

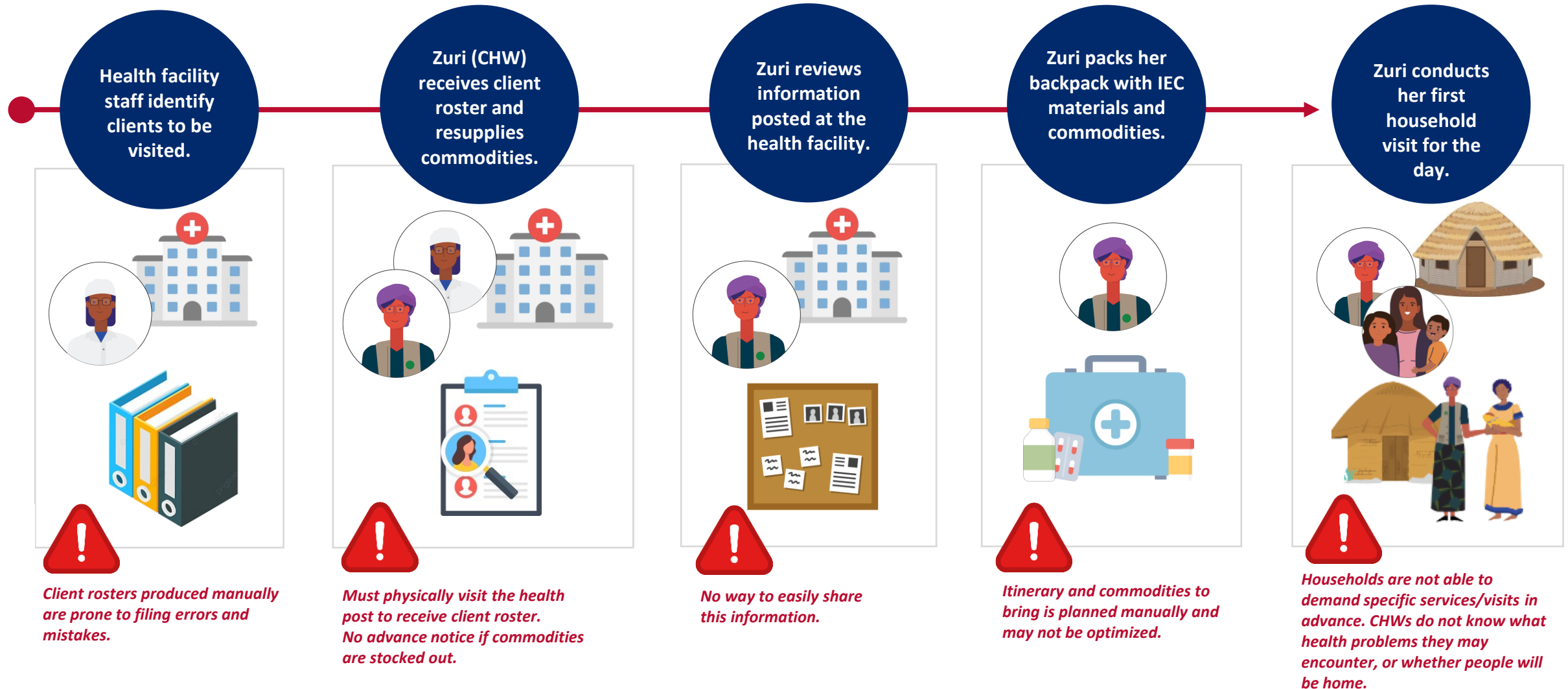
User Journey - Examples

Journey 1

CHW Planning

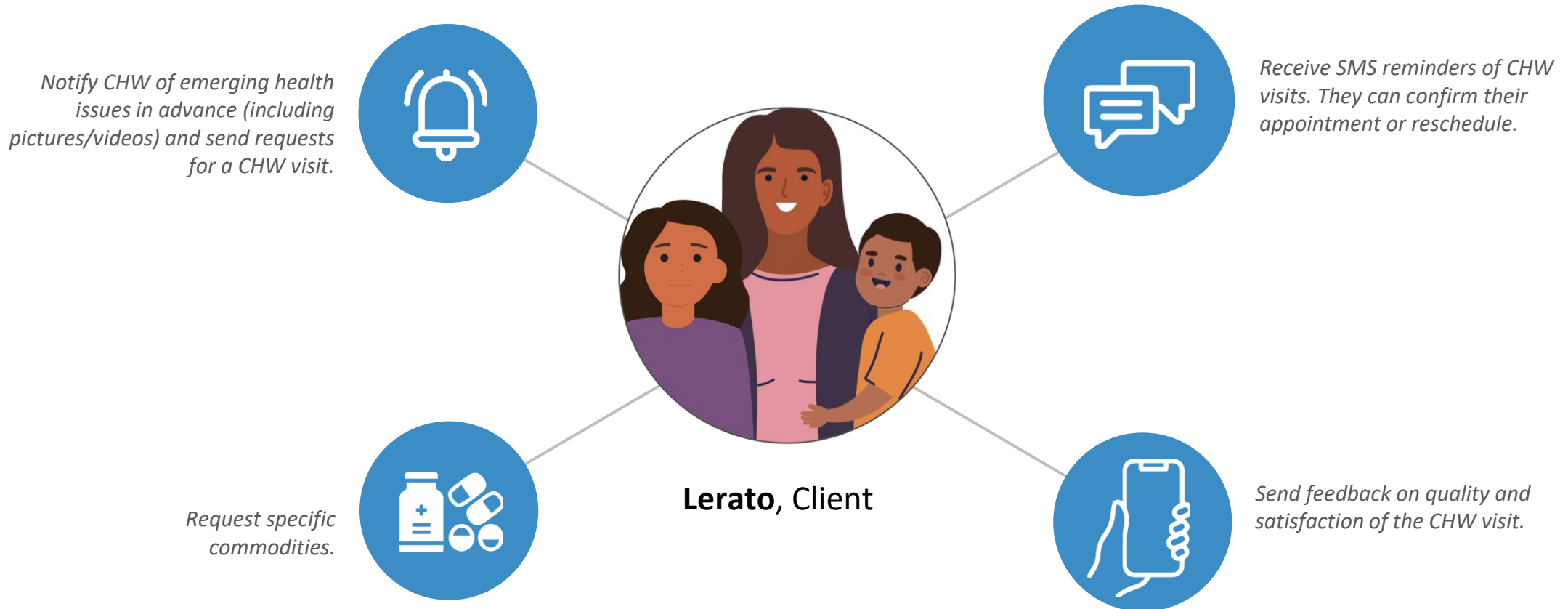
Journey 1: Zuri (CHW) Plans for Her Workday

