



# Wheelchair Service Provider Credential Pilot – Preliminary Results July 19<sup>th</sup> 2017

Ability Meets Mobility



**International Society of  
Wheelchair Professionals**



**USAID**  
FROM THE AMERICAN PEOPLE



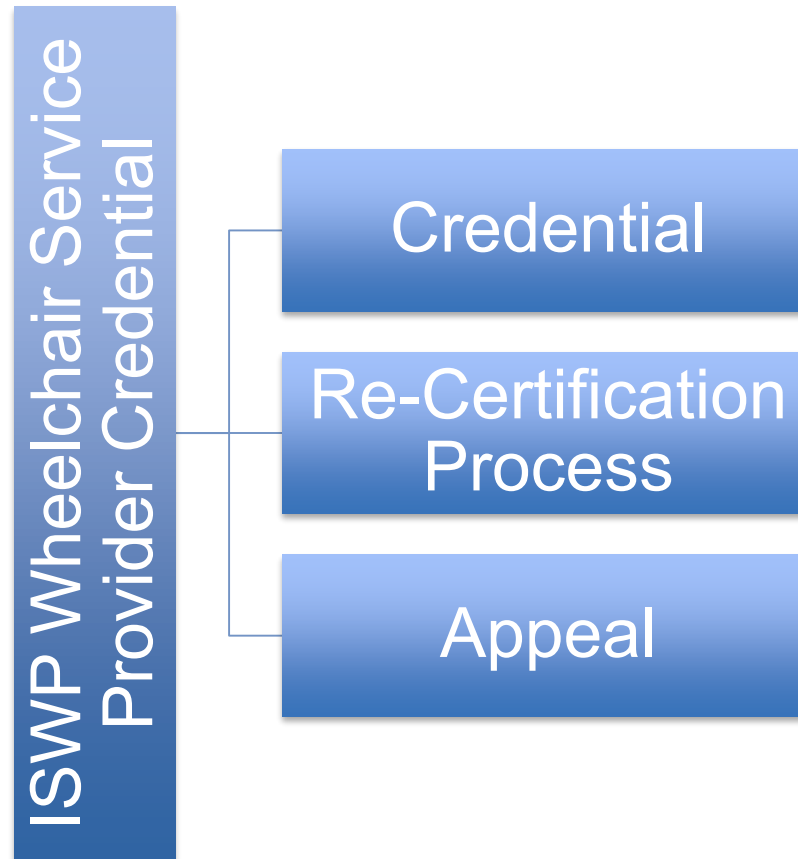
# ISWP Credential - Basic Level

## 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



# Team

- Expert Contributors
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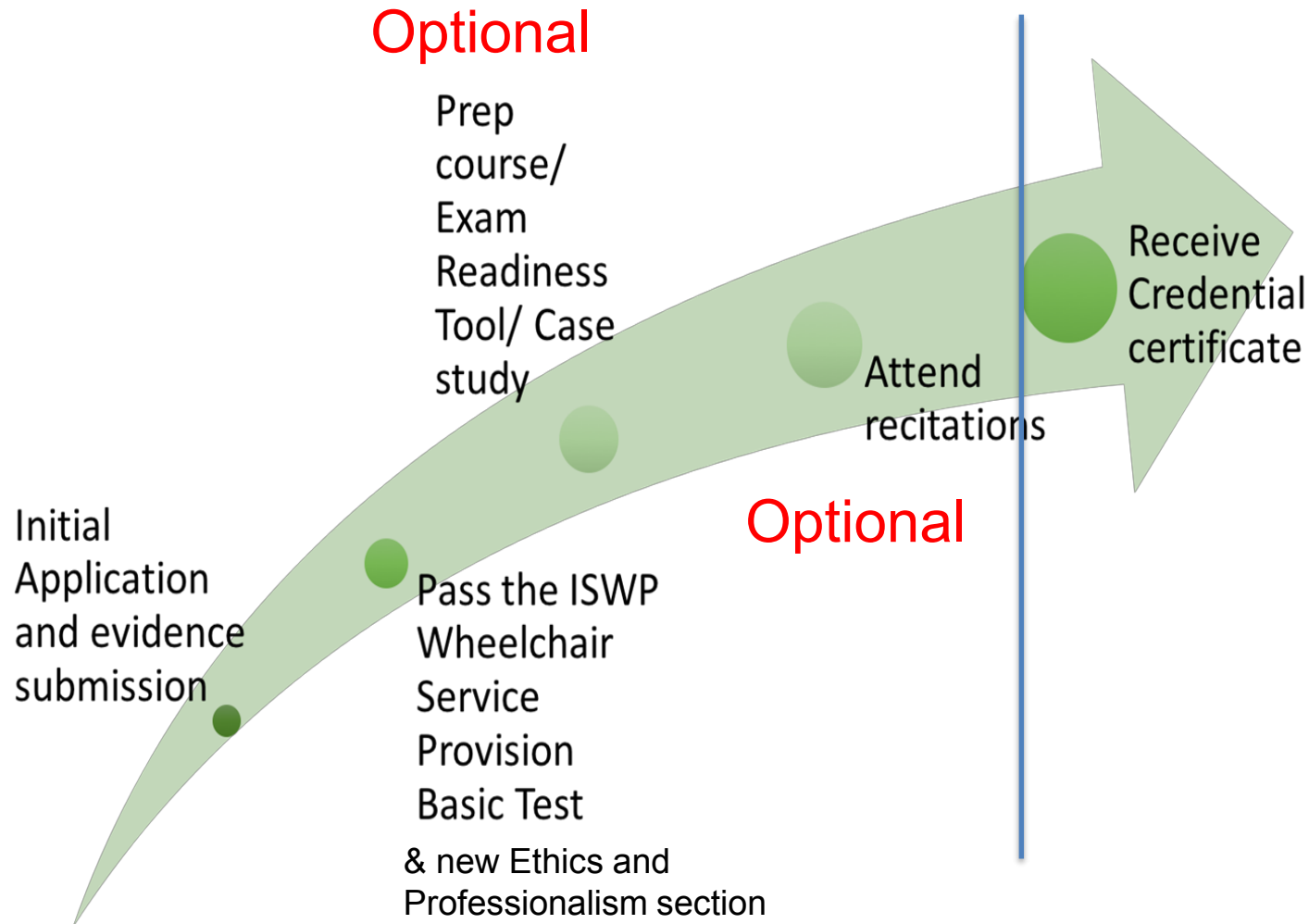
# ISWP Credential - Basic Level

