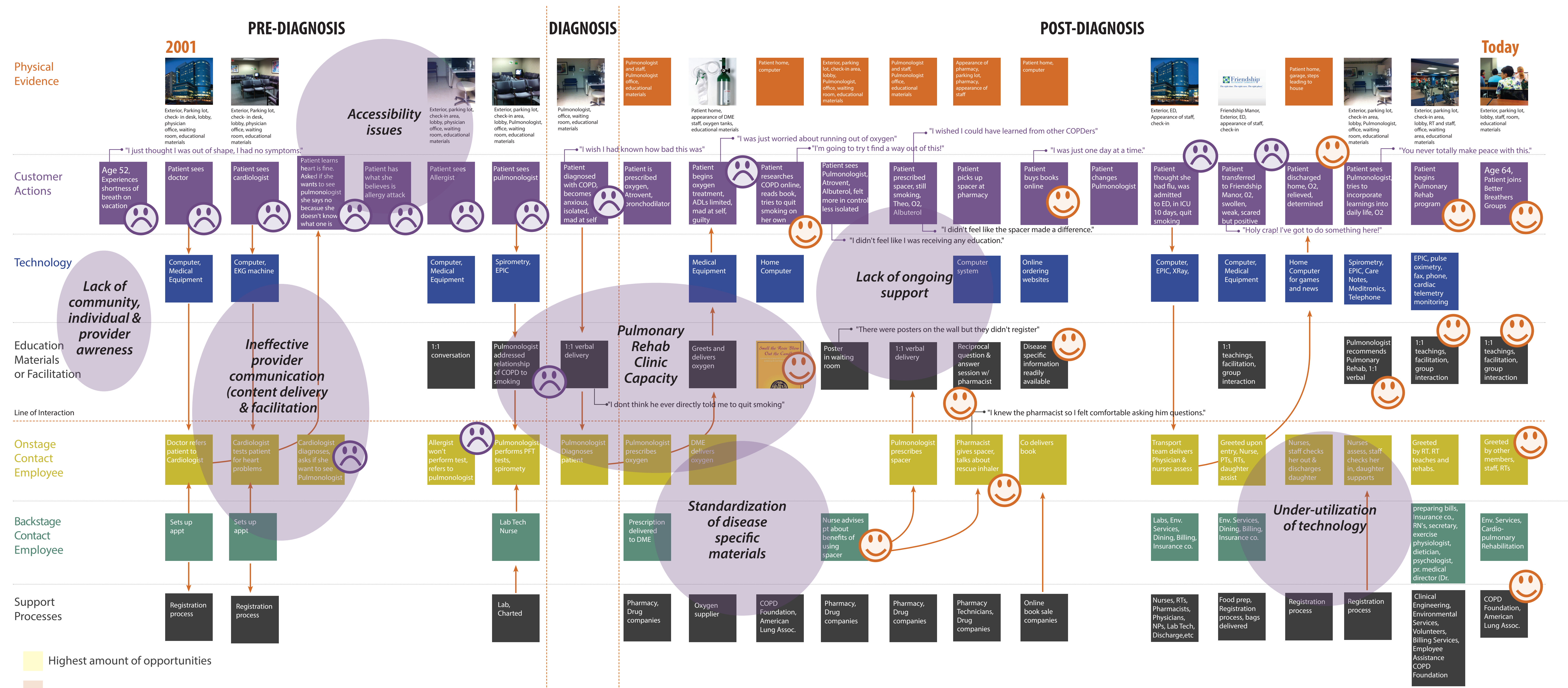


Service Blueprint for Education and Engagement - COPD Patient from diagnosis to self efficacy over 13 year period

Female, 62 yrs old, stage 3/4 at Carilion Clinic



Highest amount of opportunities
 Moderate amount of opportunities
 Lowest amount of opportunities