Current State



Journey 1: Zuri (CHW) Plans for Her Workday

Future State: Client



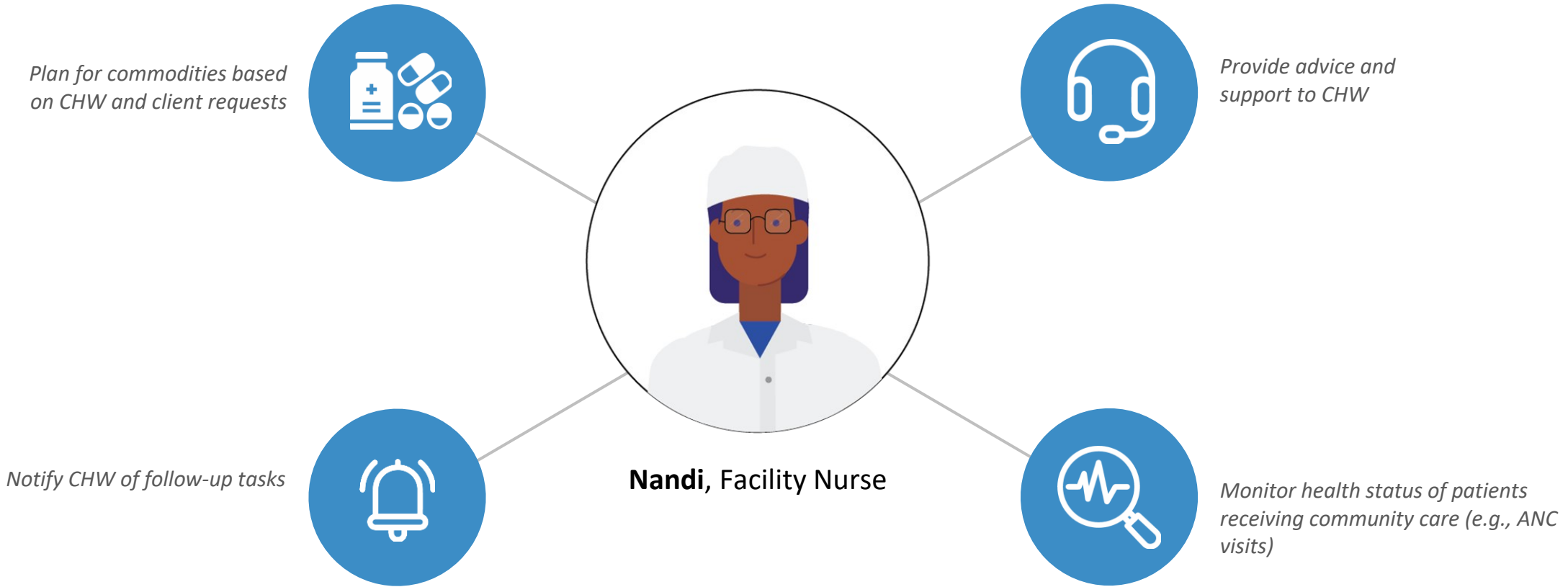
Journey 1: Zuri (CHW) Plans for Her Workday