## 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



# 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

**Wheelchair Preparation**

Build Content ▾ Assessments ▾ Tools ▾ Partner Content ▾

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



## Wheelchair Fitting

**Wheelchair Fitting**

Build Content ▾ Assessments ▾ Tools ▾ Partner Content ▾

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-B: Fitting

WSTP Basic Video Series: 14. Fitting demonstration



# Prep Course Modules

## Follow-up and Maintenance


**Maintenance, Repair, and Follow-Up Services**

[Build Content](#) [Assessments](#) [Tools](#) [Partner Content](#)

**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.

**Follow-up and Maintenance**

**How to Care for a Wheelchair at Home**



## Ethics and Professionalism Practice

**Ethics and Professionalism Practice**


[Build Content](#) [Assessments](#) [Tools](#) [Partner Content](#)

**Instructions**  
For Less-resourced settings, review the Guidelines on the Provision of Manual Wheelchairs in Less-resourced Settings.  
For High-resourced 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.

**Guidelines on the Provision of Manual Wheelchair in Less-resourced Settings**

**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

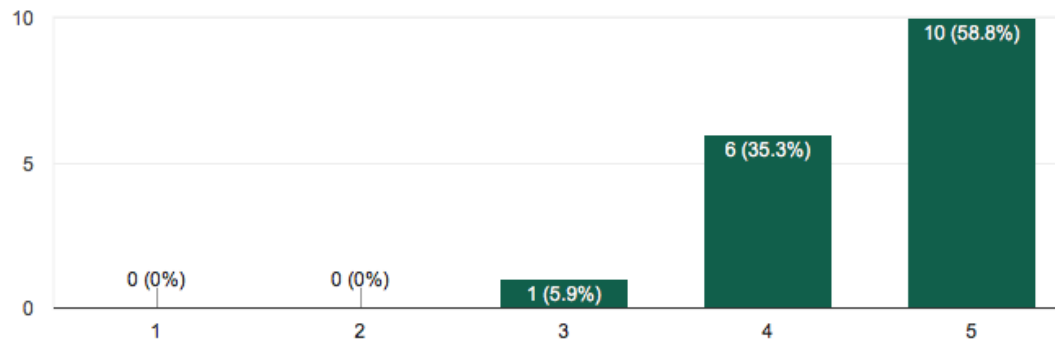


# Feedback to date- Application Process and Communication

## Application Process and Communication

### 1. The application process was straightforward.

17 responses



The information was clear and the use of graphics to explain the process helped me understanding the process

