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SERVICE DELIVERY:
PREPARING FOR THE ATP EXAM

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Learning Objectives

1. The participant will be able to describe the RESNA Code of Ethics
2. The participant will be able to list three sources to gather AT related information
3. The participant will be able to list team members who may be involved in an AT evaluation

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What we will be covering:

- Ethics
- Standards of Practice
- Information Resources
- Service Delivery Systems
- Service Delivery Roles
- Consumer Empowerment
- Quality Assurance and Outcomes
- Product Development and Principles of Design
- Liability

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The ATP Certification

- The Assistive Technology Professional (ATP) certification is offered through the Rehabilitation Engineering and Assistive Technology Society of North America (RESNA)
- This demonstrates a basic level of competence in the practice area of Assistive Technology
  - Over 4000 people hold the ATP certification
- This series of courses will include information to prepare the candidate for this examination

RESNA Rehabilitation Engineering and Assistive Technology Society of North America

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The ATP Certification

- The candidate must fulfill specific prerequisites before taking the examination
- For Occupational Therapy Practitioners with a Bachelor's or Master's degree, 1000 hours of work experience is required over 6 years.
- For further information:
  - http://www.resna.org/get-certified/exam-eligibility-requirements

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Ethics

- Definition:
- "an area of study that deals with ideas about what is good and bad behavior: a branch of philosophy dealing with what is morally right or wrong."
  - Merriam-Webster's Learner's Dictionary

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RESNA Code of Ethics

- Anyone holding the Assistive Technology Professional certification must comply with the RESNA Code of Ethics and Standards of Practice
- Violation can result in punitive action by the RESNA Professional Standards Board (PSB) who oversees the certification program
- http://www.resna.org/sites/default/files/legacy/certification/RESNA_Code_of_Ethics.pdf

RESNA

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RESNA Code of Ethics

- Hold paramount the welfare of persons served professionally.
  - Ultimately, we work for the client to their benefit

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RESNA Code of Ethics

- Practice only in their area(s) of competence and maintain high standards.
  - It is unethical to provide services beyond your scope of service
  - It is equally unethical to note a need and not refer to someone who is competent in that area
  - i.e. Splinting

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RESNA Code of Ethics

- Maintain the confidentiality of privileged information.
  - HIPPA
  - Photo/Video releases
  - AMA requirements on photos

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RESNA Code of Ethics

- Engage in no conduct that constitutes a conflict of interest or that adversely reflects on the association and, more broadly, on professional practice.
  - Conflicts of Interest
    - i.e. being paid by a supplier to perform a seating evaluation, potential conflict
  - Poor conduct

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RESNA Code of Ethics

- Seek deserved and reasonable remuneration for services.
- It is easy to be “soft-hearted”
- If we perform services for free or for a low fee, we devalue our services
  - Harder to argue for improved reimbursement if no “problem” is perceived
- What about Pro-Bono services?

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RESNA Code of Ethics

- Inform and educate the public on rehabilitation/assistive technology and its applications
  - We are all ambassadors
  - Spreading the word/awareness to reach clients who could benefit from assistive technology

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RESNA Code of Ethics

- Issue public statements in an objective and truthful manner.
- If we are called upon to speak publicly on assistive technology, we must be objective and accurate.

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RESNA Code of Ethics

- Comply with the laws and policies that guide professional practice.
- Well, that means we need to first be familiar with those laws.
  - Next webinar in series – Legislation
- Policies may include practice guidelines and even funding policies

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Other Codes of Ethics

- Code of Ethics for other professional titles
- AOTA: https://www.aota.org/-/media/corporate/files/practice/ethics/code-of-ethics.pdf, 2015.
  - Includes Core Values, Principles, and Standards of Conduct.
  - It's long…

AOTA The American Occupational Therapy Association, Inc.