Future State: CHW



Journey 1: Zuri (CHW) Plans for Her Workday

Future State: Facility Nurse

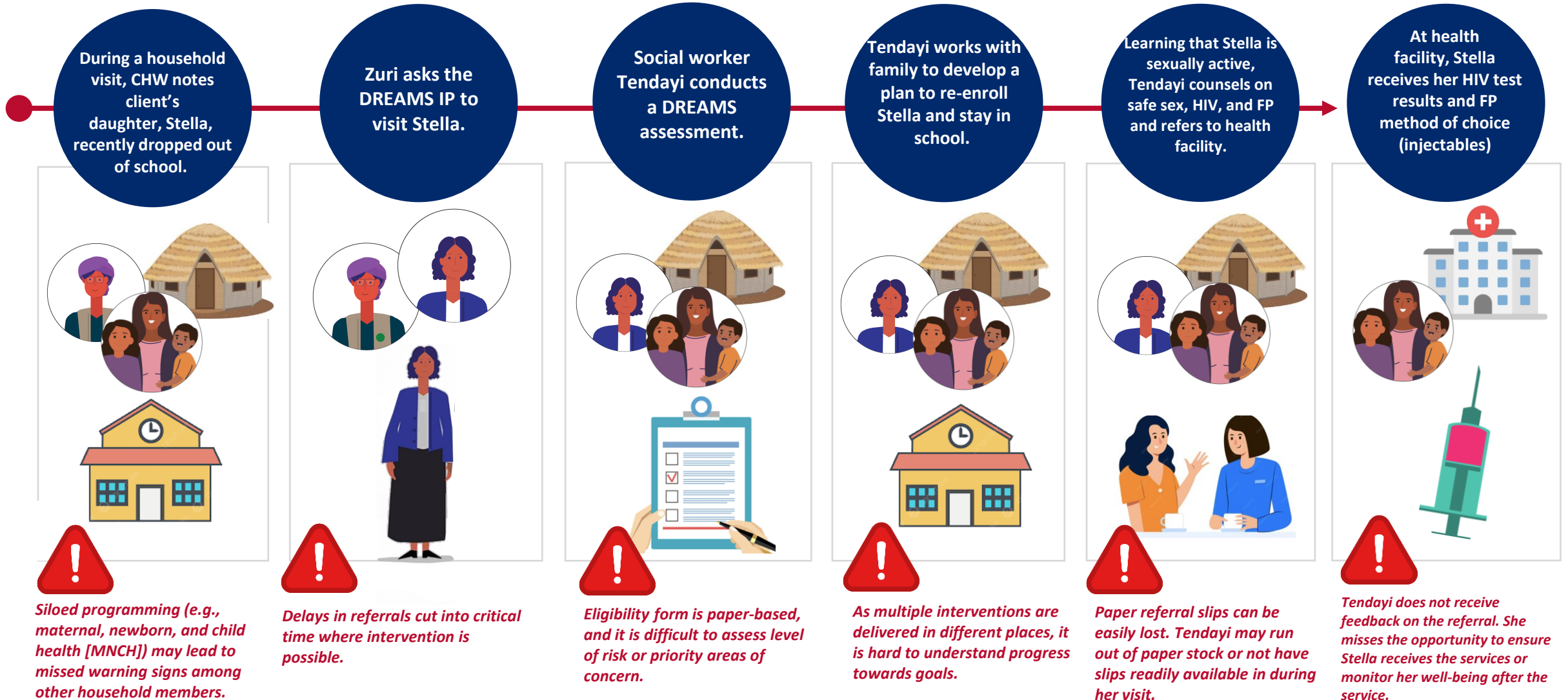


Journey 2

DREAMS

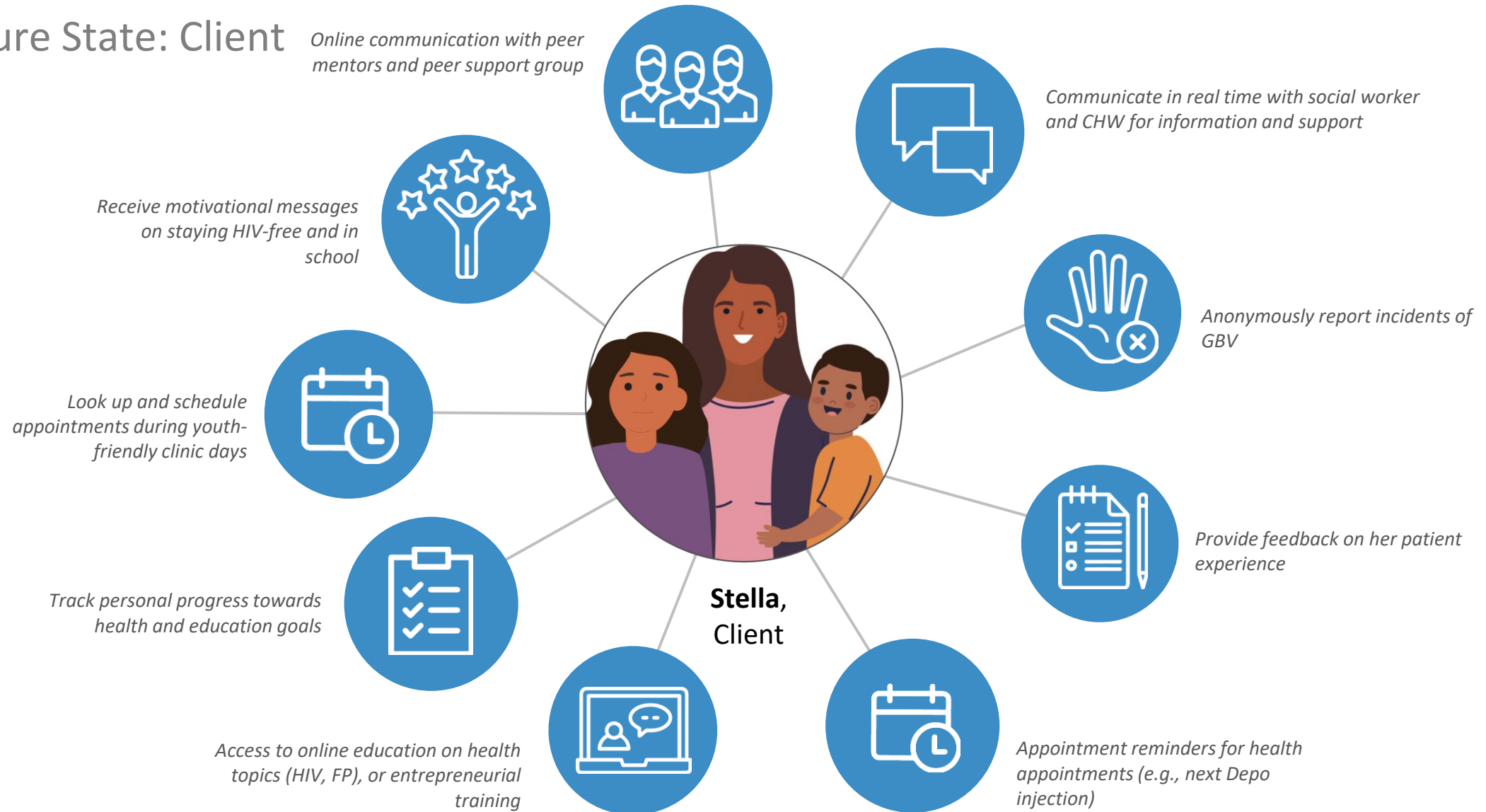
Journey 2: Linkages Between Health, Social Services, and Education (DREAMS)

