

## Patient personas

### Euphemia

Euphemia was born in Bermuda but has lived in Baltimore for the past several years, where she worked as a cashier. She has Stage II CKD.

#### Wants, needs, behaviours:

- Sedentary job with little interest in activity and sport
- Very involved in her care, and frequently does her own research and asks questions
- Lives with her daughter and has a strong desire to stay on island for treatment
- Outspoken advocate about CKD in the community
- Uses mobility aids to get around, and also has diabetes

No Insurance

### Tyrone

Tyrone is 70 years old and retired. He has Stage IV CKD, as well as hypertension.

#### Wants, needs and behaviours:

- Lacks a strong support environment
- Concerns about affording treatment as a retiree
- Rarely leaves the house
- Is comfortable asking questions to his physician, and his medical background has given him decent understanding of his condition.

FutureCare

### Orville

Orville is a 64-year-old former pastry chef. He has a history of kidney stones, diabetes, and hypertension, and has Stage V CKD.

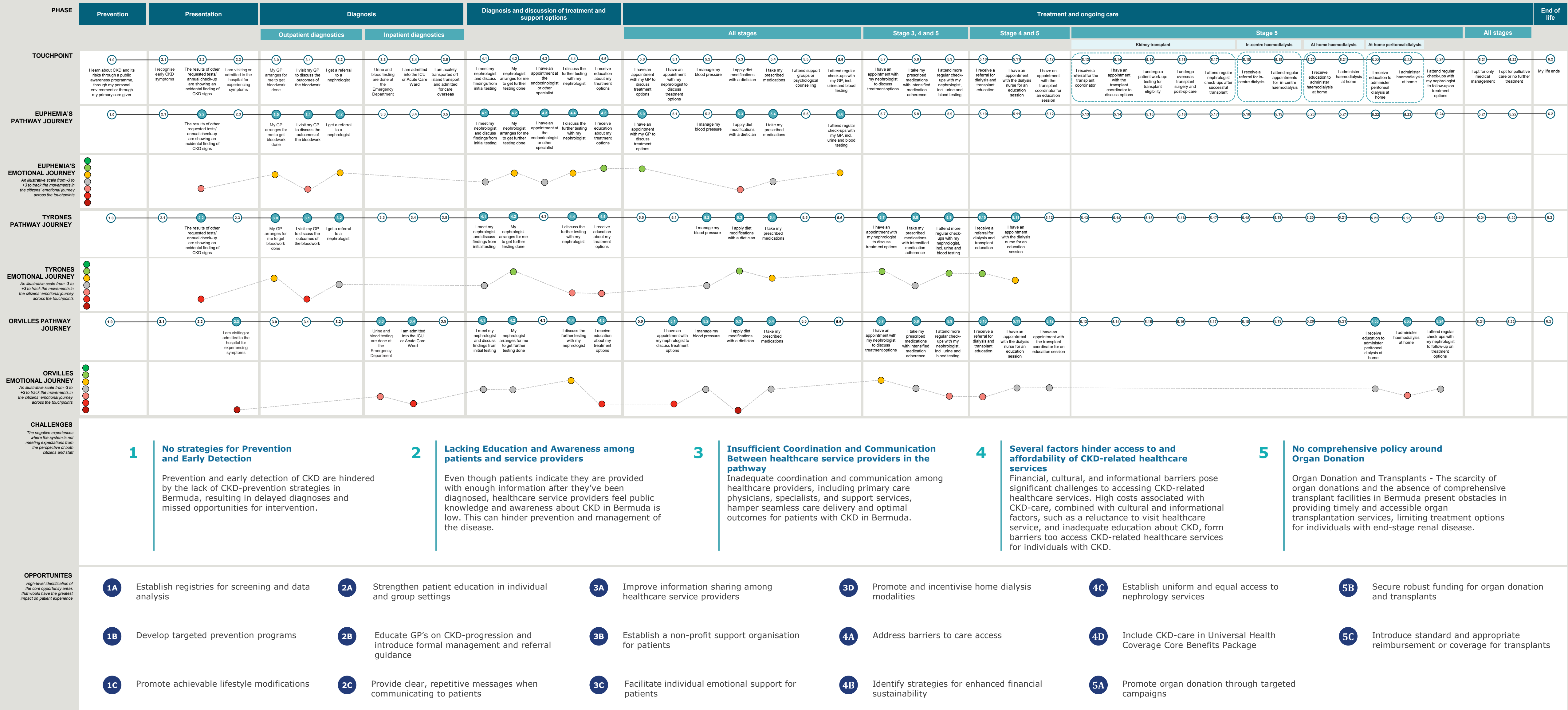
#### Wants, needs and behaviours:

- Limited access to appointments as he relies on his son for transportation.
- Orville is uncomfortable asking questions to his physician and prefers to remain stoic.
- Friends and wife are eager to support him, but Orville is uncomfortable accepting help and feels like a burden
- Long-time pastry chef who is unhappy to make dietary changes.
- Loves to golf and travel, which he can no longer do due to mobility restrictions.
- Concerns about affording treatment as he only has access to basic health coverage.

Private Basic Health Coverage

## Chronic Kidney Disease Pathway: Patient Journey Map

An illustrative current-state experience of the end-to-end CKD pathway, from the perspective of the three personas to bring it to life\*



\*All views captured in this document are those of stakeholders interviewed.

# Chronic Kidney Disease (CKD) Pathway – Overall current state

