



FOR IMMEDIATE RELEASE

September 2, 2025

Surry County Office of Substance Abuse Recovery (SCOSAR) and the SCOSAR Director's Council on Lived Experience (COLE) Launches Patient Journey Mapping Initiative to Improve Substance Use Care

Dobson, NC – SCOSAR and COLE announced today a new initiative focused on understanding and improving the experience of individuals navigating substance use and recovery. The organization is conducting in-depth interviews using a patient journey mapping framework to identify key barriers, supports, and opportunities for improvement within the medical and recovery systems.

The initiative aims to capture the lived experiences of patients from the first moment they recognize a need for help through their ongoing recovery. By using open-ended questions and encouraging personal storytelling, the interviews will provide a comprehensive view of the patient's perspective, from initial entry points to interactions with various services like medical providers, the criminal justice system, treatment programs, and peer support.

"We believe that a deeper understanding of a patient's journey is crucial for creating more effective and compassionate care," said Jamie Edwards, Director of the Surry County Office of Substance Abuse Recovery. *"This isn't just about gathering data; it's about listening to the voices of those with lived experience to pinpoint exactly where the system works and is failing."*

The interviews will cover critical aspects of the patient journey, including:

- **Access to Care:** Exploring the ease or difficulty of finding help and the initial experiences with services like emergency rooms or detox.
- **System Navigation:** Understanding how patients move between different services and whether they feel lost or "bounced around" during the process.

- **Stigma and Respect:** Examining experiences with medical professionals and other helping systems and the impact of stigma from professionals, family, or the community.
- **Positive Supports:** Identifying which services and individuals provided the most helpful support and hope throughout their journey.

The findings from these interviews will be used to create detailed patient journey maps. These maps will visually represent the patient's path, highlighting emotional touchpoints, pain points, and successful supports. The insights gained will directly inform new strategies and partnerships to enhance care coordination, reduce systemic barriers, and foster a more supportive environment for individuals in recovery.

Interviews will be confidential in nature and all individual responses published as part of a bigger report. Information that can identify individuals will be removed. Interviews will occur between now and December 30, 2025 and can take place in person or online.

Interested Individuals may complete a confidential interest form via a weblink or the QR Code at the end of the press release.

Interest Form Link: <https://www.surrycountycares.com/post/surry-county-office-of-substance-abuse-recovery-scosar-and-the-scosar-director-s-council-on-lived>

The Director's Council of Lived Experience (COLE) is an advisory group formed by the Surry County Office of Substance Abuse Recovery (SCOSAR). The purpose of the council is to use the personal experiences and insights of Surry County residents who have navigated recovery, reentry, or other life challenges to help guide future community work. The council provides recommendations to the SCOSAR Director and other agencies to make local services more effective and accessible.

SCOSAR is dedicated to aiding in the development of a healthy and safe community. We support individuals through prevention, treatment, recovery support services, and educational services within the justice system and the community. Our mission is to provide valuable resources for those impacted by substance use and justice involvement, and to foster purpose-driven lives that lead to positive and lasting change.

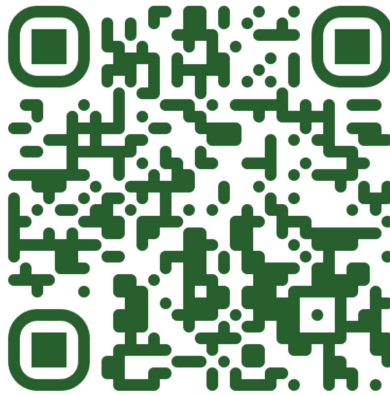
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Interest Form QR Code