Current State



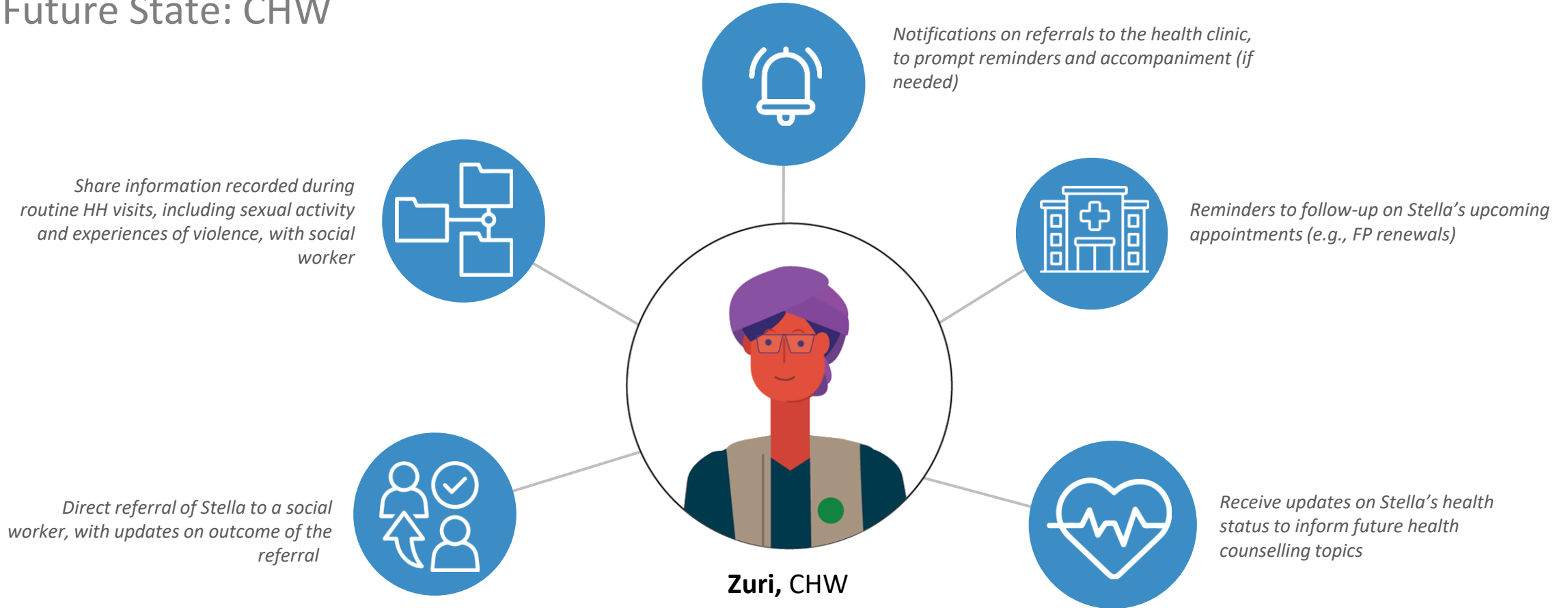
Journey 2: Linkages Between Health, Social Services, and Education (DREAMS)

Future State: Client



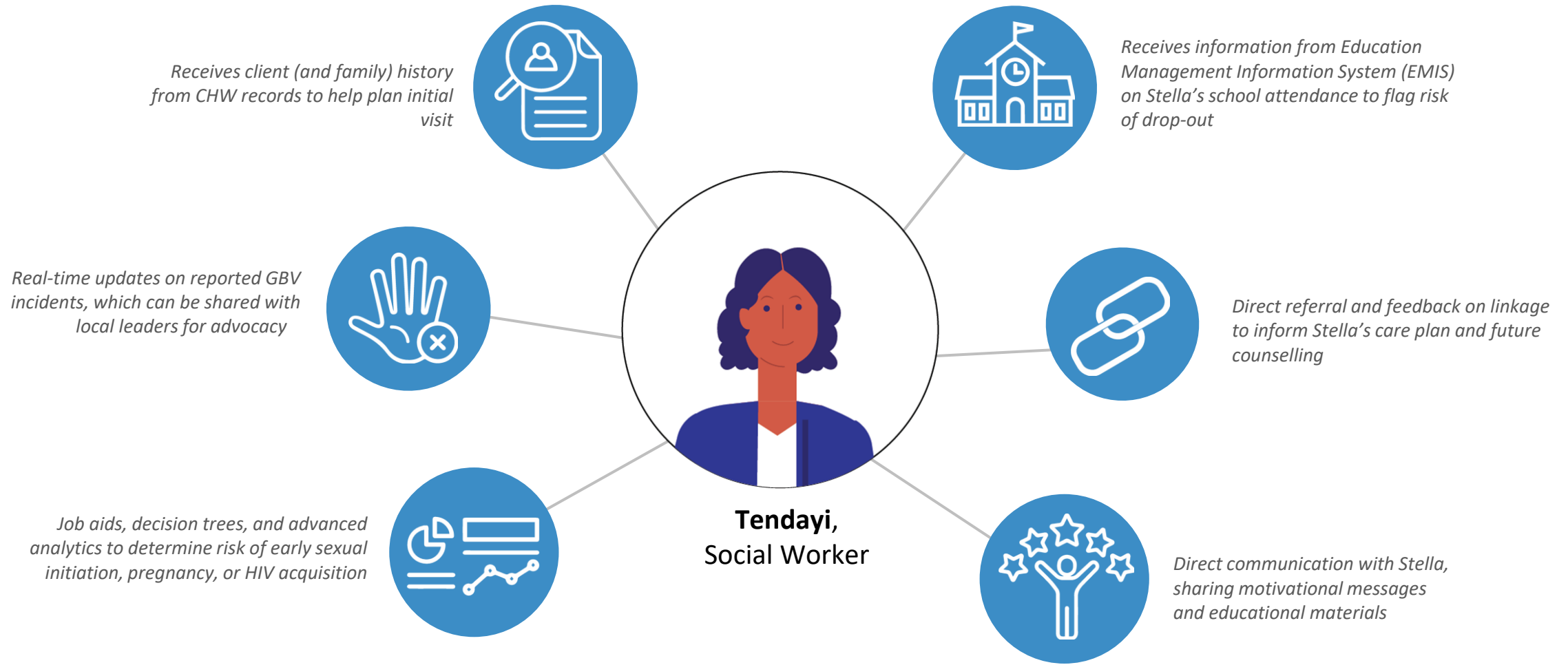
Journey 2: Linkages Between Health, Social Services, and Education (DREAMS)