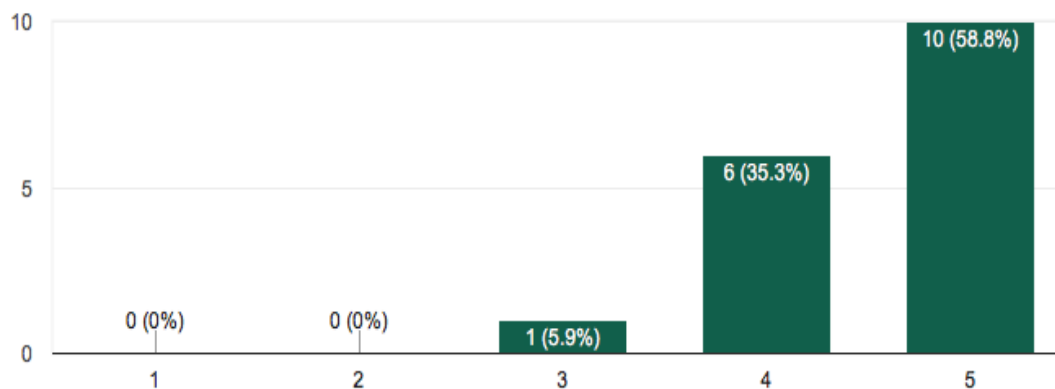


# Feedback to date- Prep Course

## Prep Course

### 4. The course content was easy to understand.

17 responses

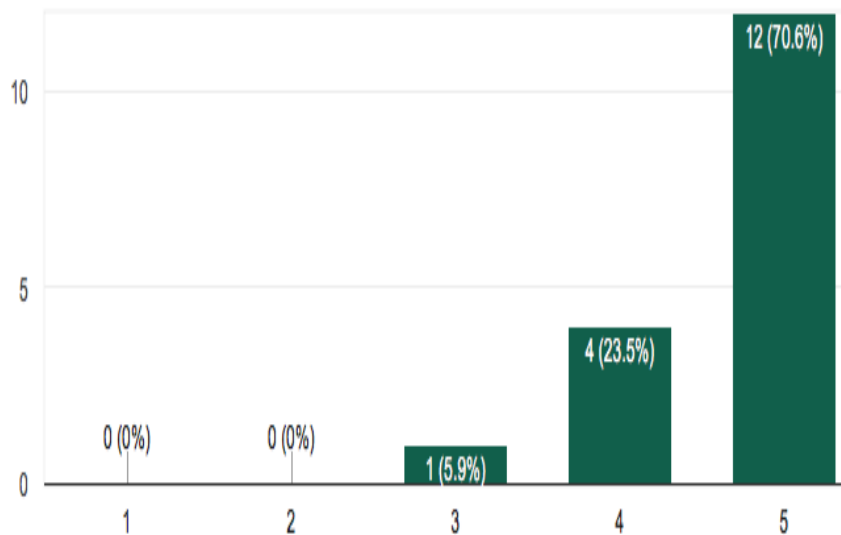


Assignments were very useful because they provoked a lot of thinking

# Feedback to date - Overall Satisfaction

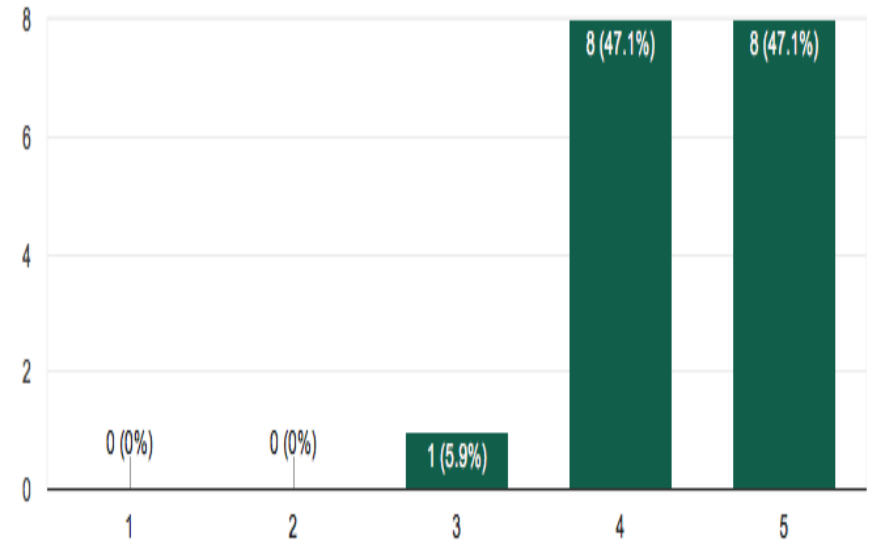
17. I would recommend the WSP credential to others.

17 responses



15. Please rate your overall satisfaction with the WSP Credential process.

17 responses



# 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!

