

February 25th, 2014

Disability-Competent Care Webinar Roundtable Series: Training in Disability- Competent Care and Supports

Using, Maintaining, and Repairing Mobility Equipment



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Training in Disability-Competent Care and Supports**

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Overview

- This is the fourth session of an eight-part “Disability-Competent Care Webinar Roundtable Series”
- Each session will be interactive (e.g., polls and interactive chat functions), with 20 minutes of presenter-led discussion, followed by 40 minutes of presenter and participant discussions
- Video replay and slide presentation are available after each session at:

<http://www.ResourcesForIntegratedCare.com/>

Disability-Competent Care Webinar Roundtable Series

What We Will Explore in This Series

- Unique experiences of adults with disabilities and their needs and expectations
- Provision of specific components of Disability-Competent Care and supports
- Approaches to being person-centered in care and interactions
- Achieving the Triple Aim goals of improving the health and participant experience of health care delivery while controlling costs in their work with adults with disabilities

Agenda

- Prepare participants to use a new wheelchair
- Highlight standards for wheelchair maintenance and upkeep
- Discuss planning for wheelchair repair needs
- Audience questions

Learning Objectives

- Understand the need for mobility training
- Understand the benefits of wheelchair maintenance
- How to meet the mobility needs of participants during the repair of their wheelchair

Different People – Different Usages

- Some use mobility devices for distance mobility, others use it all day / every day
- Some need simple devices (e.g. wheeling walker), others require power chairs with recline and specialized positioning support
- Individual living and support circumstances should be considered to develop unique training in the use of the device, maintenance of the device, and arrangement / coverage for repairs

Introductions

Presenters

Christopher Duff
Disability Policy & Practice
Consultant



Jean Minkel
Sr. Vice President, Rehabilitation Services
Independence Care System



Mary Lou Breslin
Co-Founder and Sr. Policy Advisor
Disability Rights Education & Defense
Fund



Making Good Use of Mobility Equipment

Last week, we focused on wheelchair procurement, assessment, authorization, and ordering

Today we will focus on what happens once the device is available:

1. Delivery and training in the use of the wheelchair
2. Maintenance – routine and preventive
3. Repair – what to do when something breaks

Delivery and Training: Fitting at Delivery



- Delivery is recommended with the rehabilitation specialist and participant present
- Upon delivery, key adjustments are required:
 - Postural supports
 - Pressure relieving cushions
 - Rear wheels of manual chair
 - Programming of power chair

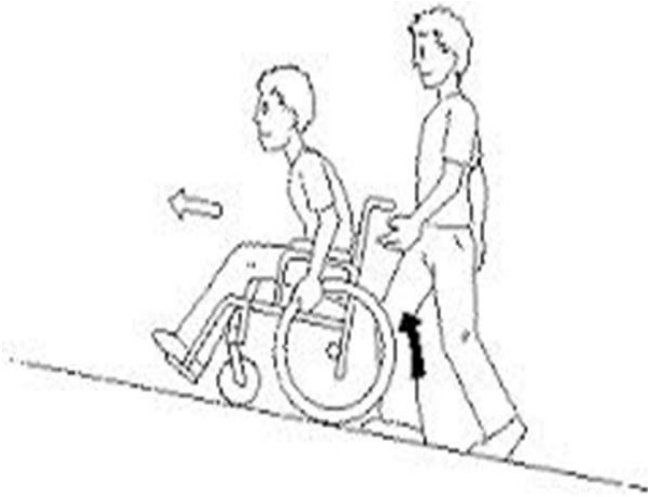
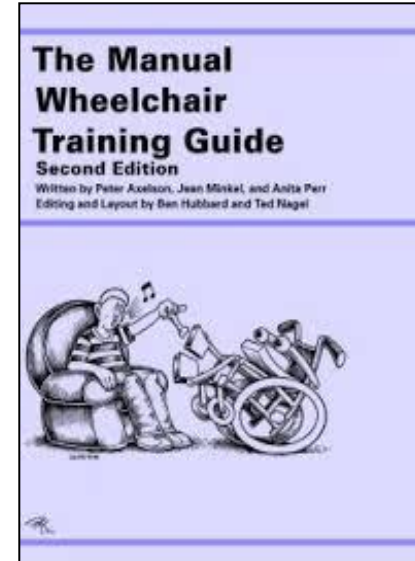
Delivery and Training: Features and Functions of the Chair

