



STAGES	FIRST CARE CONTACT	DIAGNOSIS	CONSERVATIVE TREATMENT	PRE-SURGERY GUIDANCE	HOSPITALISATION	BASE RECOVERY	REHABILITATION	COMPLETE RECOVERY
Goals	OS: Get scope of symptoms and patient's problems	OS: Establish treatment plan	OS: Manage pain for as long as possible	OS: Manage expectations	OS: Perform successful operation	OS: Ensure good results of operation	OS: Ensure good healing of prosthesis	OS: Complete function regain
Interaction	OP: Understand scope and establish plan	OP: Manage expectations & find new work	OP: Manage expectations & find new work	OP: Readjust expectations of client and employer & find replacing work	OP: Perform successful operation	OP: Assess function and mobility	OP: Guide reintegration in work together with employer and motivate client	OP: Full return to original work
Involvement								
Doing	• Check function • List work activities • Establish reintegration plan	• Expectation management client & employer	• Expectation management client & employer	• Expectation management client & employer • Find replacing work	• Placing prosthesis • Explain results of surgery to patient	• Gather information of orthopedics • Provide advice of function and load for employer	• Guiding work reintegration with regular check ups every 6 weeks	• Complete work recovery: • Hours • Work activities • Expense of load
Problems	• Limited knowledge of injury and next steps in treatment	• Unsure of what a patient will be able to do after surgery and how fast	• Hard to motivate patients to keep working until surgery • Hard to find other work			• Long wait for answer orthopaedics • Does not receive sufficient/relevant information	• Uncertain of patient's true abilities • Has to rely on patient's reporting • Unsure what happens with physiotherapist and other physician's treatment • Rehabilitation times unpredictable	
Feeling	Meeting client before surgery	Have to find other work	Employer helps find new work activities					Client improves, full RTW
Involvement								
Doing	• Lay out options • Anamnesis • Joint-decision-making	• Administer conservative pain killers • Monitoring joint wear.	• Expectation management for after surgery • Explain surgery	• Placing prosthesis • Explain results of surgery to patient	• Check: • Function recovery • Prosthesis attachment • Prosthesis placement	• Check-ups looking for load related knee pain at 3 months and 6 months	• Check-ups looking for load related knee pain at 3 months and 6 months	• Complete recovery: • Function • Wound • Amount of load
Problems	• Very little time to convey all information • Not all patients understand options	• Patients have hard time deciding treatments • Don't want to go into surgery too young	• Expectation management depends on level activity • Hard to know patient's character			• Not enough time to spend on updating physicians	• No knowledge about function & work • Don't want to give work advice • Unsure what will happen with information • Uninteresting basic questions	
Feeling	A lot of options, also long term	Conservative treatment seems to work	Expect problems to be over after surgery	No complications	Smooth recovery			Smooth recovery
Doing	• Hear diagnosis • Weigh options • Decide on conservative treatment	• Talk to friends and family • Trying to come to terms with prosthesis	• Talk to employer about surgery • Look-up information & attend info meeting	Treatment no longer works		• Base function recovery • Exercises with physio • Rebuild activities in spare time	• Return to work • Function recovery • Rebuild activities in spare time	• Complete recovery: • Work • Hobbies • Mobility
Problems	• Limited understanding of medical terms • Unsure what treatment effects are	• Insecure about the big surgery	• Insecure about rehabilitation • Prepare without knowing what will happen					
Feeling	Face having a real issue	Hard to make decision Does not want to give up activities	Insecure about surgery	Surgery went well	Very limited in abilities	Back on track in the process	Complication due to too much loading	Happy to be able to do everything again