Abstract

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3 Purpose

- 4 The aim of this work was to qualitatively explore the personal perspectives of prosthetic and orthotic users, in
- 5 the context of their past and present experiences and understand their insights for the future.

6 Materials and Methods

- 7 A narrative exploration study design employing a phenomenological approach was used.
- 8 Semi-structured interviews were conducted with three female and two male prosthetic and orthotic users from
- 9 Australia and the United Kingdom. Interviews were analysed, coded and key themes and sub-themes identified.

10 Results

- 11 Three themes were identified. The Maximising Opportunity theme linked sub-themes of recreation and pushing
- boundaries. The Health Care Network theme included sub-themes of communication, peer support and building
- a team. The final theme, Changes over time, included sub-themes of disability perception, advice and
- 14 advancements over time.

15 Conclusion

- Prosthetic and orthotic users identified there had been vast changes in disability perception, disability rights,
- and their role in the health care system, along with the variety of technology and materials available. Key
- findings were that prosthetic and orthotic users want to be listened to, considered central to the health care team,
- and had a deep understanding of their own health care needs.

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• Keywords: Prosthetic orthotic users, experience, disability, perspective Qualitative

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Background

- 24 The way in which healthcare has been delivered has developed significantly over the last 50 years [1,2].
- Up to and including the 1970s, the medical model of healthcare predominated [3,4]. This model
- considered the medical expertise, namely 'the doctor' at the centre of the health care process, with the
- other care providers, including the prosthetic and orthotic users, their families and/or carers at the
- periphery [2]. The focus of health care delivery has evolved in recent decades to consider the patient, in
- 29 this case, the prosthetic or orthotic user or client, at the centre of their health care system [2,5]. This has
- 30 further progressed in recent years to an approach where the patient serves as the principal manager of
- 31 their care, informed through information provided by an integrated team of qualified and skilled

professionals [5-8]. In order to address this fundamental shift in focus of health care delivery, change in professional development and education has been necessary.

To address this requirement for change in the delivery of health care, health professions, such as prosthetics and orthotics, have been forced to evolve. As recently as the 1970s, the variability in prosthetic and orthotic clinician competency had been highlighted as problematic, and suggestions of a more formal and systematic approach to education, centred around key topics, was proposed as a solution [9-11]. As health care systems have modernised, so too has the prosthetic and orthotic profession, in some ways perhaps more rapidly [10,12,13]. As a result, the changes in the profession are likely to have influenced the experience of those using these Prosthetic and Orthotic services. Historically, most prosthetists and orthotists were apprentice-style trained technicians, who learned how to produce or replicate particular prostheses and/or orthoses [2,12,14]. Over the past 50 years, clinical training in most high-income countries has shifted towards a tertiary qualification where prosthetists and orthotists are educated to be competent members of the Allied Health team, demonstrating both clinical skill and problem-solving abilities [13]. In these countries, these changes to the training and education of prosthetists and orthotists are mirrored by advances in, device, manufacturing and services, technology resulting in a wider possible range of service experience that a prosthetic or orthotic user receives in 2020 [9,11,14,15]. It must be noted however, that these advancements in training and education, as well as access to technology are not consistently mirrored in middle- and low-income countries. Consequently, changes in prosthetics and orthotics health care, education, and access to technological advancements have not seen universal access [16].

The role that the prosthetic or orthotic user plays in their health care has also changed, mirroring the changes and advances in the healthcare systems, that the users find themselves in [17]. For example, assistive device technology has advanced greatly and these advances in technology and increases in choice impact on the ability to control and influence their own health care. While technology and advanced functionality is often seen as one of the biggest changes in prosthetic and orthotic care, more

