The following journey map is representative of the experience that a patient may have with Dartmouth-Hitchcock primary care. While the process steps, or what we “do” to the patient along the journey are listed (i.e. “Discovery,” “Previsit,” etc.), the focus of this journey map is on the “how” we do it; or the relationships we build or do not build with our patients.

The “Points of Dissatisfaction” and “Points of Delight” are highlighted by the words you will see along the journey — the larger the word, the more that particular point was expressed by our patients.

We enlisted the feedback of over 120 employees, more than 30 1-1 patient interviews and several patient focus groups to create and validate this data.*

*This information was collected, vetted and produced for internal use only during the time period of February to May 2015. For more information, please contact Jean Yellow, Jodi Stewart, Vicki Patric, or Deb Turcott.