

Nerrolyn Ramstrand

Title of the lecture:

Understanding prosthetic and orthotic service delivery from the clients' perspective

Employer/affiliation:

Jönköping University



Brief introduction about the presentation:

Careful monitoring of progress toward desired outcomes is an essential component of the prosthetic and orthotic service delivery process. To evaluate outcomes, it is necessary to not only measure functional improvements associated with the provision of specific devices but also the end-user's perceptions of how their needs have been met and their overall level of satisfaction with services. This presentation will address the issue of client satisfaction with prosthetic and orthotic services. Qualitative and quantitative research conducted with Swedish clients will be presented along with a review of relevant methods to assess satisfaction in the clinical environment.

Brief presentation of the speaker:

Nerrolyn is a prosthetist/orthotist and professor at Jönköping University, Sweden. She graduated from the National Center for Prosthetics and Orthotics at La Trobe University, Australia in 1996 and completed a PhD in 2000. Nerrolyn spent three years working within the prosthetics and orthotics program at the British Columbia Institute of Technology, Vancouver, Canada, before beginning her career in Sweden. Nerrolyn has over 20 years of experience in conducting research within the field of prosthetics and orthotics. Through innovative methodologies combining biomechanical assessments, patient-centred approaches, and computational modelling, she has contributed valuable insights into the experiences of prosthesis and orthosis users and toward optimising prosthetic and orthotic device design.