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recently the ability for prosthetic and orthotic devices users to customise their devices has also impacted 57 how people view their devices, how users view themselves and users are viewed by the community. 58 59 People's autonomy over their healthcare is now something that is assumed and encouraged in cases where individuals do not independently assert this autonomy [18] [19]. 60 The way in which health care system processes have changed are to a large extent relatively easy to 61 62 describe. Though, how these process changes impact the way people move within health care systems and their experiences of their own health care are harder to quantify, and arguably, the most important 63 to explore. The impact of changes in healthcare organisations, device functionality, and the opportunity 64 for customisation, the education and training of prosthetists and orthotists, along with the education of 65 the prosthetic and orthotic users and increase in sources of information available to them, are all likely 66 to interact and impact on a user's experiences [20]. Prosthetic and orthotic users who have had lifelong 67 relationships with service providers, and rich experiences, are able to provide insights into the impacts, 68 both positive and negative, on the changing nature of healthcare, assistive technology and rights of a 69 70 person with a disability. 71 Therefore, a key question that remains is how the changes in the design and delivery of healthcare in prosthetics and orthotics have been perceived by the users themselves, over an extended period of time. 72 As people at the centre of these developments, their views provide insight into the relevant success of 73 changes, current challenges, and direction for future development. As such, the aim of this work to 74 75 qualitatively explore the personal perspectives of prosthetic and orthotic users, in the context of their

past and present experiences and understand their insights for the future.

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Methods

79 Researchers and Reflexivity

Semi-structured interviews were undertaken by two researchers (xx and xx) using a standardised interview guide. Both researchers were academics working in higher education, educated to doctoral level, focussing on research related to prosthetics and orthotics. xx is a female prosthetist and orthotist whilst xx is a male biomechanist. The interviewers both worked in rehabilitation research and brought bias around their understanding of prosthetic and orthotic usage and healthcare. These biases were addressed through the semi-structured interview questions and noted in the analysis.

Both interviewers did not have healthcare or personal relationships with the participants before conducting these interviews. Participants understood the purpose of the research was to explore their experiences as being a prosthetic or orthotic user over their lifetime. The reasons for the interviewers undertaking the research were conveyed to participants before the interview. Participants were informed that the purpose of the research was to explore their lifetime experiences as a prosthetic or orthotic user. This purpose was conveyed through the informed consent process and the initial discussions before conducting the interview. The study was approved by an institutional research ethics committee (xxxxx) and all interviewees provided informed consent prior to conducting the interviews.

Study Design

This research was a narrative exploration of a person's experience of being a user of a prosthesis or orthosis. This research approach used a phenomenological approach to explore the multiple realities of the experience of prosthesis and orthosis users and present these as different perspectives. The rationale for this approach was that this method would allow a rich exploration of the user experience and the meaning and value that these users assign to the experience. Participants were purposively sampled through known contacts and advertisements on social media requesting participants. The goal for the purposive sampling was to ensure that that the sample included in the study were prosthetics and orthotic users of varied age and gender who were geographically dispersed. Participants were contacted via

return email after first independently expressing an interest in participating in the research. All participants who indicated interest participated in the interviews.

Data collection

All interviews were conducted via online videoconference. Interviews were conducted at a time and place convenient to the participants. All interviews were conducted with the interviewer and participant only. Interviews were undertaken in the United Kingdom and Australia.

Inclusion criteria were that the participants were prosthetic and orthotic users, they had begun their prosthetic and orthotic use before the age of 18 and were fluent in English.

The questions were developed based on strategies outlined by Liamputtong [21] and Thorne [22] and were pilot tested with two prosthesis and orthosis users by xx prior to the use in the research. Summaries of each interview with key themes highlighted were provided to all participants and confirmation was sought that the insights gleaned were an accurate representation of the interview and their experiences. The interviews were audio-recorded. Interview times were on average 54 minutes (range 18 minutes – 107 minutes). Interviews were coded as they were undertaken and interviews were conducted with all participants who agreed to participate in the research.

Analysis and findings

All three authors coded the data. Thematic coding was undertaken. First, line by line coding was conducted using NVivo QSRTM, this thematic coding led to the development of nodes and a coding tree. Nodes were then examined by all three researchers using the coding tree and grouped through which key themes emerged. From these key themes, sub themes that were related became apparent and were structured into a framework. The three researchers reviewed these and aligned this with the coding tree.

Where there was disagreement in the analysis, a discussion was undertaken and the interviews reviewed until consensus was achieved.

Results

Five interviews were conducted with participants from the UK and Australia. There were three female and two male participants, two of whom were lower limb orthosis users (AFO and KAFO) and three of whom were lower limb prosthesis users (one person with unilateral transtibial limb loss and one with transfemoral limb loss and one participant who had bilateral transfemoral limb loss). The age range of the participants was 33 - 67. All participants were or had been in paid work. Participants had become prosthetic and orthotic users from birth through to the age of 17.

