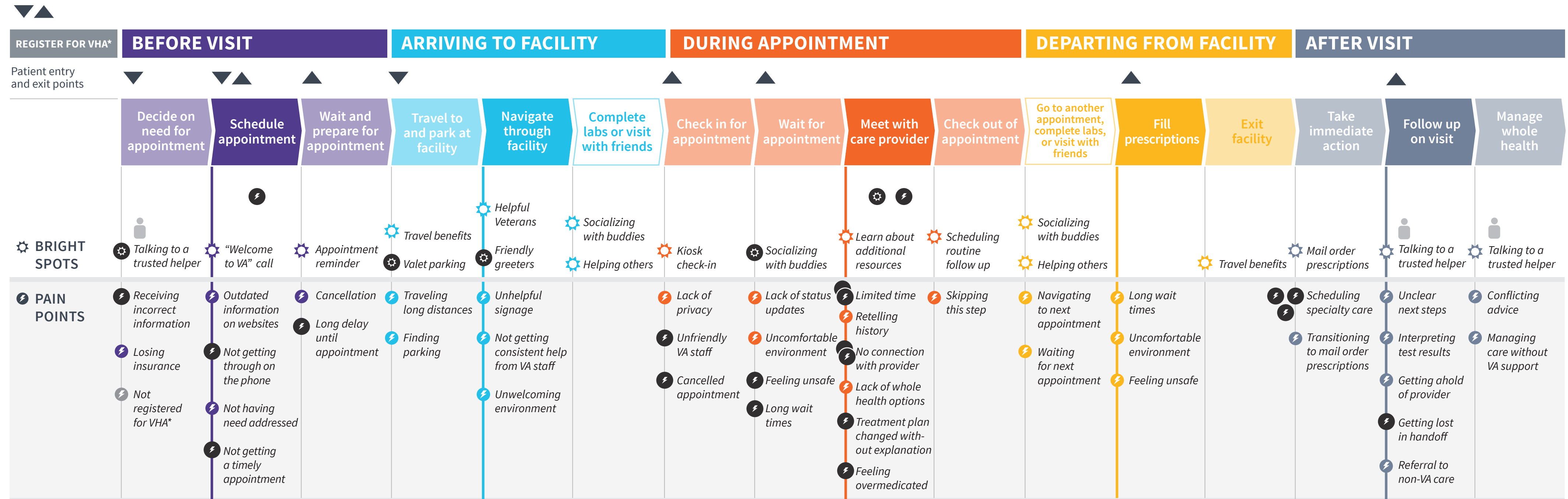
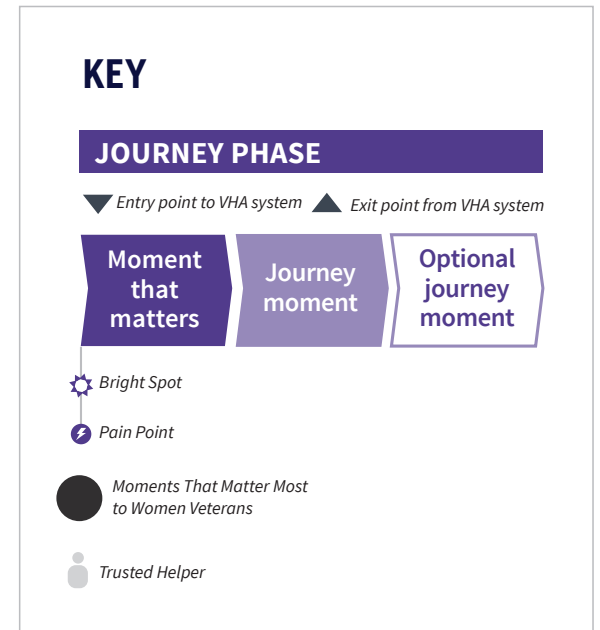


VA WOMEN VETERANS PATIENT EXPERIENCE JOURNEY MAP



U.S. Department
of Veterans Affairs
Veterans Health
Administration



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.