Future State: CHW



Journey 2: Linkages Between Health, Social Services, and Education (DREAMS)

Future State: Social Worker

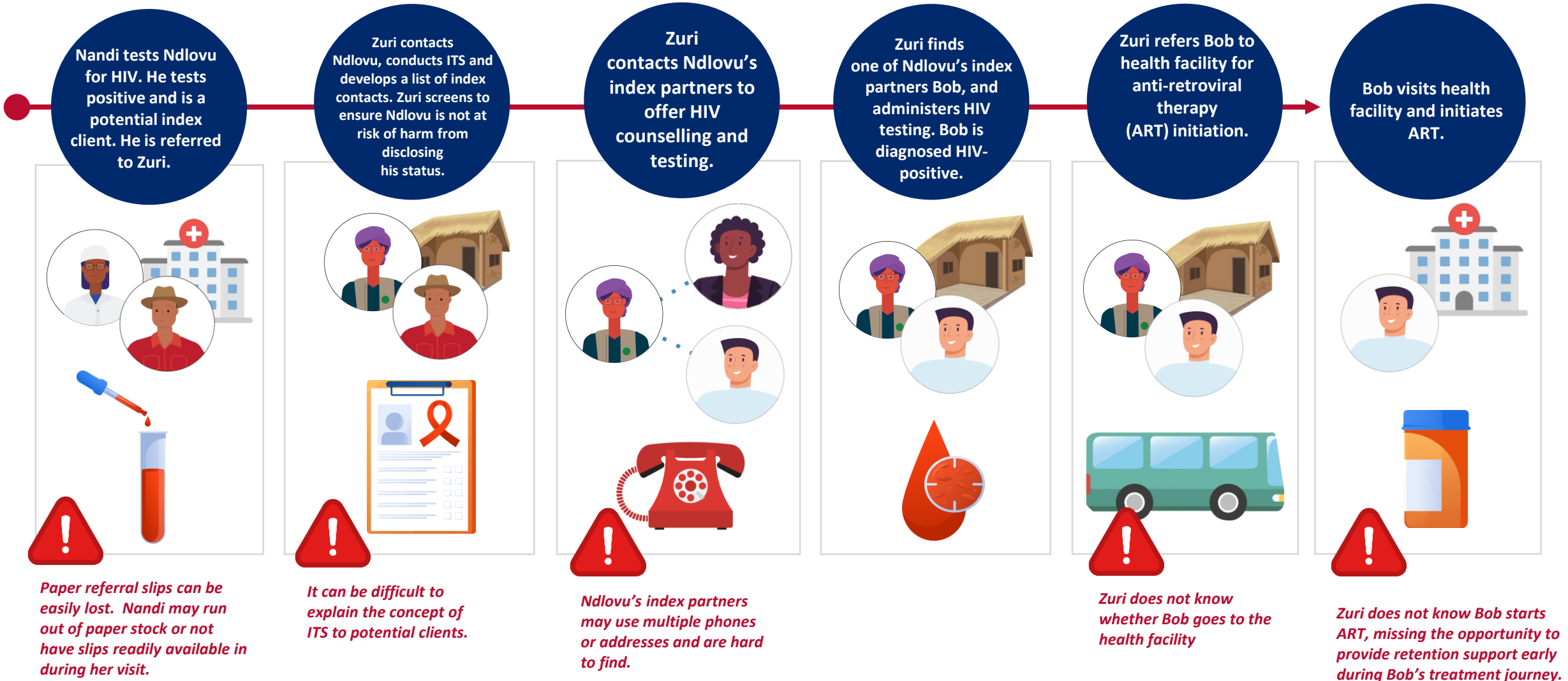


Journey 3

Index Testing

Case Management Journey: Index Testing and Referrals

Current State



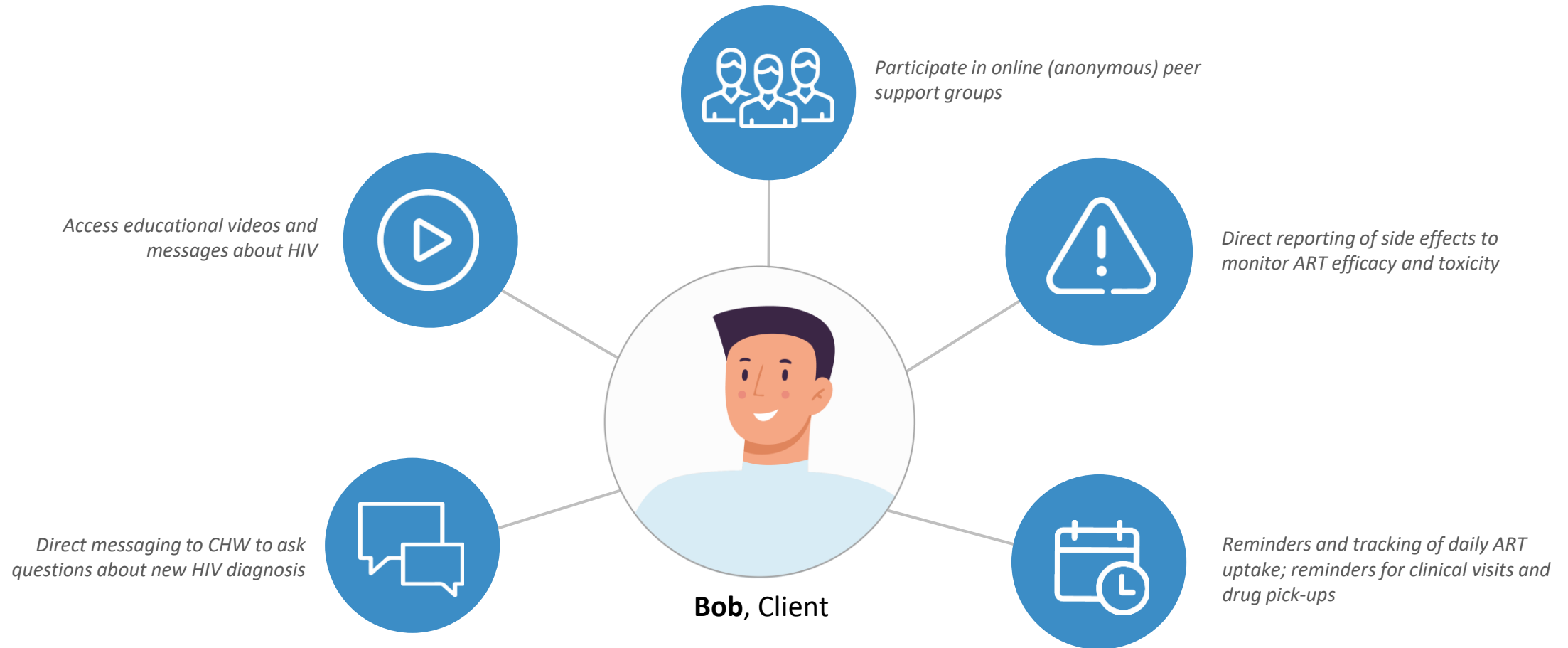
Case Management Journey: Index Testing and Referrals