Gender	Age range	Type of Prosthesis or	Location
		Orthosis user	
Female	33-67	KAFO user	2 Australia
		unilateral transtibial	1 UK
		prosthesis user	
		bilateral transtibial	
		prosthesis user	
Male	42-67	AFO user	1 Australia
		unilateral transtibial	1 UK
		prosthesis user	

Three key themes were derived from the data; *Maximising opportunity*, *Health network*, and *Changes over time*.

Figure 1 here

Maximising opportunity

Participants spoke of maximising their opportunities, not letting others' perceptions of their disability or their disability itself, impact what they wanted to do or be. They often displayed an overt 'can do' attitude. The importance of recreation, sport, perseverance, pushing boundaries and not accepting the status quo were all highlighted as factors that positively impacted people's lives and the outcomes they experienced as prosthetic and orthotic users.

Recreation

Participating in recreation and seeing others participate in recreation were all factors that impacted the participants 'living their best life' and maximising the opportunities they have to participate in their own lives.

Seeing other people with disabilities participate in sports and activities, people who looked like they did strongly influenced their positive outlook on recreation.

It's the same thing as you see kids now whether they're disabled or whatever it is. It's so powerful to see somebody who is like you doing something great. Whatever it is, whether it's a sport or it's business or it's whatever. It's powerful to see that. I think

that was the turning point for me, just getting to know other people that had achieved things and also had one leg or didn't have any legs. Participant 1

...my friends would be going [skiing] and it was only that I worked with somebody who was probably quite tenacious like myself and said, "Well, you can do it. I've seen people do it. We'll find somebody". Then after that, I became involved in the disabled skiers and we used to take groups down and things like that....Participant 5

Perseverance and pushing boundaries

Perseverance and the need to keep pushing and keep 'trying' were identified by all participants as something that was a prerequisite to achieving what they wanted. Those who became prosthetic and orthotic users as children spoke of their parents being strong advocates, encouraging their inclusion in mainstream schooling, querying healthcare decisions, and not accepting that they should be treated or forced to do things differently. Those who became users in their late teenage-years spoke of having to advocate for themselves and not accepting the views of others without question. Participants spoke of the need to challenge and push boundaries, to not accept society's or others' views of what they could or should do, and to forge their own path.

She [mum] and dad worked really hard to make sure I probably overdid it a bit to make sure that I got the same opportunities as everybody Participant 2

I had said to my mother that I was going to lead a normal life and I just persevered with it. ... Well, I left home when I was 19. I moved a long way from home. It was

really hard at times ... I was able to look after myself and ... I knew that I wanted to live a normal life and I wanted to do what everybody else was doing and I wanted to explore the world. I knew there was a world out there. Participant 3

Anybody can get on with life without five toes and an ankle. It just means you can only count up to 15 and you have to learn to drive an automatic car and that's all easy.

Participant 5

Not accepting that there was a difference between what they, the prosthetic and orthotic user, could do and what their peers or others were doing led to the participants pushing what they could or what was socially acceptable for them to do.

Then I think it was once I started becoming active and I think it was to just broaden my horizons of being exposed to people with a disability and the amputees and seeing what they could achieve and just being exposed to those people was a huge turning point...

197 Participant 1

Health network

The personal relationships that participants had developed with their prosthetist or orthotist all impacted on their experience of being a prosthetic and orthotic user. Participants talked about developing close relationships with select clinicians and how this greatly benefitted their care, including managing people involved with their care. Communicating their needs and desires clearly to achieve the outcomes they wanted.

Communication

The importance of communication was highlighted by all participants. Participants indicated that the quality of communication provided by health care staff affected their care. For example, they noted positive experiences when communication was clear, open and honest. Conversely, they negatively described instances where communication was absent, limited, or confusing.

I guess the big issue is nobody listens. I just feel that listening is a bit of a problem.

Participant 3

Participants spoke extensively about the importance of being listened too. The need for prosthetists and orthotists and other members of the health care team to listen and hear what the user wanted, what their goals were, and plans for meeting these.