- Rider and caregiver training on chair features and functions:
 - Brakes
 - Removable parts:
 - armrests, footrests
 - Positioning straps
- Power chair instruction on features and function:
 - Proper charging of batteries
 - Changing to manual mode if not working properly



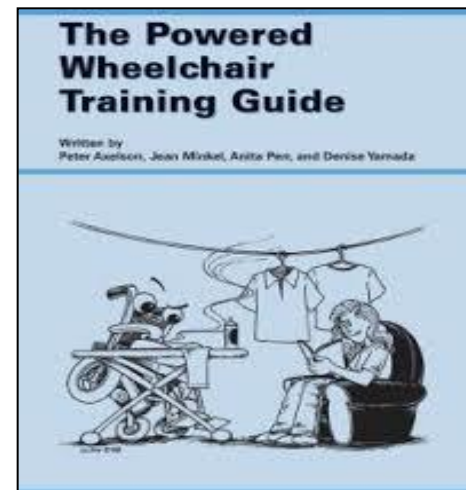
Delivery and Training: Rider Skills

- Propulsion technique
- Training guides
- Mobility skills
 - Learning to pop a wheelie

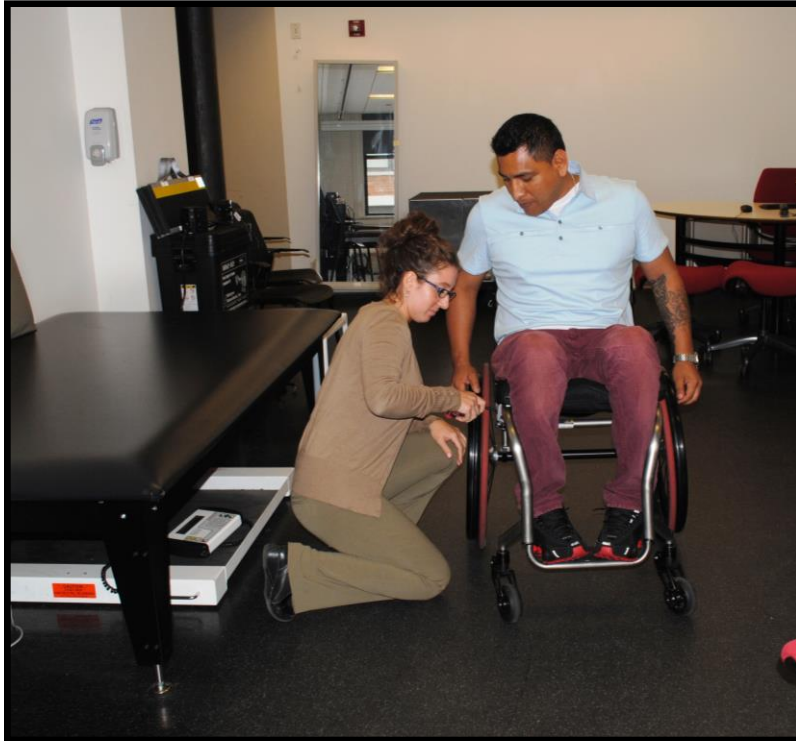


Delivery and Training: Rider Skills

- Joystick operation
- Driver training:
 - Safely able to stop
 - Does not pose a danger to self or others



Delivery and Maintenance



- Provide rider with needed “tools”
 - Owner’s manual
 - Instruction on tools needed for routine maintenance
 - Information about wheelchair
 - Manufacturer name
 - Model name
 - Serial number
- Reminder to regularly clean the chair and tighten nuts and bolts

Wheelchair Repair: On the Road and at Home



- Technician on-site repairs:
 - Tighten brakes
 - Fix footrests or armrests
 - Replace positioning belts
 - Replace upholstery or cushions
- Pick-up chairs that are not functional
- Provide a loaner chair if available

Wheelchair Repair: Example of Shop Repairs



- Example: Shop open 2x/week for “Jiffy Lube” maintenance
 - Technician assisted maintenance and light repairs:
 - Changing tires or casters
- Main shop used for major repairs:
 - Replace motors
 - Repair power seating systems

