



World Bank Deep Dive:
*Tackling the Rising Burden of
Non-Communicable Diseases*

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Understanding the Patient Journey

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Understanding the Patient Journey:

A brief overview of the cascade analysis and patient pathway tools



Understanding patient journeys – Key questions we want to ask



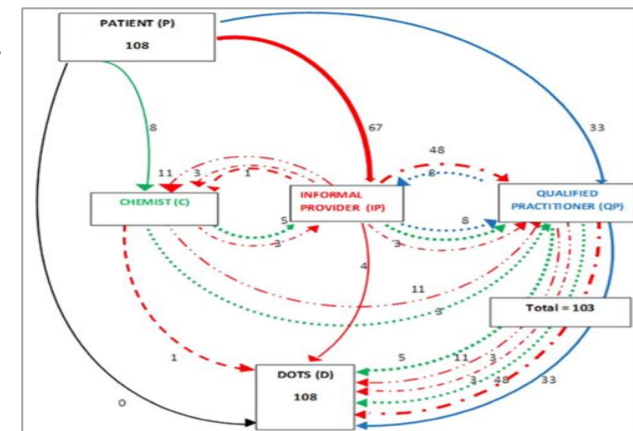
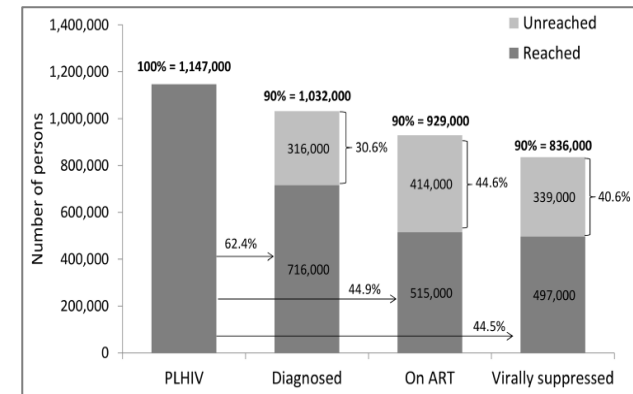
Why these types of analyses are critical

Care cascades

- Provide excellent **snapshot summaries** of NCD care continua for local decision-makers
- Are a great tool to **build dialogue** around NCD policy, chronic care models, PHC re-design

Patient pathway analysis

- Identifies opportunities for **better alignment** of patient care seeking and service availability
- Helps to understand the **different patient types**, behaviors and care needs
- Informs **actions to address challenges and barriers** patients experience
- Gives us a deeper understanding of the **driving factors** for care outcomes
- Indicates where **digital tools** could be positioned to facilitate patient-provider interaction



The cascade and patient pathway tools help us put the finger on major problems and find targeted, smart solutions

By recognizing the pathways patients take, we can improve efficiency, thereby reduce costs, increase access and quality of care, and make the healthcare experience more personalized for patients

Patient Pathways: Group work

- Participants discuss a **narrative** from a patient navigating care, using a simple analysis framework
- Narratives draw on various sources and represent a mix of patient experiences from different socio-economic and health system contexts
- They stimulate a discussion of the challenges faced in patients' journeys, and of potential solutions
- A **moderator** guides the discussion
- A **volunteer rapporteur** completes the group work template
- 30 min group work followed by reporting back in plenary

Group Work | Cancer Patient, Kenya

Watch the video and discuss in your group:

1. What are the main **challenges** the patient is facing?
2. What are possible **solutions** for the patient to have access to quality services at affordable prices? Solutions can be on the patient or health system side.
3. In a final step, please **highlight 3 main solutions** in red.

Pathway	Main challenges faced by patient	Possible solutions
Initial contact	■	■
Diagnosis	■	■
Referrals	■	■
Starting treatment	■	■
Treatment maintenance	■	■