I know what's right for me and what feels good and what I need to compliment my lifestyle. Sometimes it's not easy to get that and sometimes it's a bit of a fight and trying to explain why I feel this is the right thing and not what you're suggesting. I think that's the constant battle between patient and prosthetist is that you have to try and articulate how you feel. Sometimes it doesn't fit with what it says on the paper and that's the difficulty, I think. Participant 1

...there was a person who you could always talk to about issues. I guess in my early 40s my body started deteriorating. Nobody would listen to me or whatever. I went to see him [Dr] and so I used him as that linchpin...he would always find somebody to treat me. Participant 3

Participants identified a desire for health care providers to understand that patients have a unique insight into their bodies and a greater understanding of what works for them. Treating the user as the expert of their body, listening to their feedback, and responding to their desires resulted in a positive experience.

I do know my body very well. I just think that they also need to give the client the opportunity to voice their concerns and have their concerns taken seriously. They should be looking at what that person's goals are, whether it's this year, just being able to walk or whatever and want to go back to work.... Participant 3

You might have some ideas and they might know straight away, there's probably not going to be effective or it's not going to work for you. You have to trust their knowledge in their area of expertise, but similarly, they've got to be willing to listen to where you're coming from and know that, yes, that might be what it says on paper. Participant 1

I'm the expert on my body, I will tell you if something's not working... encourage your clients to speak up to say what they really need, what they really want... I'm really lucky because knowing so many orthotists and prosthetist, the really good

247	ones do work as partners I think that that's the biggest innovation in our pay in		
248	the last say, 18, 12 years that I've seen, this is recognition that people with		
249	disabilities are experts in their own right. Participant 2		
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251	Building a team		
252	Participants talked about the changes that have occurred in health care, how the success they have		
253	achieved is due to the teams of people they have worked with, having educated and developed cohesive		
254	and mutually respectful relationships. It was important for the participants to be central to that team and		
255	for the health care professionals in that team, to work with each other.		
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257	The joy of going into something and having conversations with the orthotists,		
258	and the rehab doctor, and the OT, and whoever, and the physiotherapist about		
259	this is what you need and including me in the conversation. Participant 2		
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261	Interviewer: Was [the physio] pushing for that [orthotic treatment] for you or		
262	did you have to push for that [orthotic treatment] yourself?		
263	Participant 4: She, my physio pushed.		
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265	Peer support		
266	Peer support and learning from others was a prominent thread through many conversations. The		

feeling of commonality and learning from the experiences of others, the sense of community, and

recognition of challenges were all highlighted as participants as key factors to their experiences of being a prosthetic and orthotic user.

Like some are like "Oh my god, yes it's so sore." I get it. I understand, "Have you tried this?" It's so nice to have those conversations. Participant 1

Learning from others was commonly identified as a positive experience from prosthetics and orthotics users. Changes to the ways in which treatment is delivered were highlighted. Some respondents indicated that common fitting and gait training spaces that they had previously used were such positive learning experiences and modern layouts, such as separate fitting rooms and private gait corridors, left them with feelings of loneliness and isolation. Other respondents, however, cited the lack of privacy in these large communal spaces as feeling like an invasion of privacy.

I keep telling my [prosthetist] that I got more from being in a room with other amputees and talking about stump care, and how to wear your underwear, and how to put your leg on, and what to do with this sock. Participant 3

The way that the rooms are set up there is that you sit in with the other women. It's very exposing, ... on the walkway in front of everyone. Whereas in [previous clinic] ...we had our own cubicle and, yes, the rails were out in the middle of the room, but there was curtains that you could pull ... you didn't want to walk in front of everyone. Participant 1

I used to see my friends wearing AFOs, and I used to beg [my Physio] for the pair, I thought I'd like to wear some of those so I could walk. Participant 4

Changes over time

Participants talked about their personal perceptions and the perceptions of others changed over time. For example, they noted changes in how others viewed their roles as patients, how they viewed themselves as users, and how others viewed them in society at large. Participants also spoke of the technological advancements that have occurred over time, bringing with it both positive development and potential difficulties in the form of inequities in access. Through the experiences that participants have had often over many generations, there were words of advice that the prosthetics and orthotics participants had to offer to their peers explored in the sub themes below.

Disability perception

Marked changes in the perception of people with a disability have occurred over the past 50 years.

