Journey Mapping Activity
Process Findings
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Finding 1: You participated!
Finding 2: You had many insights to share about bright spots, pain points, and potential solutions.
explain what to expect prior to visit

embarrassed to ask for help

Don't know where to Start
Finding 3: You had less to say about what is holding clients/staff/ and stakeholders back from making change.
So, what’s holding you back from making change?
Finding 4: There were numerous opportunities shared that could be explored further
Opportunity Example: Managing Client Expectations

How might we better manage client expectations at different touch points in the client journey?
Opportunity Example: Building Staff Confidence

How might we enhance staff confidence?
**Finding 5:** We are confident that you will be able to create journey maps for your own agency moving forward
What did you learn from the journey mapping experience?
How might you use this tool in the future?
What ideas are you going to take with you to explore and work on further?
Go forth and journey map!