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RESNA Standards of Practice

- "These Standards of Practice set forth fundamental concepts and rules considered essential to promote the highest ethical standards among individuals who evaluate, assess the need for, recommend, or provide assistive technology."
- http://www.resna.org/sites/default/files/legacy/certification/Standards_of_Practice_final_10_10_08.pdf
- Download these and become familiar with each
- Very similar to the Code of Ethics

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Information Resources

- Part of fulfilling the Standards of Practice is keeping up with this rapidly changing area of practice
  - Assistive technologies
  - Interventions

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Information Resources

- How to keep current with:
- The technology
- The interventions/applications
- Service providers
- Legislation and policy
- Funding

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Information Resources

- Conferences
  - International Seating Symposium
  - RESNA
  - Closing the Gap
  - CSUN
  - ATIA
  - MedTrade

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Information Resources

- Publications
  - Texts
    - Assistive Technologies: principles and practice (Cook and Polgar)
    - Fundamentals in Assistive Technology, 4th Ed. (RESNA)
  - Journals
    - Assistive Technology (RESNA)
    - Technology and Disability (IOS Press)
  - Trade magazines
    - Mobility Management
    - OT Practice
    - AOTA Technology SIS newsletter

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Information Resources

- Websites
  - Manufacturers
  - Professional organizations
  - Disability specific organizations

UCP United Cerebral Palsy
Life without limits for people with disabilities™

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Service Delivery Systems

Service delivery varies with the setting and team members:

- Rehabilitation setting
- University based programs
- State agency
- Private practice
- Veteran's Administration
- Supplier based evaluation

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Service Delivery Roles

- Team approach is optimal, but not always possible
- Team members vary with type of AT Evaluation
- Client/family centered
- Varies by experience of a specific team member
- Overlap
- The role of the Rehabilitation Engineer
- Scope of service, Licensing

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Service Delivery Roles

- Wheelchair Seating and Mobility
  - OT and/or PT
  - Supplier
  - Manufacturer rep

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Service Delivery Roles

- AAC Evaluation
  - SLP
  - OT
  - Manufacturer rep

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Service Delivery Roles

- Computer Evaluation
  - OT
  - SLP
  - Learning specialist
  - Vision specialist, as needed
  - Manufacturer rep

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Service Delivery Roles

- EADL Evaluation
  - OT
  - Contractor/Electrician
  - Manufacturer rep

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Consumer Empowerment

- The consumer is a team member
- Important to empower the consumer and caregivers to do the following:
  - Get the information they need to make choices
  - Expect choices in equipment and intervention solutions
  - Expect goals to be met
  - Expect training to optimize use
  - Be familiar with their funding source, requirements, and limitations
  - Self-advocate

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Quality Assurance

- We all want quality in the products we use and the services we receive
- In Service Delivery, we need to keep QA in mind
  - Evaluation
  - Training
  - The products we recommend

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Outcomes

- Our word is just not adequate anymore
- Evidence based practice
- Research
- Outcomes

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Outcomes

- A key component of an evaluation is determining client and team goals
- Outcomes measure whether we have met those goals
- Informal or Formal measurements
- Outcomes inform our practice

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Product Development and Principles of Design

- Why do I need to know this?
- RESNA is the "Rehabilitation Engineering and Assistive Technology Society of North America"
- Engineers develop and modify products
- And so… some of this content is included in the ATP

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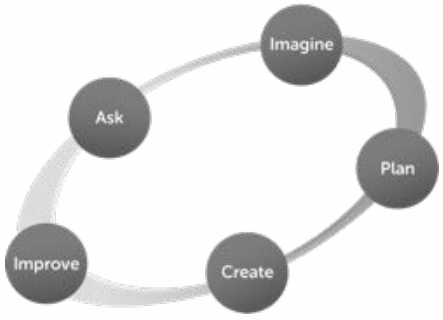
Product Development and Principles of Design

- Design process
- Product testing
- Universal Design (UD)



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Product Development and Principles of Design

- Design process
  - Let's say you want to invent a new frying pan
  - What do you do first?

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Product Development and Principles of Design

- Design process: fry pan
  1. Determine need: do consumers need frying pans?
  2. Define the need: what do consumers use frying pans for, how do they use them, etc.
  3. Research: i.e. focus groups on frying pans. What is working, what is not?
  4. Define needed parameters in your design, like a handle that doesn't get hot
  5. Alternative solutions: is there another way of meeting the need beside a frying pan?
  6. Problem-solve possible solutions
  7. Decide on the best solution
  8. Manufacture the new frying pan
  9. Market and sell the new frying pan

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Product Development and Principles of Design

- Design process: frying pan
- Basically, your new product needs to do something better than similar products or perform the same for less cost
- Otherwise, there is no market (or need)