This combined with changes around gender and diversity has changed how people with disabilities are perceived and participants highlighted how these attitudes and perceptions impacted them.

at that time [50 years ago], you were considered to be a cripple. That's the way people viewed and I guess I was born with determination or I got it anyway., I do recall a limb maker who I thought was quite sexist. If I wanted to wear a bit higher shoes, I had to change the feet and all that sort of thing. He made it very difficult for me to actually do it myself. Participant 3

Advice

Having gained an immense amount of knowledge, experience, and expertise as prosthetic and orthotic users, participants were keen to offer advice to others, both prosthetic and orthotic users but also the prosthetists and orthotists who work with them.

To prosthetic and orthotic users, the message of not letting what other people think, might think, or might say hold you back was deemed to be important. Not allowing others' expectations of what is normal or what they think you can do define what you do. Spending time with a community of people who are "like you", especially for children, the importance of seeing other people who had similar disabilities gave a sense of belonging and a place in their community. This advice was combined with the practical advice for self-care or care of a device, such as, prosthetic sock use, prosthetic height and looking after yourself in a physical sense.

I always wear a dress when I'm working to show people my orthotic. I always say,
"That it will cost me \$6,500, why would I hide it under trousers?" It's not a fashion
accessory but it's not something I'm ashamed of. Participant 2

it won't be easy, but it can be done. It depends on your mindset as to what sort of life you want to live. ... I'm a very positive person, that I'm an eternal optimist. I guess you do have negative thoughts, but it doesn't last long. Participant 3

even now. I have days where I'm like, "Well, I don't want to go and do that because there are a lot of people there and I don't want to go and do that." It's not very

334	often, but it's still there, I still get self-conscious about things. I think a lot of that	
335	turning point for me of being comfortable with who I am, came from being around	
336	other people like me and I only did that through, being at the limb center and	
337	being in the kids' room. There were other children that were missing legs or	
338	whatever. That was brilliant because I was like, "Well, we can just play together	
339	and it was fine."	
340	once I started becoming active and I think it was to just broaden my horizons of	
341	being exposed to people with a disability and seeing the amputees and seeing what	
342	they could achieve and just being exposed to those people was a huge turning point.	
343	I don't think it was any particular person. It was just the more I became involved in	
344	sport and that community that it brings. Participant 1	
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346	Always wear good shoes and be careful in your [prosthetic] height. Just look after	
347	your socks and basically, that's all. Participant 5	
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349	Advice to prosthetists and orthotists has been touched on within these results as participants talked about	
350	the need for healthcare professionals to listen and understand the degree to which prosthetic and orthotic	
351	users understand their own bodies and needs.	
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Include me in the conversation....., encourage your clients to speak up to say

what they really need, what they really want. Participant 2

356	get to know what they do and get to know what they want from their limbs.
357	Participant 5
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359	I think it's just to be just aware and conscious of the fact that everybody is
360	completely differentbecause what works for one person won't work for
361	another. okay, so maybe they can walk further with a better gait, but actually it
362	takes twice as long.
363	What's the point? Because they can't live the way that they want to, so they might
364	be willing to put up with a slightly altered gait for the fact that they can do what
365	they want when they want and how fast they want to do it. I think that's the crux
366	of it. It must be really hard for clinicians to get to that point, but I think it's just
367	keeping those communication channels open. Participant 1
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369	Advancements
370	The participants spoke of the technological, societal and health care developments that have occurred
371	during their time as users. Often, naming the rapid pace at which these developments have occurred.
372	Every time I turn around there's something new. I went from that fixed knee to a
373	free knee. The first time in my life I walked with a free knee. I walked like everybody
374	else. Participant 1
375	
376 377	Others spoke of how these rapid developments often placed treatments or devices out of reach economically.

[it]would be huge. Is making that [technology] more accessible to people that

don't have millions ...in the bank Participant 2

Finally, participants spoke of the ability to customise and design devices for specific activities and the gains things like this have made in their lives.

we now have swimming braces. ...[mines] been spray-painted pink and black to match my bathers. Participant 2

Discussion

When exploring the experiences of prosthetic and orthotic users over their lifetimes and asking how they saw their futures, three key themes were identified from the interviews. These themes were Maximising opportunity, Health network, and Changes over time. These themes illustrate how prosthetic and orthotic users feel that their role in the healthcare system, the perceptions of others, and the impacts of prosthetic and orthotic technology and methods of care have changed during the past 50 years.

