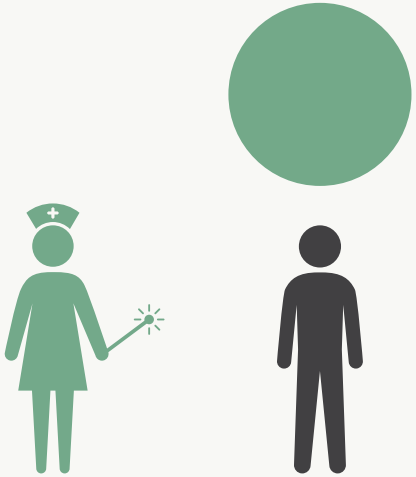
We can reduce suffering of the psychiatric patients and their families by tackling the problems in the transfer phase between in-patient and out-patient care.

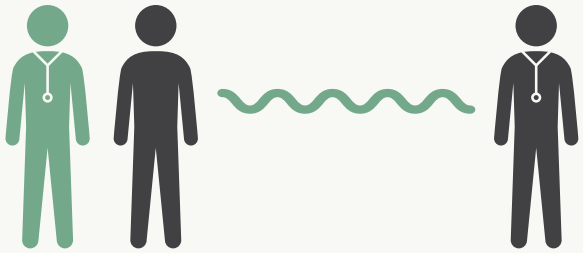


The patient often sees a 'Black Hole'
The patient can often be in such a mental condition that they see little or no future for their care

Motivating patients to see a better future
There is an opportunity to intervene early and make patients believe in their future care

Sometimes patients just leave
Patients are in charge of their own care - so they can leave suddenly - making continuing their care harder

It is important to contact the patient early
A patient might be frightened by a big change, reaching out to them early can help stop this fear



Changes disrupt patient-professional relationships
The patient often has to break the relationships to step forward, and has to start over again in the next clinic

Patients need a gradual change when transferring
Small, early meetings or introductions to new careers will help the patient to better trust the next step in their care

The ticket aims at initiating a formal discussion about the importance of cooperation between clinics in giving patients forward momentum for getting to the next step in their care.

The ticket is a transformation of the current referral system in operation in Helsinki. Taking travel as a positive metaphor, the referral is transformed into an emotional object for the patient to keep and use in their journey from treatment to treatment.

The ticket is a concrete manifestation of the patient's care. Adding emotional and material value to the referral makes the transfer feel more like a privilege and less like a duty. The ticket is a promise to the patient that their care has a future.

A comprehensive framework for managing transition will be co-created with staff and former psychiatric patients

- Conceived elements of this structure include a new approach to ownership of the transition, where the patient, family members, and NGOs come together with staff from both inpatient and outpatient clinics to ensure 360° involvement, commitment, and knowledge sharing rather than leaving ultimate responsibility in the patient's hands alone.

- Instead of being confined to the organization data systems the personal data will become more accessible to the patient. This gives the patient empowerment and ownership in the care process. This will also give an opportunity to track the patients journey in the care system

Patient journey shows relevant details of past and future clinics

The most important information is highlighted

The ticket stub has relevant information that the patient needs after reception

The ticket stub shows emergency contacts and is kept by the patient

The map helps the patient to feel more secure about how to get there

Small section for reinforcing the benefit the ticket has for the patient