Consumer Centered Policies for Persons Relying on Wheeled Mobility

1. Support a primary and a backup wheelchair:
 - For people who rely on wheeled mobility to get around, not having a functioning chair is like having two broken legs
 - Chairs which meet individual needs are not easily replaced with existing rental stock
 - Knowing a backup is available provides a great peace of mind
2. Establish preferred provider contracts with suppliers specializing in Complex Rehab Technology (CRT)
 - Standard wheelchairs are not easily configured to individual needs – they were created to be used for transportation in airports and hospitals, not for everyday use
 - Suppliers who specialize in CRT understand functional needs and are prepared to work closely with the participant and therapist in designing solutions to address unique needs

Consumer Centered Policies for Persons Relying on Wheeled Mobility

3. Support a short-term rental policy when a wheelchair is in need of extensive repairs (expected to take more than 48 hours)
 - Rental policy in Durable Medical Equipment (DME) is often referring to the 'rent to purchase' option. People who rely on individually configured chairs need an 'interim rental' option while their chair is being fixed
 - CRT suppliers, who repair individually configured chairs, would make rehabilitation chairs available for rent as part of a repair program, not a purchase option
4. Establish "pre-approved" levels for repairs – (\$250 / manual chair; and \$500 / power chair per six month period)
 - Waiting for approval accounts for a significant amount of time during the repair process
 - Suppliers would be willing to stock items that could be replaced without a pre-authorization, reducing the time needed to get the chair rolling again

Summary

- Power mobility devices are like cars:
 - Orientation and training is needed
 - Good maintenance will improve the lifespan and reliability of the device
 - Repairs are to be expected, and backup / continuity plans need to be in place

Audience Questions and Discussion

Speakers

Christopher Duff
Disability Policy & Practice
Consultant



Jean Minkel
Sr. Vice President, Rehabilitation Services
Independence Care System



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Send Us Your Feedback

Help us diversify our series content and address current Disability-Competent Care training needs – your input is essential!

Please contact us with your suggestions at

RIC@Lewin.com

What We'd Like from You:

- How best to target future Disability-Competent Care webinars to health care providers and plans involved in all levels of the health care delivery process
- Feedback on these topics as well as ideas for other topics to explore in webinars and additional resources related to Disability-Competent Care

Thank You for Attending



- For more information contact:
 - Christopher Duff at cduff@DPInstitute.org
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 - Mary Lou Breslin at mlbreslin@dredf.org
 - Jessie Micholuk at RIC@lewin.com
 - Kerry Branick at kerry.branick@cms.hhs.gov

Resources & References

- RESNA Wheelchair Service Provision Guide
 - <http://www.resna.org/dotAsset/22485.pdf>
- Wheelchair Skills Training Program – Dalhousie University – Online Resources
 - <http://www.wheelchairskillsprogram.ca/eng/index.php>
- Manual Wheelchair Training Guide – 2nd Edition P. Axleson, J Minkel, A. Perr
- Power Wheelchair Training Guide – P Axleson, J Minkel, A. Perr
 - <http://www.barnesandnoble.com/s/Manual-Wheelchair-Training-Guide?keyword=Manual+Wheelchair+Training+Guide&store=book>
- PVA – Paralyzed Veterans of America Magazine
 - http://pvamag.com/pn/article/5810/the_basics_of_manual_wheelchair_maintenance
- Invacare Corp.
 - http://www.invacare.com/images/pdfs/WC_Maintenance_Tips.pdf
- SpinLife
 - <http://www.spinlife.com/spintips/details/k/Power-Wheelchair-Maintenance-Tips/a/318/c/3>

Resources for Integrated Care Website

We encourage you to explore www.ResourcesforIntegratedCare.com for a wide array of resources related to integrating care for Medicare-Medicaid enrollees:

Resources

- Assessment tools
- Concept guides
- Topic-specific briefs
- Educational webinars

Topic Areas

- Disability-Competent Care
- Self-Management Support
- Integrating Primary Care in Behavioral Health
- Care Coordination Workforce Development
- Navigation Services

Stakeholders

- State Medicaid Agencies
- Health Plans
- Long-Term Services and Supports Providers
- Behavioral Health Providers

Individuals with...

- Intellectual and developmental disabilities
- Physical disabilities
- Serious mental illness

Sign up for our [E-Alerts](#) to receive updates!

