



In safe hands

Highly skilled and professional PT

- Confidence in the PT's knowledge and skills
- The PT met expectations
- Received clear information about the process



Feeling validated

- Felt heard
- Expectations were met
- Received the time I needed
- Gained trust in the PT



Sense of involvement and empowerment

- Experienced participation in:
 - Dialogue
 - Choice of treatment
 - Decision-making



A care model in progress

An innovative and effective care model

- Trust in PT-led to care model
- Faster and more efficient care
- The PT and OS complement each other



Expectations of the healthcare encounter

- Expectations of:
 - Surgery
 - Being assessed by a specialist
 - Receiving information



Opportunities for improvement

- Lack information about the process
- Frustrations regarding waiting time
- Too much information
- Lack of involvement

