

ATTACHMENT 1: Experience Mapping Form

Your experiences are valued as a patient of this healthcare program. Use words and faces to tell us about each part of your visit today that makes a difference to you.

Date: _____

The form consists of a central horizontal bar with eight smiley face icons on the left and eight frowny face icons on the right. Eight colored, U-shaped bars branch out from the center to the left and right, each leading to a 'Station' box. The boxes are color-coded to match the branches: teal, pink, purple, yellow, light green, blue, green, and orange. Each 'Station' box contains a header 'Station: _____' and five horizontal lines for text entry.