An Introduction to the Pass It On Center Knowledge Base & Quality Indicators for AT Reuse

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Pass It On Center
www.passitoncenter.org/content
Agenda

- Pass It On Center Knowledge Base
  - Introduction & Overview
- Developing Quality Indicators for AT Reuse
  - Process
  - Plan
Knowledge Base

- A “one stop” for your AT Reuse needs!
- A detailed database of information for current AT Reuse Programs or anyone interested in AT Reuse.
- Provides framework for policies, procedures and activities
- Identifies quality indicators
- Creates an Internet venue for sharing best practices
- Links to resources

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Knowledge Base
Working Version Goals

- Determine information and resource needs
- Define content modules
  - What makes sense?
- Identify audiences
  - Who are we serving?
- Design easy-to-use site
  - User friendly and accessible!
Quality Indicators

- Definition: Norms criteria, standards and other direct qualitative and quantitative measures used in determining the quality of health care in regards to AT reutilization.

- Guide organizations (using KB) small & large, new & old to best practices (quality indicators)!
Vision & Goals for QIAT-R

Successful Practices inform Knowledge Base

Knowledge Base develops QIAT-R Self-Assessment Tool

QIAT-R & Knowledge Base inform Successful Practice
Vision & Goals for Quality Indicators for AT Reuse

QIAT-R

- The QIAT-R* will be a dynamic, interactive tool to assess an AT Reuse Program. It will provide helpful feedback and link directly to the Pass It On Knowledge Base to assist with improving the Reuse Program.

- The QIAT-R is a living document that grows and develops as AT Reuse Programs develop.
Usability Studies

This is for YOU!

- Phase I: Web/Card Sort Activity
- Phase II: Interviews (ATIA)
- Phase III: On site Testing

Thank you Team “Get It Done”!

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Usability Studies

- Phase I: Web/Card Sort Activity
  - Participants were asked to arrange virtual “index” cards in order to a specific category

Thank you Team “Get It Done”!
Usability Studies

- Phase II: Interviews (ATIA)
  - The Pass It On Center team recruited eager volunteers to share their experience with AT Reuse and to answer some questions about the Knowledge Base.
    - Organization, look & feel, content

Thank you Team “Get It Done”!
Usability Studies

- Phase III: On site Testing
  - Participants came to the Pass It On Center to run through a series of scenarios and answer each question based on how they would go about finding it on a website page.

Thank you Team “Get It Done”!
Usability Study Results

Pass It On Center website ranked well among the National Average!

- Government Websites – 86%
- Industry Websites – 85%

Usability Study Results

Here are some Scores that tested lowest for Interviews

- Search Tool on Knowledgebase – 82.4 %
  - Need more explanation of ranking system.
  - After search, make whole line a link and not just “view”

- Clarity of Site Organization – 83.6 %
  - Re-think module names. (We need You!)
  - Need site map

- Graphics and Photos – 83.5%
  - Need to make graphics and photos more relevant to topics.
Usability Study Results

Scores for On Site Testing

- 1. Volunteers - train to clean wheelchairs
- 2. Google Earth
- 3. Person disabled - how to maintain wheelchair
- 4. Wipe info off PDA
- 5. Trash and unusable equipment?
- 6. Track Inventory
- 7. Limited Funds
- 8. Get DME
- 9. Find volunteers for AT Re-use Center
Usability Study Results

Recommendations

- **Knowledge Base**
  - Have blog in knowledge base area to discuss solutions and send in documents.
  - Email reply form for questions.
  - Acknowledgement for people who contribute to the knowledge base.
  - Have a disclaimer on each document regarding endorsement, etc.
  - Add author in table when clicking on a module.
  - Change disaster response module to “emergency preparedness.”
  - Want more of an organizational map. Wanted clustering within topic. More organization guidance to find items within a topic.
  - Need Media to be more comprehensive.

- **Accessibility:**
  - Use header tag for each section of the webpage. Users who are Blind use header lists to jump quickly to section of interest.
  - Make link labels meaningful (Example: "Learn more..." is not helpful - especially for users who are Blind.)
  - Need to emphasize the text-sizer – several missed it.
Identifying and Creating Content

- PIOC team creates preliminary outline
- Working professionals critique and refine the list
- Active operations contribute content, models, forms, suggested resources
- Team assigned for each module reviews proposed content for inclusion in KB

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Knowledge Base

Content Modules

- Emergency Preparedness
- Finance & Accounting
- Human Resources
- Marketing & Public Relations (PR)
- Organizational Structure
- Program Operations
- Sustainability
- User Services
We Need You

Think about...

