Chapter 6
Patient Journey Record Systems (PaJR):
The Development of a Conceptual Framework for a Patient Journey System

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ABSTRACT

This chapter argues the need for a paradigm shift to focus health care from a top down fragmented process driven activity to a user-driven journey of the individual whose health is at stake. Currently many persons/users express needs that are often overlooked or not understood in the health system, and the frontline care workers express frustration in relation to care systems that prevent them from optimizing their care delivery. We argue that complex adaptive systems and social constructionist theories provide a link for knowledge translation that ultimately will lead to improved health care and better personal health outcomes/experiences. We propose the Patient Journey Record System (PaJR) as a conceptual framework to transform health care so that it supports and improves the experience of patients and improves the quality of care through adaptable and interconnected provider information and care systems. Information technology, social networking and digital democracy are proposed as major solutions to the need to put the patient and their journey at the centre of health and health care with real time shaping of care to this end. Placing PaJR at the centre of care would enable patients, caregivers, physicians, nurses, allied health professionals and students to contribute to improving care. PaJR should become a

'discovery tool' of new knowledge arising from different types of experiences ranging from the implicit knowledge in narratives through to the explicit knowledge that is formalized in the published peer reviewed literature and translated into clinical knowledge.

Referring to the patient's journey is a very appropriate start. Travellers have always needed help. How far must I travel? What route must I take? Are there signposts along the way? Is there a map, or must I find my way from landmark to landmark? Is there someone to act as a guide, or must I act as pilot and navigator, and who is in charge? Will it hurt if I 'bump' into something on this journey? What happens upon arrival - will I be a complete stranger in a strange land? http://stanford.wellsphere.com/general-medicine-article/the-patient-s-journey/503163 Posted Nov 18 2008 12:17am

THE PATIENT'S JOURNEY

The patient journey concept has been an emergent phenomenon building on the notion of patient centeredness over the past 15-20 years. It has emerged from the dynamics of balancing the biomedical model with the biopsychosocial model, and balancing the acute care models with chronic care and community oriented patient centred models (Figure 1) (C. M. Martin, 2007). The patient journey concept recognizes that people make journeys through different stages of health and illness, through different parts of the health care systems associated with different emotional and physical experiences (C. M. Martin & Sturmberg,

Figure 1. Archetypal patient journeys underpinning the patient journey record system (PaJR)
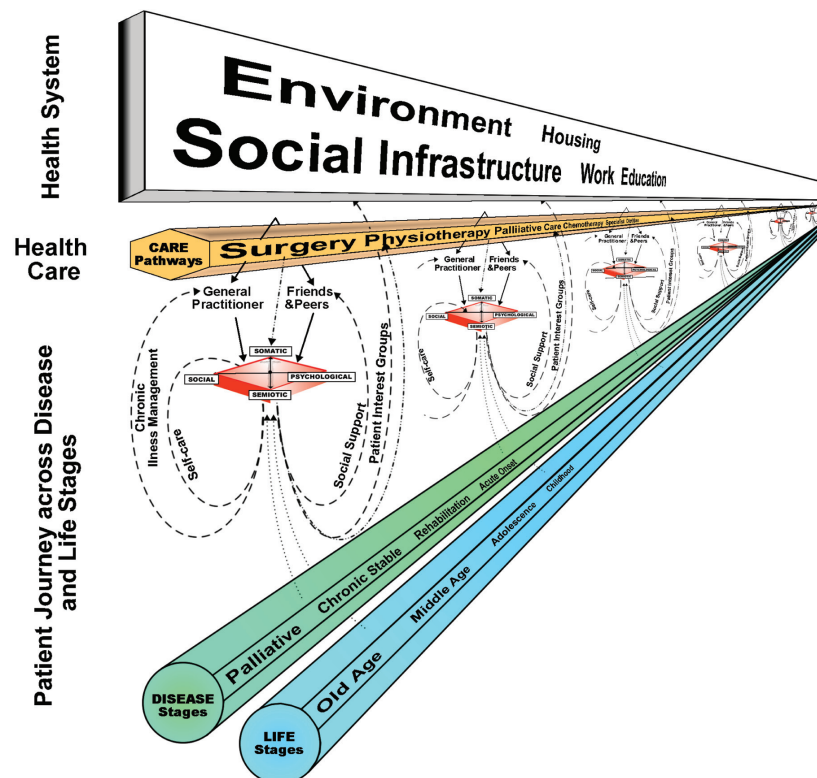
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