

DOING

WHAT DOES A TYPICAL DAY LOOK LIKE?

I regularly have to ice my foot keep it propped up and change my bandages

I should do the exercises the doctor showed me to help my foot recover

I have to regularly take medication and sometimes forget to do so

I can't take showers because I can't get my bandages wet

I sit around a lot and can't move as much

Its hard for me to keep track of how my pain and remember to tell the doctor

My legs are in so much pain it mentally effects everything I do in the short terms and worries me with long term plans

I used crutches, scooters to get around

THINKING AND FEELING

WHAT IS IMPORTANT TO THE CUSTOMER?

WHAT ARE HER HOPES, DREAMS, OR FEARS?

The exercises on the paperwork from the doctor are hard to understand. I fear I'm doing it wrong

Its hard for me to remember to take medication and document it

I want full mobility so I can enjoy life

I'm not good at doing these things alone. I wish I could do it with someone else to help me learn and encourage me

It's frustrating not being "weight baring" - when can I expect to get to this point

I can't remember if the pain is worse this week or the same

I feel alone and other people don't understand what I'm going through

I wish the doctor explained the stages for recovery better



Terri

SEEING

WHAT IS THE CUSTOMER'S ENVIRONMENT LIKE?

Its hard for me to move through my house on this scooter with all this stuff in the way

My icepack is not frozen and I need to put it in the freezer

I have lots of medication bottles

My leg is swelling and red

HEARING

WHAT INFLUENCES THE CUSTOMER?

I'm told I need to do the foot exercises if i want better range

This healing process takes a long time and I need to stay positive and focused

When the doctor says I no longer have to do "x" I feel I'm making progress

Positive support and encouragement from others makes my day

Knowing others have successfully recovered from the same issue as I have keeps me motivated

PAINS

WHAT OBSTACLES OR CHALLENGES DOES THE CUSTOMER HAVE?

I'm not able to put weight on my foot

These crutches make everything more difficult and I just don't have the energy right now to do anything else

I don't have an easy way to document or communicate to my doctor how my leg feels on a regular basis

I have trouble remembering to take medications and do the exercises

The paperwork from the doctor is unclear and doesn't provide visual samples of what to do and how to do it properly

I lose discipline after a short time and give up

GAIN

WHAT DOES SHE HOPE TO ACHIEVE AND HOW MIGHT HE MEASURE SUCCESS?

I want to be get this splint off and be able to take a shower

I want to the doctor to tell me if I'm "weight baring" so I can stop using the crutch/ scooter

I want to be able to walk and run without pain so I can enjoy my life

I'll be happy when I no longer need to ice and elevate my body

I want to be able to wear sneakers/ shoes and feel like a normal person