Future State: CHW



Case Management Journey: Index Testing and Referrals

Future State: Client

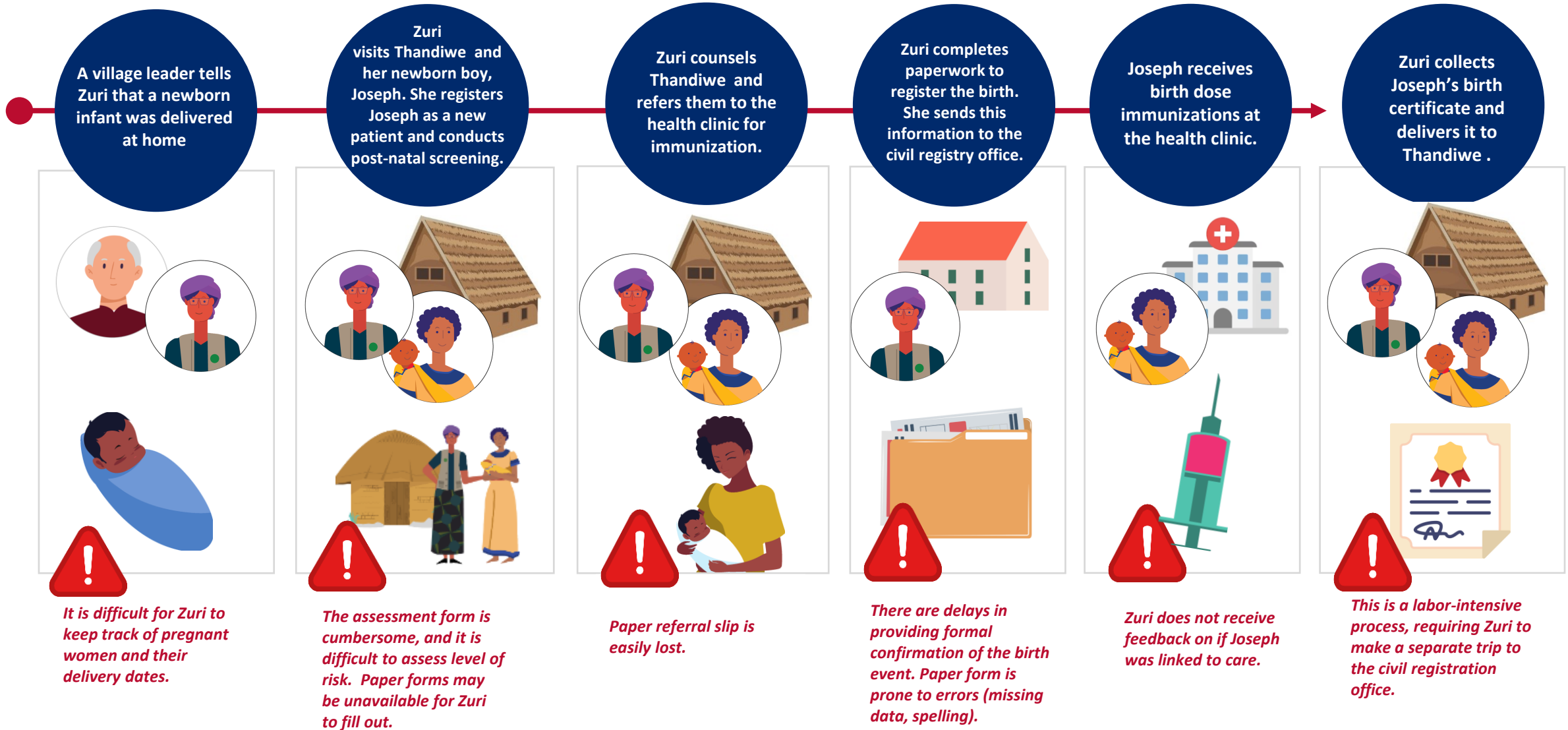


Journey 4

Postnatal care and referrals

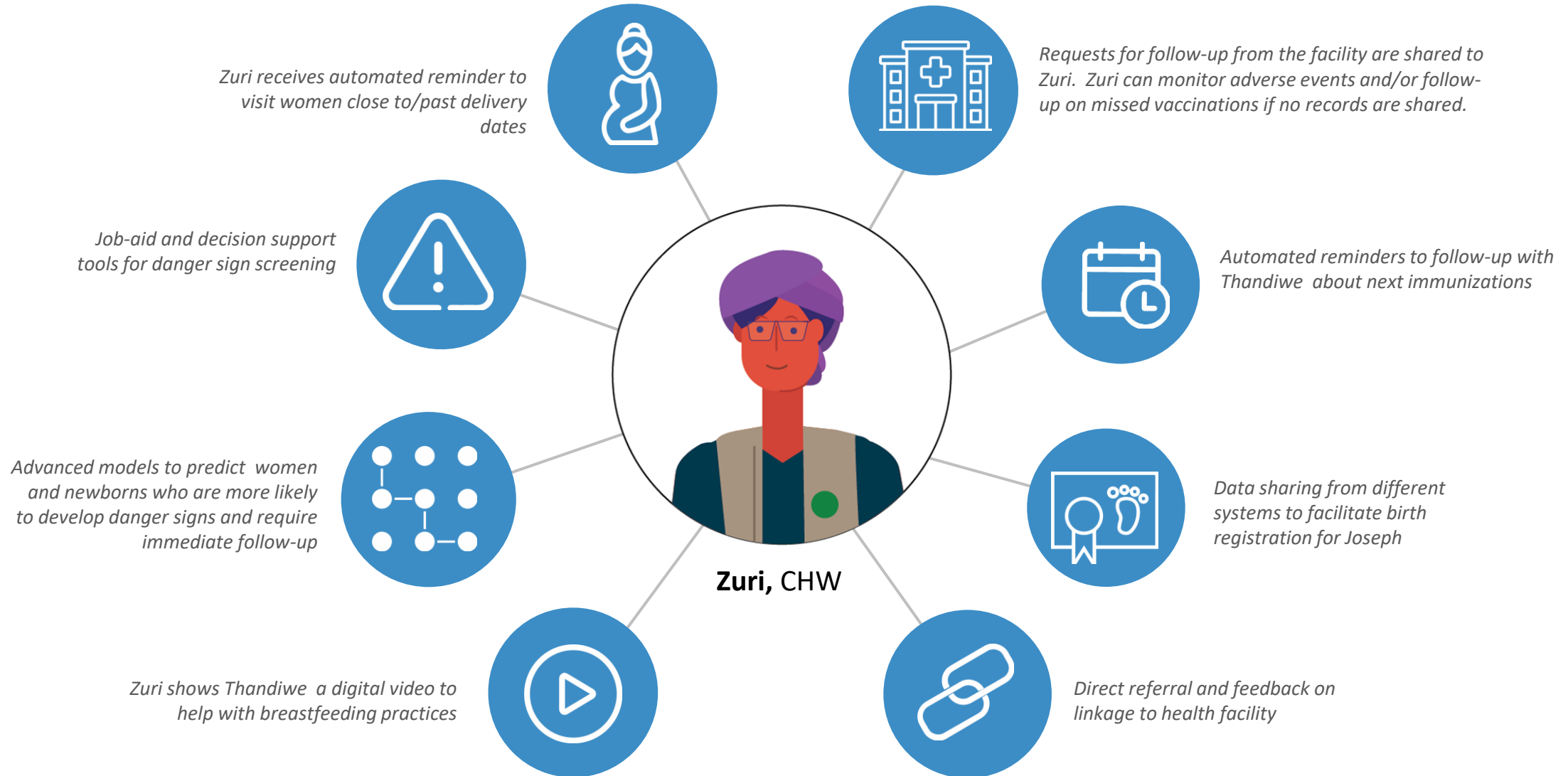
Journey 4: PNC and Referrals

Current State



Journey 4: PNC and Referrals