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Product Development and Principles of Design

- Product testing
  - A product not only meets a need, but must be reliable
  - Product testing ensures safety, reliability, and durability
  - Standards

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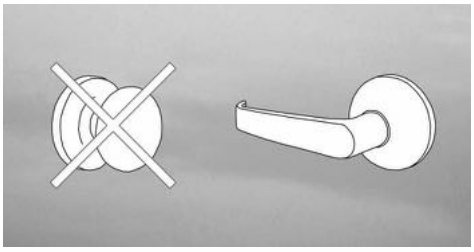
Product Development and Principles of Design

- Universal Design (UD)
- "The design of products and environments to be useable by all people, to the greatest extent possible, without the need for adaptation or specialized design."
- i.e. curb cut, IR faucet, wider doorways



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Product Development and Principles of Design

- Universal Design helps many people to use devices and access environments without any further adaptations
- If AT is still needed, this may be better accommodated in UD environment

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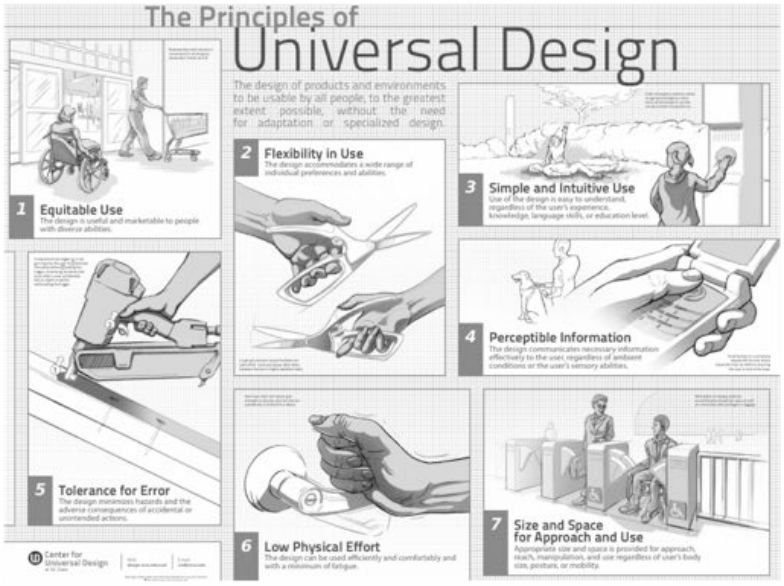
Universal Design Principles



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Product Development and Principles of Design

Specific UD Principles:

1. Equitable use
   a) Useful to various people
2. Flexibility in use
   a) Accommodates range of abilities
3. Simple and intuitive use
   a) Easy to understand
4. Perceptible information
   a) Design communicates information effectively, despite sensory limitations

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Product Development and Principles of Design

Specific UD Principles:

5. Tolerance of error
   a) Designs minimizes impact of accidental actions/activations
6. Low physical effort
   a) Design can be used efficiently and comfortably with minimal effort/fatigue
7. Size and space for approach
   a) Appropriate size and space for approach, reach, manipulation

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Liability

- Liability is a significant concern in the United States
- Professional Liability
- Product Liability

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Liability

- Product Liability
  - If a product fails, who is liable?
    - The Manufacturer who made it?
    - The Supplier who provided it, perhaps fitted this to a client?
    - The Clinician who recommended the equipment and trained the client in it's use?
  - How do we protect ourselves?
    - Documentation of instruction, trainin
    - Provide written instructions and even video, if needed

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Liability

- Modifications
  - We often use an AT component (i.e. a lateral trunk support) for another purpose (i.e. elbow block)
  - We may modify an AT component to better meet a client's needs (i.e. carving out part of a cushion)
  - If we modify something, we may void any warranties and possibly incur liability

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Conclusion

- Service Delivery is not a glitzy subject
- But… it is an important one
- Our process contributes a great deal to successful outcomes for the clients we service

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Resources

- Wheelchair Service Training Package
  - Basic Level: http://www.who.int/disabilities/technology/wheelchairpackage/en/
  - Intermediate Level: http://www.who.int/disabilities/technology/wheelchairpackage/wstpintermediate/en/
  - World Health Organization

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Thank you!

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