

LENS



JOEL
34 year-old from Haiti
3 years hospital/clinical experience*
2 years home-health experience

Broad range of diagnostic skills
Languages: English, Spanish

VALUES

Connecting with his ethnic group
Home health is a place of healing
Use his diverse background

Values a breadth and depth of patient care
Passion for serving people

GOALS

Scheduling flexibility
Experience a wide range of situations
Deep relationship with patients

Advance career while serving community

TASKS

On-the-job training
Mentorship
Continued education
Learn geriatric care
Stroke/neuro training

GOALS

INTAKE

Reduce anxiety
Confidence in decision making
Manage financial stress
Use time wisely

CLINICAL ADMISSION

Be informed and communicated with
Build trust in the people and process
Manage symptoms and pain
Feel empowered

CARE EXPERIENCE

Manage pain and symptoms
Handle emotional distress
Manage frustration
Be informed

CARE CRISIS

Solve crisis and symptoms effectively
Avoid being overwhelmed
Have confidence in the care team

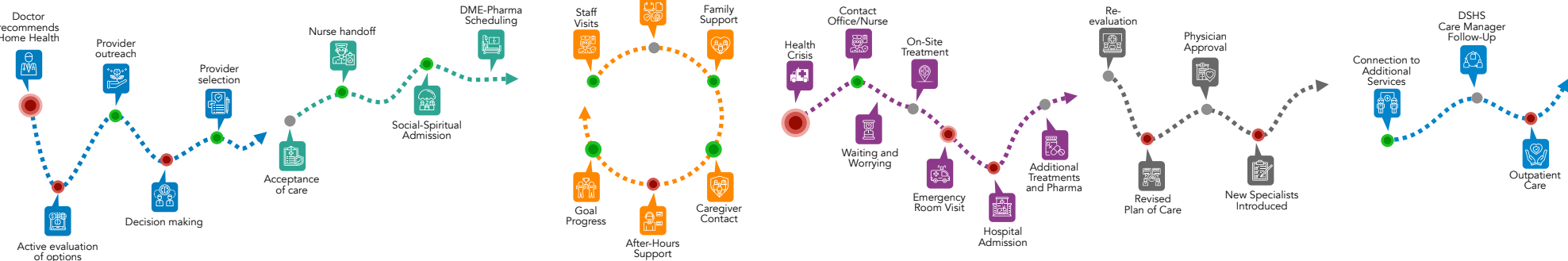
RESUMPTION OF CARE

Be supported and informed
Confidently manage anxiety and stress
Stay connected with loved ones
Accomplish goals and spiritual rituals

DISCHARGE & FOLLOW UP

Manage grief, anxiety, and depression
Be supported and comforted
Rebuild confidence

JOURNEY



TOUCHPOINT SURVEY

