

Patient Experience Journey Map

The Addiction Policy Forum Patient Journey Map represents a common set of moments that individuals in treatment and recovery from a substance use disorder experience. While this map does not represent what happens to every individual who engages in treatment for addiction and recovery support, it highlights common elements and bright spots and pain points in accessing care and finding and maintaining long-term recovery. Quotes from patients are included to illustrate the salience of the moment. Common threads and insights are also provided, which can guide practitioners and leaders in the improvement of care and patient outcomes for individuals with a substance use disorder.