Future State: CHW



Journey 4: PNC and Referrals

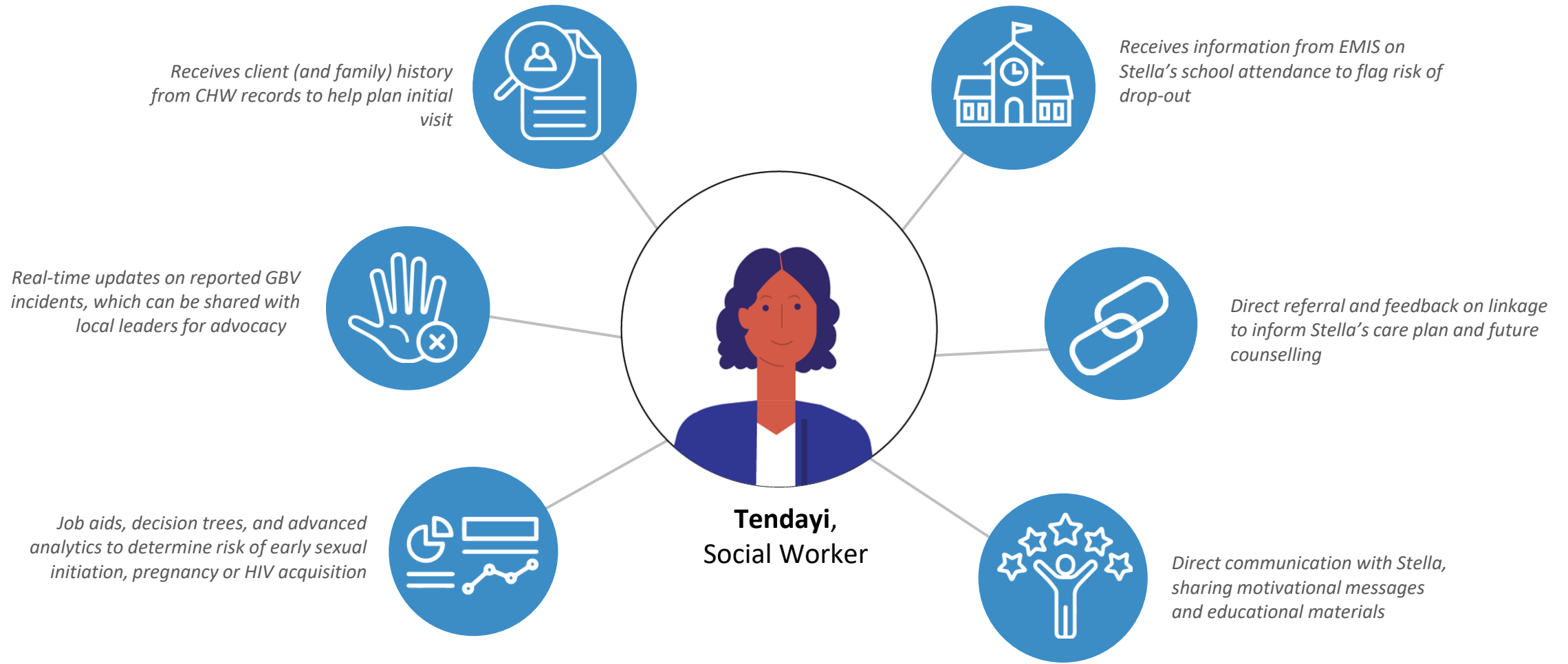
Future State: Client



Scenarios

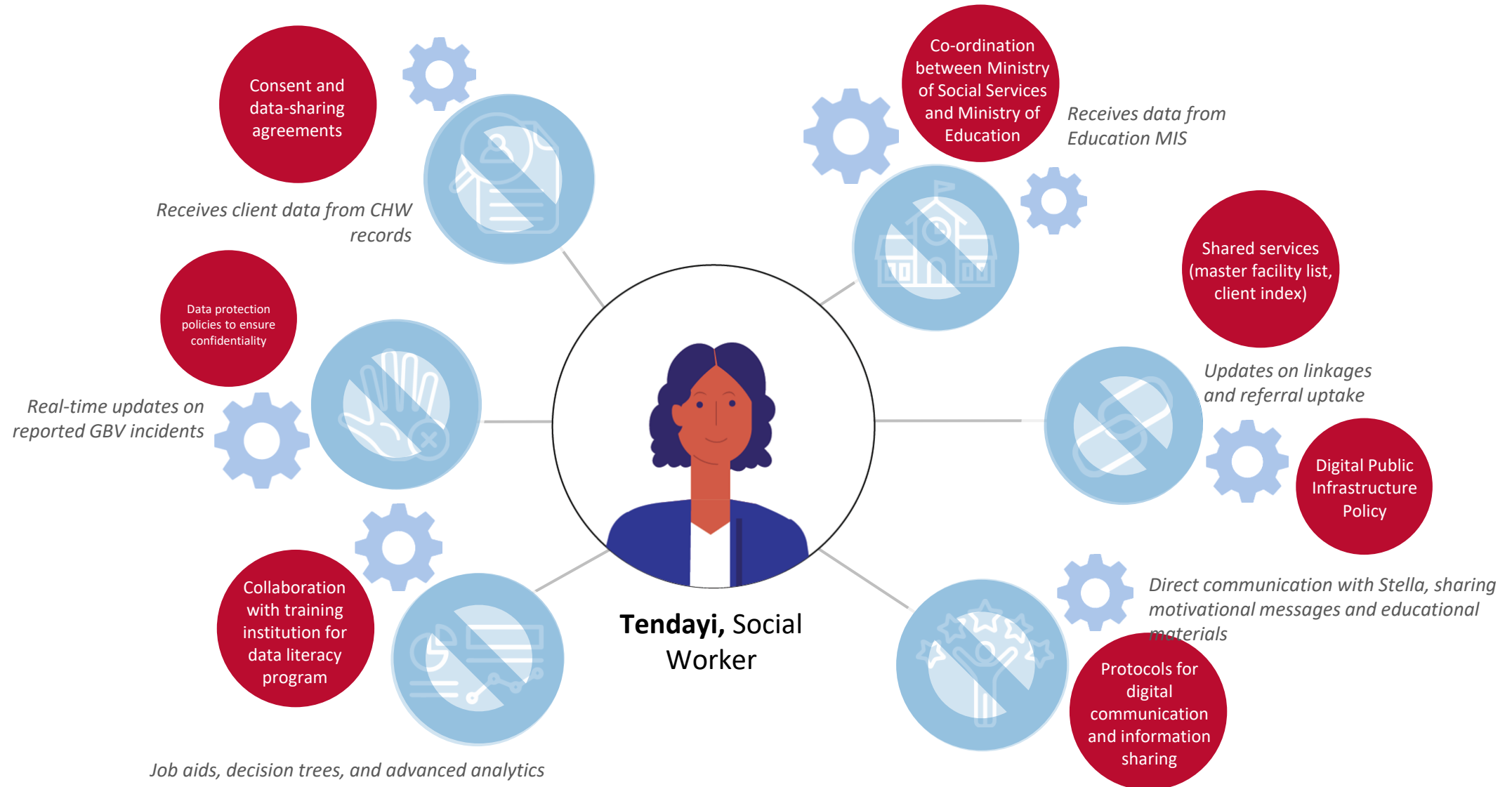
Journey 2: Linkages Between Health, Social Services, and Education (DREAMS)

Future State: Social Worker



Journey 2: Linkages Between Health, Social Services, and Education (DREAMS)

The future state cannot be achieved without strong governance, coordination, and collaboration



Journey 2: Linkages Between Health, Social Services, and Education (DREAMS)

A strong enabling environment is required to achieve the future state

