The Evolution of Training and Testing for Wheelchair Service Providers

June 3, 2016
State of the Science Symposium
Sue Eitel, BS PT, MA Ed
Objective: Increase Awareness

- Importance of Service
- Available training/testing resources
- Challenges
DISTRIBUTION MODEL
Definitions:

- **Wheelchair Provision**
  An overall term for wheelchair design, production, supply and service delivery.

- **Wheelchair Service**
  That part of wheelchair provision concerned with providing user with appropriate wheelchairs.
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Referral and appointment</td>
</tr>
<tr>
<td>2</td>
<td>Assessment *</td>
</tr>
<tr>
<td>3</td>
<td>Prescription *</td>
</tr>
<tr>
<td>4</td>
<td>Funding / ordering</td>
</tr>
<tr>
<td>5</td>
<td>Product preparation</td>
</tr>
<tr>
<td>6</td>
<td>Fitting *</td>
</tr>
<tr>
<td>7</td>
<td>User training *</td>
</tr>
<tr>
<td>8</td>
<td>Follow-up, maintenance &amp; repairs *</td>
</tr>
</tbody>
</table>
WHO’s Wheelchair Service Training Packages

http://www.who.int/disabilities/technology/en/

**BASIC**
- (2012) 5-days

**INTERMEDIATE**
- (2013) 10-days

**MANAGERS**
- (2015) 2-days

**STAKEHOLDERS**
- (2015) .5 – 2 days

**ISWP Hybrid Basic** (pilot 2016) 2 days virtual +3 days face to face

**TRAINING OF TRAINER** (pilot 2016) 5-days
- 2-days adult learning / 3-days specific package
Wheelchair Skills Program

http://www.wheelchairskillsprogram.ca/eng/index.php
## Training Packages supporting the 8 Steps

<table>
<thead>
<tr>
<th>8 Steps</th>
<th>WHO Guidelines</th>
<th>WHO WSTP-b</th>
<th>WHO WSTP-i</th>
<th>WHO WSTP-m</th>
<th>WHO WSTP-s</th>
<th>WC Skills Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Referral</td>
<td>★</td>
<td>★★</td>
<td>★★</td>
<td>★★★</td>
<td>★★★</td>
<td>X</td>
</tr>
<tr>
<td>2. Assessment</td>
<td>★</td>
<td>★★★★</td>
<td>★★★★</td>
<td>★</td>
<td>★</td>
<td>★★★★</td>
</tr>
<tr>
<td>3. Prescription</td>
<td>★</td>
<td>★★★★</td>
<td>★★★★</td>
<td>★</td>
<td>★</td>
<td>X</td>
</tr>
<tr>
<td>4. Ordering</td>
<td>★</td>
<td>★★</td>
<td>★★</td>
<td>★★★★</td>
<td>★</td>
<td>X</td>
</tr>
<tr>
<td>5. Product Prep</td>
<td>★</td>
<td>★★</td>
<td>★★</td>
<td>★</td>
<td>★</td>
<td>X</td>
</tr>
<tr>
<td>6. Fit</td>
<td>★</td>
<td>★★★★</td>
<td>★★★★</td>
<td>★</td>
<td>★</td>
<td>★★</td>
</tr>
<tr>
<td>7. User Training</td>
<td>★</td>
<td>★★</td>
<td>★★</td>
<td>★</td>
<td>★</td>
<td>★★★★</td>
</tr>
<tr>
<td>8. Follow-up, Maintenance/repair</td>
<td>★</td>
<td>★★</td>
<td>★★</td>
<td>★</td>
<td>★</td>
<td>★★</td>
</tr>
</tbody>
</table>

**X** Step is not mentioned in the package  
**★** Awareness raising only  
**★★** Minimal attention to training this step (less than 2 hours)  
**★★★** Moderate attention to training this step (discussion, activities)  
**★★★★** Extensive attention to develop knowledge and skills for this step
Additional WC Service Training Programs

Wheelchair Technologist Training Course (WTTC)
Motivation’s Fit for Life (FFL)
ICRC WC Postural Support Training (WPST)
WC Maintenance Training Program
Emergency WC Package
Referral training
Organization specific training

www.wheelchairnet.org
WC SERVICE TRAINING

EXCLUSIV
E
Stand Alone

WHO Packages (5)
WC Skills Program
Other

INTEGRATED
Existing Curricula

PT / OT
P&O
CBR
Other
WC SERVICE TESTING

Job based

- Wheelchair Skills Test
- ISWP Basic WC Service Provision Test
- ISWP Intermediate WC Service Provision Test
- ISWP Training of Trainers

Curriculum based

- Competency Assessment
- No tests for Managers/Stakeholders

- Quizzes within training packages
- Tests specific to:
  - Organization
  - Training Package
Wheelchair Skills Test

Tests wheelchair users / care givers – not providers
For manual or power chairs
~30-35 individual skills are scored
Available on the Wheelchair Skills Program Website

http://www.wheelchairskillsprogram.ca/eng/index.php
ISWP Basic
WC Service Provision Test

- Launched January 2015
- On-line
- Knowledge – focused
- Passing score 70%

463 test takers (as at May 31)
339 people have passed (73%)
Average score of 74%

Languages: English, Albanian, Khmer
Spanish, French and Portuguese by mid-2016

Access? ISWP membership; indicate testing interest – free?
ISWP Intermediate
WC Service Provision Test

- Assessment of Knowledge and Skills
  On-line component (knowledge)
  Case Study submission (skills)

- Alpha testing to begin in June 2016

- English

- ISWP Testing Working Group
ISWP Training of Trainers Competency Assessment

- Currently under development
- Competency Assessment Form
- Completed by a trainer after initial training
- Completed by trainer after subsequent co-trainings
- Trainee must achieve 60% to advance to the next level
- Ultimate goal is ISWP recognition as competent trainer
CHALLENGES

Wheelchair Service
- Awareness, buy-in (implementers, donors, governments)
- Prioritization (all steps equally for all people?)
- Impact – does it make a difference?

Training
- Lack of trainers / mentors
- Delivery method (cost, language, integrated, virtual)
- Impact – does it make a difference?

Testing
- Access (awareness, internet, language)
- Standards, recognition, buy-in
- Impact – does it make a difference?
THANK YOU

Sue Eitel
eitelglobal@gmail.com
www.eitel-global.com