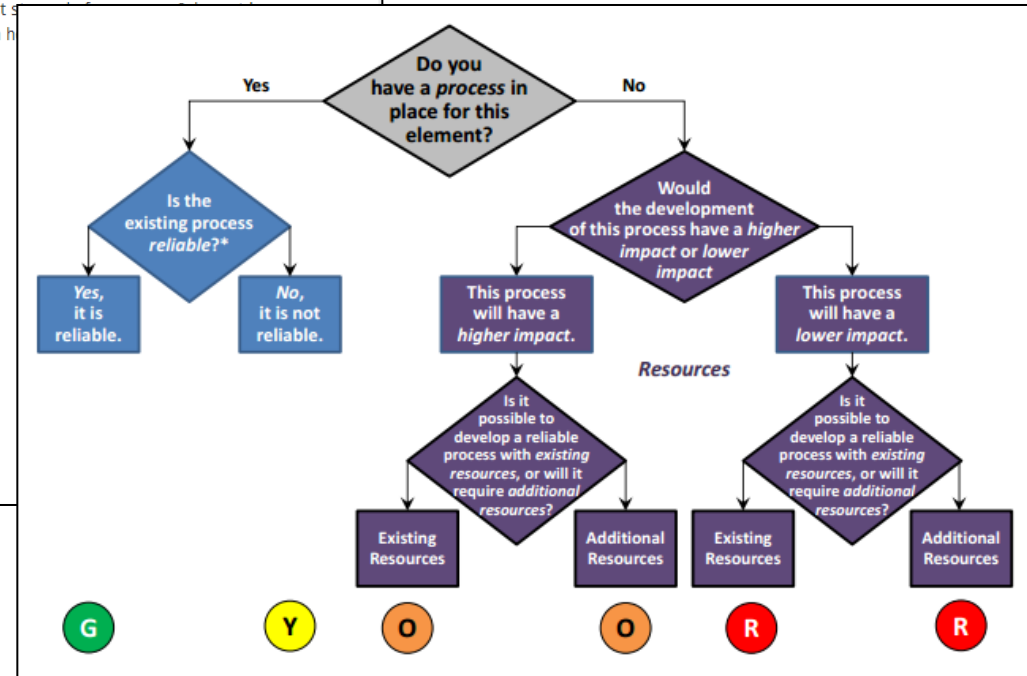
Disability-Competent Care Self-Assessment Tool

Introduction	1. Relational-Based Care Management	2. Highly Responsive Primary Care	3. Comprehensive Long-Term Services and Supports	Appendix A	Results	Forum
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1. Relational-Based Care Management

Participant-centered care is based on the recognition that the participant is not merely a passive recipient of medical care, but rather the primary source for defining care goals and needs. This type of care requires cultivating a relationship with the participant, seeing him or her as a whole person with hopes and preferences, and recognizing that the participant is oftentimes the best person to make choices about the participant-centered planning of care goals and needs. This is also the concept of the dignity of risk, which holds that participants have the right to make choices even if they are inconsistent with the recommendation of the IDT.

- ▶ 1.1. Participant-Centered Practice
- ▶ 1.2. Eliminating Medical and Institutional Bias
- ▶ 1.3. Interdisciplinary Team
- ▶ 1.4. Assessment
- ▶ 1.5. Individualized Plan of Care
- ▶ 1.6. Individualized Plan of Care Oversight and Coordination
- ▶ 1.7. Transitions
- ▶ 1.8. Tailoring Services and Supports
- ▶ 1.9. Advance Directives
- ▶ 1.10. Allocation of Care Management and Services



Disability-Competent Care Self-Assessment Tool available online at:
<http://www.ResourcesForIntegratedCare.com/>

Next Webinar

Disability-Competent Care Webinar Roundtable Series:
Training in Disability-Competent Care and Supports

Meeting the Transportation Needs of Participants

Tuesday March 18th, 2014
2:00-3:00PM EST

Remaining Series Webinars:

Home Modifications and Technology – March 25, 2014

Establishing Linkages Between Medical (Health Care) And Community Providers And Resources – April 1, 2014

Integrating Behavior Health Competency Within DCC Teams and IPC's – April 8, 2014

Please register for these webinars here:

<http://event.on24.com/r.htm?e=759150&s=1&k=804A83B12F46A7D4FB2C49104A7ED21B>