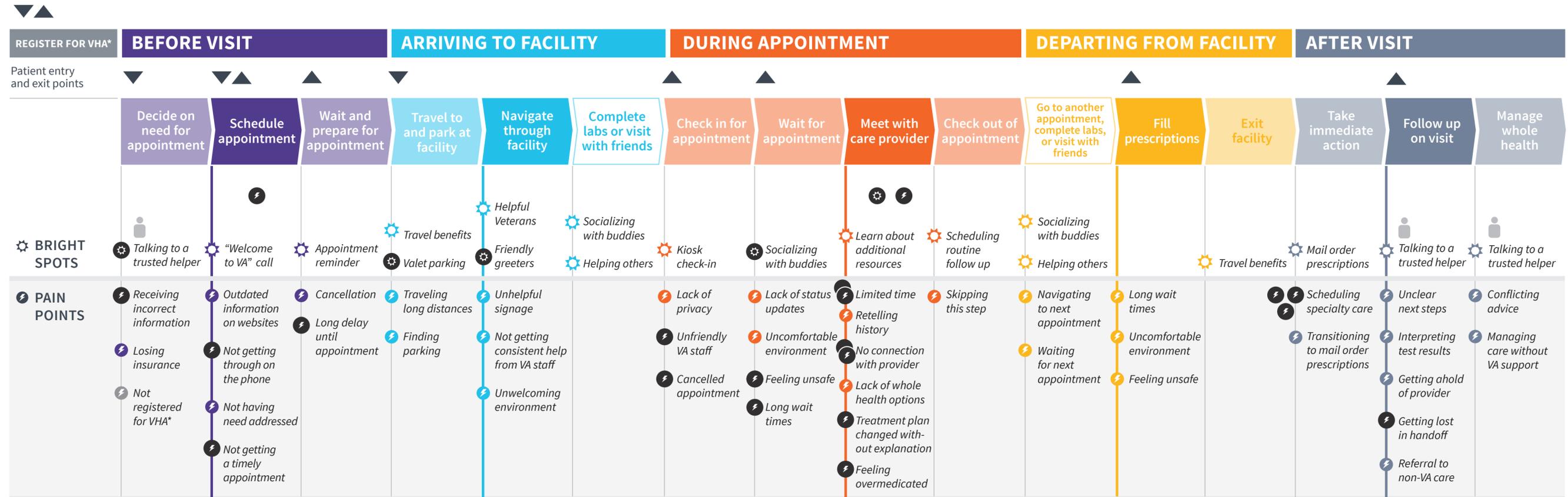
**JOURNEY PHASE**

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

Moment that matters Journey moment Optional journey moment

☀ Bright Spot  
⚡ Pain Point

● Moments That Matter Most to Women Veterans  
👤 Trusted Helper



**This moment matters to me because**

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I need guidance about how to care for myself.  
I want to be proactive about my health.  
This interaction sets the tone of my whole experience.

**This moment matters to me because**

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I don't want to start over at every visit.  
I don't have enough time to go through my history.  
My provider, appointment or treatment plan changes without notice causing me distress and wasting my time.  
I don't trust you if you are not sensitive to my situation.  
Connecting with women Veterans gives me support I need to feel well.

**This moment matters to me because**

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I can get timely specialty and women's health care near where I live.  
When I am referred out of VA for care, I can trust VA to cover the costs.