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## Clinic Mapping Exercise

You will need: Ledger paper or half-sheets of easel paper, many colored thin-tipped markers, and masking tape.

### Instructions

Divide the group into groups of 3-5. If you have multiple clinic sites, have each site team work together. If the groups are larger than 6-7, split them into smaller groups. If working with an entire staff from one clinic site, you can break the groups up so that the same types of staff are together (i.e., clerks in one group, clinicians in another, etc.) to see if there are differences in perception.

Hand out a sheet of ledger or easel paper, one per group. Give each group 5-6 different colored markers.

Tell the groups that they're going to map their client's experiences in the clinic. First, ask them to use a black marker to draw a "blueprint" of the clinic, including all of the parts of the clinic that a client could be in. They don't need to include the administrative offices, if clients do not go there.

Once all groups have done that, ask them to think about the different types of visits a male client might have – wellness check, STD check, athletic physical, etc. Ask them to choose a color for each one and to draw the client's progress through the clinic for each visit, starting at the front door, and proceeding along every step of the way, until they check out. They should include every time the client goes to the waiting/reception area, as well. At each stop, they should place an 'x'.

Give the groups 10-15 minutes. Ask each group to post their map on the wall, and give each group 3-5 minutes to present back to the other groups. Have everyone cluster around the map, so they can see it. (Do a "gallery walk.") Make note of any differences and ask the group about them. For example, if one group shows only 4 stops for an athletic physical, and another group shows 5 stops, or if a different order in stops is shown.

After all groups have shared their maps, ask everyone to return to their seats, and lead a discussion, using these and other questions:

- What are your thoughts about our clients' experience at our clinic(s)?
- How does our clients' experience – number of stops, etc. – compare to your experience at your health care provider?
- Did you become aware of anything, any ah-has? What were they?
- How does putting a "male lens" on this influence your thoughts about clients' experience?
- What are your ideas about improving clients' flow through the clinic?

As the group shares ideas for improvement, note them on easel paper.

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## Summary Discussion

Point out that we get so used to doing things the same old way; it's really hard to step back and view our practice with a new eye. This project gives us a chance to look at everything we do, and everything we ask clients to do, with a fresh perspective.

Tell the group that we're in a unique position at the moment, of gathering information, but not making actual changes. That's why we carefully listed the great ideas that staff had for making improvements, and we'll keep that list. However, we're *not going to make any changes* until other assessments are completed and the actual implementation phase of the project begins.

Encourage staff to continue to share ideas among themselves and with you for making improvements on clinic flow. Ask them to go back to their sites and try to see the clinic layout through a new male clients' eyes.

# Clinic Mapping Results

## Instructions

Complete one results page every time you conduct the Clinic Mapping Exercise.

Clinic site: \_\_\_\_\_ Date Completed: \_\_ / \_\_ / \_\_

Number and type of staff: \_\_\_\_\_

Number of stops by visit type: \_\_\_\_\_

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## Findings

List below the findings (Ah-ha moments) generated by staff in the discussion part of the exercise. Include both positive and critical comments.

## Ideas

List below the ideas you and staff offered for improvement.