

# E-MAG Active

## Satisfaction

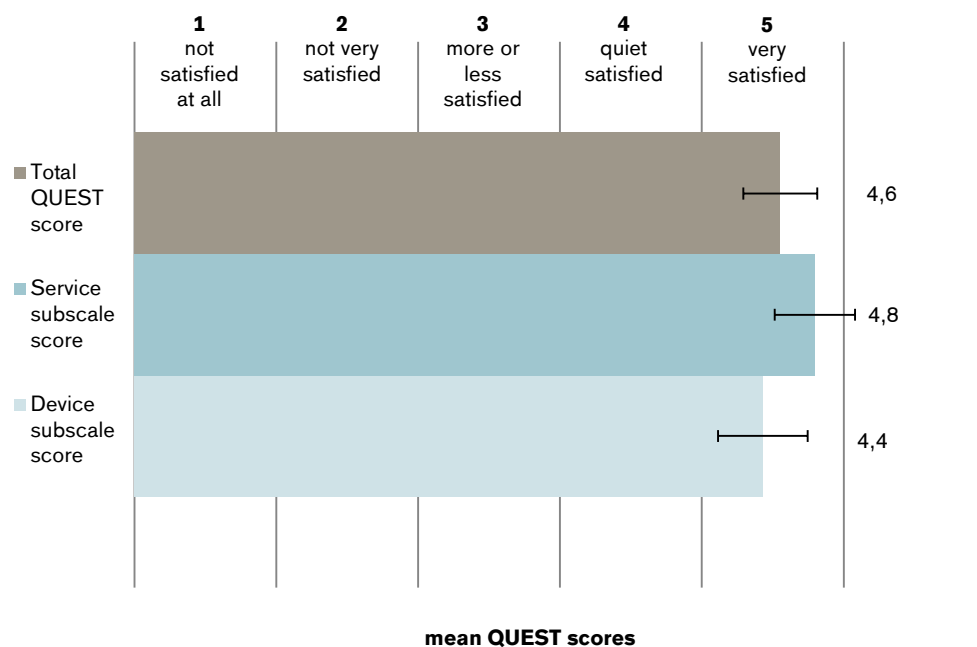
### Major Findings

With E-MAG Active in unlocked mode (vs locked mode):

→ **high patient satisfaction, evaluated with the QUEST (Quebec user evaluation of satisfaction with assistive technology)**

- Device subscale score:  $4.4 \pm 0.3$
- Service subscale score:  $4.8 \pm 0.3$
- Total QUEST score:  $4.6 \pm 0.3$

### Patient satisfaction with QUEST



Schröder et al., 2018.

### Clinical Relevance

For enabling disabled people to live independently and safely within the community, assistive technologies are playing an important role. However, studies of the non-use of assistive technologies suggest that on average a third of all devices provided are not used (Scherer, 2002). It was also shown the lack of consumer involvement in the selection process or consumer dissatisfaction with the device as predictors of non-use (Wielandt & Strong, 2000). A number of problems have been identified as reasons for non-use: inadequate performance of the product; poor function of the product; difficulty in operating the product; and the high cost of the products and their maintenance (Goodacre & Turner, 2005). Obtaining user perspectives is therefore fundamental to address these issues.

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## Summary

The Quebec User Evaluation of Satisfaction with Assistive Technology (QUEST 2.0) (Demers et al 1996) is a self-administered questionnaire used to evaluate user satisfaction with a wide range of assistive technologies. It assesses user satisfaction with both the specific assistive device and the service relating to device use.

The participants' satisfaction with the E-Mag Active was surveyed using the QUEST (2.0). The ratings of the Device subscale score, Service subscale score and Total QUEST score had a mean value > 4 points, which represents a very high overall satisfaction. (Schröder et al., 2018)

As far as the importance of the satisfaction items for the patients is concerned, safety was selected most often (7 times) with an average rating of 3.8, followed by adjustments and effectiveness (each selected 3 times) with mean ratings of 4.8 and 4.6, respectively. The items ease of use, comfort, repairs/servicing and professional service were selected twice each; whereas durability, service delivery and follow-up service were only selected once each.

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## References of summarized studies

Schröder, S.; Pröbsting, E.; Schmalz, T.; Kannenberg, T.; Stinus, H. (2018). Functional walking capacity of subjects with paralyzed knee extensors while walking with an SCO in locked vs unlocked mode. *Physical Medicine and Rehabilitation Research*, 3(2): 1-6. DOI: 10.15761/PMRR.1000168

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## Other References

Demers, L.; Weiss-Lambrou, R.; Ska, B. (1996). Development of the Quebec User Evaluation of Satisfaction with assistive Technology (QUEST). *Assistive Technology*, 8, 3-13.

Goodacre, L. & Turner, G. (2005). An investigation of the effectiveness of the Quebec user evaluation of satisfaction with assistive technology via a postal survey. *British Journal of Occupational Therapy*, 68(2), 93-96.

Scherer, M. (2002) The change in emphasis from people to person: introduction to the special issue on assistive technology. *Disability and Rehabilitation*, 24(1/2/3), 1-4.

Wielandt, T.; Strong, J. (2000). Compliance with prescribed adaptive equipment: a literature review. *British Journal of Occupational Therapy*, 63(2), 65-75.

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