Ability Meets Mobility

Wheelchair Service Provider Credential Pilot – Preliminary Results
July 19th 2017

ISWP International Society of Wheelchair Professionals
USAID
Advancing Partners & Communities
Overview:
• Paralyzed Veterans of America education grant
• Do no harm & stay up to date on evidence-based practice
• **Certificate**: Awarded after passing an assessment
• **Credential**: Voluntary process for a time-limited recognition after verifying standardized criteria
• Advisory Board recommendation for strategic plan
ISWP Credential

- Basic Level

ISWP Wheelchair Service Provider Credential

- Credential
- Re-Certification Process
- Appeal
Team

• Expert Contributors
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• ISWP Team
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ISWP Credential - Basic Level

Pilot Demographics

• 39 participants (13 U.S.; 26 International)
• 26 International
  – Europe - 2
  – Asia - 10
  – Africa - 4
  – North America - 2 (excluding 13 U.S.)
  – South America - 2
  – Australia and New Zealand - 6
ISWP Credential Pilot - Basic Level - Process

Optional

Initial Application and evidence submission

Prep course/ Exam Readiness Tool/ Case study

Receive Credential certificate

Attend recitations

Pass the ISWP Wheelchair Service Provision Basic Test & new Ethics and Professionalism section
Timeline

Course Outline and Important Dates

May 8 – May 14
- May 8 - Orientation at 5:00pm EST
- Complete Exam Readiness Tool
- Fundamentals of Wheelchair Service Provision

May 15 - May 21
- Wheelchair Preparation
- Wheelchair Fitting

May 22 - May 28
- May 22 - Recitation at 10:00am or 5:00pm EST
- Follow up and Maintenance
- Ethics and Professional Practice

May 29 - June 4
- Complete Case study
- Complete Exam Readiness Tool

June 5 - June 11
- June 5 - Recitation at 10:00am or 5:00pm EST

June 11 - June 17
- Complete any missing assignments
- Review all materials in preparation for basic test/additional domain
- CourseSites will be unavailable after this time

June 18 - June 25
- Complete Basic Test (or additional domain)
- CourseSites will be unavailable during this time
Initial Application and Evidence Submissions

• Application
  – Demographics
  – Educational/Training Information

• Evidence:
  – Document that includes the degree/diploma/certificate program name and conferral date.
  – Existing wheelchair-related certificates/licenses
Prep Course Modules

**Wheelchair Preparation**

Instructions
Use the Wheelchair Service Training Package: Basic and the videos below to review product preparation. After reviewing all materials, submit questions about the topic to the discussion board.

Product Preparation

Wheelchair safe and ready checklist demonstration

[Image: Wheelchair safe and ready checklist demonstration]

**Wheelchair Fitting**

Instructions
Use the Wheelchair Service Training Package: Basic and the videos below to review how to appropriately fit a wheelchair user to his/her wheelchair. After reviewing all materials, submit questions about the topic to the discussion board.

WSTP-8: Fitting

WSTP Basic Video Series: 14. Fitting demonstration

[Image: WSTP Basic Video Series: 14. Fitting demonstration]
Follow-up and Maintenance

Instructions
Use the Wheelchair Service Training Package: Basic and the videos below to review follow-up services and wheelchair maintenance. After reviewing all materials, submit questions about the topic to the discussion board.

How to Care for a Wheelchair at Home

Ethics and Professional Practice

Instructions

For High-resource settings, review the RESNA Wheelchair Service Provision Guide.

For all, watch the videos below highlighting ethics and professional practice in wheelchair service provision. After reviewing all materials, submit questions about the topic to the discussion board.


RESNA Wheelchair Service Provision Guide

Appropriate Wheelchair Service Provision: What Does it Take?
**Prep Course Case Studies**

**Preview Test: Case Study**

**Description**
Thomas is an active, 34-year-old man with poliomyelitis. He has been using a standard, manual wheelchair with a folding frame to be mobile around his home and to travel long distances in hilly terrain to go to work. However, Thomas admits that he is extremely tired after propelling about 18 miles per day and has no energy for leisure time with his family. When looking at Thomas, you notice the seat width is too wide and he has no cushion. You also notice that Thomas is sitting with his shoulders rounded and his trunk curved forward (flexible kyphosis) and his pelvis is not in the upright position (posterior pelvic tilt). Thomas tells you he is not very comfortable sitting in his chair and has difficulty reaching the rear wheels due to the position of the wheels. You determine that Thomas may need a more appropriate mobility device and proceed with the assessment interview.

**Instructions**
Complete the following case study based on all WHO 8 steps in wheelchair service delivery and submit to CourseSites. Once submitted, you will be able to compare your answers with answers given by wheelchair service provision experts. While completing, use your insight based on basic training, learning modules, and personal and professional experiences. Your answers should be justified by evidence-based content, including reviewing the additional recommended resources as necessary (under the additional resources tab).

- **Multiple Attempts**: Not allowed. This test can only be taken once.
- **Force Completion**: This test can be saved and resumed later.
Scores

• Exam readiness tool
  – Marginal increase on post-test

• Basic test
  – 80% completed the test prior to the pilot
  – Of those who took test after prep course, 100% have passed

• Ethics & professionalism domain
  – 97%
  – Currently have pool of 10 questions, need to determine weight in test
Feedback to date- Application Process and Communication

1. The application process was straightforward.

- 0 (0%) 1
- 0 (0%) 2
- 1 (6.9%) 3
- 6 (35.3%) 4
- 10 (58.8%) 5

The information was clear and the use of graphics to explain the process helped me understanding the process.
Feedback to date - Prep Course

4. The course content was easy to understand.
17 responses

Assignments were very useful because they provoked a lot of thinking
Feedback to date - Overall Satisfaction

17. I would recommend the WSP credential to others.

15. Please rate your overall satisfaction with the WSP Credential process.
Preliminary Results & Implications

• Providers want credential
  – 150 people on waiting list
• Application process is easy
• Prep course is valuable, but should be optional
• Internet was not an issue
• Potential improvement in basic test pass rate by completing full credential process
• Supported by advisory board as strategic goal
What ISWP is Suggesting by “Wheelchair Service Provider”

At initial certification, a *Wheelchair Service Provider*:  
- Has passed ISWP Basic Knowledge Test  
  - Demonstrated knowledge in all testing domains  
- Has completed wheelchair service training  
  - Evidence of participation in a course that includes all basic wheelchair service principles

At re-certification, a *Wheelchair Service Provider*:  
- Has completed 20 hours of continuing education in the area of wheelchair service provision  
- Has served a minimum of 12 clients
Next Steps: Finalizing Re-Certification Process

• After 2 years, WSPs would expire and to recertify, WSP would need to complete re-certification application and present evidence of:
  – 20 hours of continuing education
  – 12 clients served
Next Steps: Finalizing Appeal Process

• A prospective applicant can appeal his/her credential or re-certification decision by providing additional evidence of training, test score, etc.
• Appeal will be reviewed by ISWP and 2 outside reviewers
Next Steps: Latin America Credential Pilot

• Planned for late summer (End of August 2017)
• Pilot in Spanish
• Recruiting participants now
Next Steps: Nominate Professional Standards Board

• Mix of academia, NGOs, and for-profit representatives across all continents and low-mid/high income
• Ensure credentialing is a transparent process
• Review code of ethics/standards of practice
Next Steps: Provide Credential to Pilot Participants & Launch

• All pilot participants who meet criteria receive credential along with guiding verbiage (code of ethics/standard of practice) and re-certification requirements
• Credential application, prep course, re-certification application, and appeal process available on website
Thank you!