

7th National Wheelchair Safety and Standards monitoring Symposium

I want to paint it black! “Colour Palette” Summary

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Introduction

- Bring in “outside people” to contribute to the issues across the board affecting service and policy
- Colour is an analogy of our different perspectives across the entire AT provision perspective

What users think is value for money

- Are we relating AT provision to outputs or outcomes
- $\frac{3}{4}$ of AT is not enough
- Optimal Vs Sub-optimal critical paths - costs
- What is suitable for me? Take into account people’s lifestyle!
- Consumers need to have rights and voice in the marketplace – and especially in SELECTION

What users think is value for money

- Consumer is at centre of AT use (prescription, funding, supply)
- Hierarchy of concerns in Rehabilitation – sausage machine
- Empowerment and community participation – not disability definition and restriction
- Aspirational not functional life domains
- Design – good and bad

What users think is value for money

- Same rights and choices as other consumers in the marketplace
- Identity issues – wheelchair users/Porsche chair
- Trail – try it on!?!
- Products that do the job – wheelchair as a limitation due to the environment – suitability and quality.
- Utility –what you can and cannot do
- Collaborative Design! - Social and users

What prescribers think is value for money

- Most expensive Vs matching what user requires without considering funding
- Right device to client at right time, place, funding and price
- Short prescription process to establish ALL requirements for prescription is very difficult Ax, trial, Px, follow-up, adjustment, education
- “The Team” puts users at the top – we are all listening and learning!

What prescribers think is value for money

- Reality – inadequate funding, lack of knowledge, limited trials, time poor, large distances, lack of resources – subsidy programs
- Lack of funding Vs inefficient and inappropriate provision
- Utopia – reasonable funding, unlimited trials, Suppliers and AT range, Sufficient time, Knowledgeable Prescribers and suppliers, mentors and support.

What prescribers think is value for money

- Achieve the users goals
- Not prescribing to funding schemes

What funding bodies think is value for money

- Challenges for funders – environment, challenges,
- Doesn't set policy or determine funding
- Equitable and sustainable – priorities and risk
- Best outcome within this environment
- Do expectations get raised unrealistically
- Waiting lists – scourge
- Maximise funding to clients and minimise infrastructure

What funding bodies think is value for money

- Full funding/ partial funding/ expire budget and waiting list juggle
- Partial funding may keep waiting lists down
- Subsidy increase –equitable and sustainable – be influenced by cost increases
- Centralisation Vs de-centralisation to try and get increase efficiency
- Procurement and purchasing – safe, quality, value for money – potential for savings

What funding bodies think is value for money

- Provision to ensure clients aren't disadvantaged on location
- Prescribers cooperation and training
- Rehabilitation engineer assist with purchasing, incidents and equipment re-use
- Fleet management (R&M) database that allows services of heavier v lighter users and assess value for money – targeted servicing and re-use

What funding bodies think is value for money

- Client feedback forums - has allowed the establishment of new improvements

What does a manufacturer or supplier think is a value for money sale

- Achieve client and prescriber goals – good business
- Reliable source - chain of supply
- Quotes and reports needing to be S.M.A.R.T
- Information - more the better to get a “best guess” at the start point
- Equipment to hand on site for therapist – quicker outcome – no charge for Ax

What does a manufacturer or supplier think is a value for money sale

- Trial – limitations to trials – including use and purchase form manufacturer
- Orders placed - time, commitment and supply chain
- Always try and work to goals
- Issues – Time –change of therapist, client needs

What does a manufacturer or supplier think is a value for money sale

- Review, adjustments, service support -needs to stop somewhere
- Warranty issues (not including labour)
- Repairs – expectation of instant and cheap
- Need to be a viable business!

Common ground

- User centered focus for design, provision prescription
- Lack of funding to achieve what is required – try and efficiently use the funds that are available
- Lack of supply or support in certain areas – linked to business being viable?

Information

- Forum
- Data
- Outcomes