The changes in the health care model over time, which places importance on the team approach with the user central and in control, has been shown through a range of studies to impact on satisfaction and feelings of self-efficacy [19,23,24]. These impacts were corroborated in the current study, with the views that the participants expressed around the changes that have occurred, in being listened to, heard, and considered as a key component of their own health.

I guess the big issue is nobody listens. I just feel that listening is a bit of a problem.

Participant 3

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This is consistent with literature showing that within healthcare, people's goals and desires are now being considered to a much greater extent and much more often in recent times [18]. This is particularly relevant in consideration of the concept of self-determination in disability [24,25]. However, the common thread found in this study was, that while the concepts of self-determination are readily accepted, prosthetic and orthotic users want health care providers to listen and to hear what they are saying. Prosthetic and orthotic users spoke of recognising how well they understood their bodies and their own needs. Whilst many aspects of health care have advanced considerably, this very basic idea of listening and being heard is still a vital factor in ensuring a positive health care experience, including for prosthetic and orthotic users [26]. This concept of listening and being heard is consistent with contemporary healthcare practice that supports the notion of the health care user being central and in control of their health care journey [23,27-30]. Respondents talked about how the changing profile of disability has for the most part been advantageous. It was interesting that the users described changes that have occurred more recently with recreation and paralympic sport. Evidence shows that, increasingly, people with disabilities are participating in physical activity and recreation with positive effects on community integration, quality of life, and participation [27-30]. Positive steps forward in terms of the perceptions of people with disabilities were tempered in the current study, by concerns regarding expectations about what people with disabilities should be able to achieve. There was a sense of problematic societal expectations that prosthetic or orthotic users should aspire to excel and 'overcome' physical limitations and in a sense, look to normalize themselves as much as possible. These societal representations of prosthetic and orthotic users present a narrow image that may not be attainable, nor desirable for everyone and demonstrate a concept

of ableism or needing to be the same rather than adapting for the individual [25].

I think a lot of people have said to me, they were like, "I love the Paralympics."

Maybe the perceptions are slightly changing towards people with disability and

disability in general, but then you don't go up to just any able body person and go,

"Why aren't you an Olympian? Participant 1

Arguably, one of the biggest changes over the past 50 years is the materials and technologies that prosthetists and orthotists can utilise to provide positive outcomes for the people they work with. With changes in materials from metal and leather, to plastic, carbon fibre and now alternative forms of manufacture, such as additive manufacturing, how devices can be made, their weight and designs now vary greatly [31]. Interestingly, the respondents talked about the fact that whilst the technological changes are positive and that new materials, new designs, and new components all positively add to their experiences, often the most expensive, newest, or technologically advanced and assistive device is not always the ideal solution for every user.

We stuck with the very old school thing which I wanted to get away from but soon realized it's the best option for me. Participant 2

Simplicity, weight, and having something that they are confident and comfortable using was important. This was often for very specific personal reasons often related to familiarity. This concept is supported through a range of other studies where comfort or absence of pain, and satisfaction in a device are shown to impact on quality of life [32-34].

Limitations

With the purpose of the study being to understand the experiences of prosthesis and orthosis users over time, the diversity in gender, devices used, and reasons for use give a broad range of experiences and meet the needs of the current study. In addition, the utilization of small sample sizes to gain an understanding of the experience of a diverse group have been supported by several studies.[35-37] However, a more comprehensive range of perspectives may have been gleaned from a larger and particularly more geographically diverse pool of users. Related to this, the study attempted to gain a cross-section of both prosthetic and orthotic users, who ranged in age, gender, and diversity. Recruitment limitations did limit this to only lower limb. Additionally, the focus on users from high-income countries (Australia and UK) means the results may not represent the experience of users from low- and middle-income countries.

Conclusion

In conclusion, when exploring the long-term experiences of prosthetic and orthotic users, three key themes of Maximising opportunities, Health network and Changes over time emerged. These three key themes and additional subthemes were developed using semi-structured? interviews. Changes identified by participants in this study that occurred over the preceding 50 years included changes in the perception of disability, the healthcare system, and the prosthetic and orthotic user's ability to maintain control over their own health care, along with changes to technology and materials. Further research exploring if these differences are consistent in other countries, and understanding the differences in low- and middle-income countries, would add to the evidence base and the understanding of the changes in health care systems, technology and the impacts these have on prosthetic and orthotic users' lives.

WORD count 4935

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