Satisfaction

Major Findings

With Agilium Reactive:

How do you assess the handling of the orthosis?

> **easy:** 46%
> **learnable:** 54%

Do you feel restricted by the orthosis?

> **no:** 31%
> **slight:** 54%
> **moderate:** 15%

Is it uncomfortable to wear the orthosis?

> **no:** 46%
> **slightly:** 39%
> **moderate:** 15%

Would you wear the orthosis over a longer period of time?

> **yes:** 62%
> **reluctant:** 38%

Would you recommend the orthosis?

> **yes:** 100%

Agilium Reactive showed a high patient satisfaction

(Liebau et al. 2017)
Satisfaction can be measured to determine the general well-being of a person and the fulfillment of his expectations to the medical device. The evaluation of this very meaningful parameter is important to investigate as it has a direct impact on the patients’ well-being and compliance. It is influenced by additional categories and can therefore be seen as a summary of possible pain reduction and better performance of ADLs.

Satisfaction is also correlated with the usage of the medical device. Studies on the non-use of devices suggest, on average, a third of all provided devices are not used (Scherer 2002). Possible causes involve a lack of consumer involvement, inadequate performance of the product, failure of the product to improve function, and difficulty in operating the product (Batavia & Hammer 1990, Wielandt & Strong 2000). Obtaining user perspectives and satisfaction is therefore fundamental.

The majority of patients were satisfied with the Agilium Reactive. The handling is rated as easy or learnable. No strong restrictions were perceived. About 85% felt no restrictions or only slightly restrictions by the orthosis. Nearly the half of patients rated the orthosis as comfortable and 39% said that the orthosis is slightly uncomfortable. The majority would use the orthosis for a longer period of time and no one precluded the long-term use a priori. More importantly all patients would recommend the Agilium Reactive. (Liebau et al. 2017)