- Are there any modules that are missing?
- What content would I like in these modules?
- How should the modules be organized?
- How are these modules applicable to our organization?
Emergency Preparedness

- How to become first responders (NIMS)
- Plan for: drop off of equipment, obtaining equipment, & matching AT to person
- Personnel selected and committed to being "on-call" for emergency
- Shipping agreement to get equipment to area
- How to know inventory quickly
- List serve to know about all emergencies
- Have basic equipment in shelters
- Help assess shelters for accessibility in all aspects
Finance & Accounting

- Identify legal & compliance issues
- Prepare budgets
- Establish purchasing, payment, cash-handling policies and procedures
- Manage payroll
- Track income
- Approve contractual relationships
- Identify/acquire essential insurance coverage

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Human Resources

- Specify needs, model
- Identify compliance issues
- Write job descriptions
- Devise compensation plan
- Determine benefits
- Recruit employees
- Train employees & volunteers
- Manage performance
- Recognize employee & volunteers

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Marketing & Public Relations

- Develop community awareness programs
- Develop key event promotions
- Foster media relationships
- Promote partnerships
- Examples of what is working in our communities
Organizational Structure

- Establish a legal entity
- Choose a board of directors
- State the vision and the mission
- Write by-laws
- Name the advisory committee
- Find leaders

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Program Operations

- Accept/value donations
- Track inventory
- Sanitize donated equipment
- Repair and/or refurbish donated equipment
- Store devices
- Deliver devices to users (pick up donations)
- Maintain websites
- Support exchange services
- Support classifieds
Sustainability

- Identify ongoing sources of funding
- Build partnerships with other organizations
- Analyze potential annuity income streams from operations
- Build community support base
- Use quality indicators to drive outcomes
User Services

- Determine eligibility
- Match user to device(s)
- Train user
- Provide technical assistance/follow-up
Knowledge Base Content

- If you would like to submit any of your articles/documents to the Knowledge Base, please email...

Liz - liz@passitoncenter.org or
Lindsey - lindsey@passitoncenter.org
Vision & Goals for QIAT-R

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Vision & Goals for QIAT-R

- The QIAT-R will include a web-based Self-Assessment Tool that will connect users with resources customized to meet their specific needs based on the results of their Self-Assessment.

- The Pass It On QIAT-R and Pass It On Knowledge Base are inter-related and inform each other. As one grows/changes – the other grows/changes.
The QIAT-R Self-Assessment is designed to improve an AT Reuse Program as guides the “Assesser” to use the skills of evaluation and critical judgment. It is focused on learning more about their Program, connecting with customized resources that directly and encourage excellence.
The Process

- Create Quality Indicators for AT Reuse based on the Pass It On Center Knowledge Base content
The Process

- QI for AT Reuse Development Meeting in Atlanta, GA March 23rd & 24th with occupational therapists, program directors and other key informants. Thank You!
The Process

- Reviewed past quality indicators
- Reviewed guidelines for writing quality indicators
- Broke into small groups to edit and add to draft of quality indicators
Welcome

... to the NEW QIAT Web site, the official site of the QIAT Consortium! As you will see, the improved function, accessibility, and appearance of the new site supports QIAT's mission of guiding the development and delivery of quality assistive technology services in a way that provides users with a gateway to:

- Quality Indicators, Matrices, and QIAT in Action documents
- The QIAT List and searchable archives
- Upcoming QIAT events
- The QIAT Resource Bank and an online form for sharing resources and links of interest
- Frequently Asked Questions about QIAT

The QIAT Consortium extends thanks to the Rice University Web Services who generously shared their expertise with QIAT in the 2007 AIR Houston Rally sponsored by Knowbility, Inc.
Quality indicators are a grass roots effort that began in 1998.

A core group of 14 individuals began the work and since that time hundreds of service providers and consumers have had input into the wording through activities at national conferences and working meetings every year that include interested individuals from across the country.

A email list was begun in 1999 and now includes over 1000 members. It is accessed through www.qiat.org.

The indicators were validated by Joy Zabala’s doctoral research in 2004.

Current work revolves around identifying and developing resources that can help school districts improve their assistive technology services.

The core group is the Quality Indicators Leadership Team which has national representation from multiple disciplines. See www.qiat.org for a list.
QIAT Addresses:

- **Consideration** of the need for assistive technology during the IEP meeting
- **Assessment** of the need for assistive technology
- **Including** assistive technology in the IEP
- **Implementing** the use of assistive technology
- **Evaluating the effectiveness** of assistive technology use
- **Transitioning** with assistive technology
- **Administrative support** for assistive technology services
- **Professional development** and training in assistive technology
The SMART Exchange

“The S.M.A.R.T. Exchange was a three year project funded by the National Institute on Disability and Rehabilitation Research (NIDRR) and United Cerebral Palsy Association (UCPA). The project was housed within the IBM National Support Center For Persons With Disabilities, located in Atlanta, Georgia.

The mission of The S.M.A.R.T. Exchange was to encourage the development and expansion of assistive technology services in the south-eastern region by identifying successful programs, components and practices and to provide technical assistance for their replication to other sites.

2nd Printing of the SMART – 1989”
The **S.M.A.R.T. Exchange** conducted the following essential activities:

- develops a set of validated Quality Indicators which identifies a model for successful assistive technology programs, components and practices,

- develops a system for identifying and documenting successful assistive technology programs, components and practices in the southeastern region,

- disseminates information about successful assistive technology programs, components and practices through existing networks and project publications and conferences, and

- provides technical assistance to identified organizations to facilitate replication efforts.”
Writing Helpful QIAT-R Questions (Items)

A Word about Language:

- **Items** = Question
- **Stem** = Question itself
- **Alternatives** = Measures/Possible Answers
- **Promising Practice** = Where we think AT Reuse Programs should be headed
- **References** = any known and readily available source material for items
Writing Helpful QIAT-R Items

The Stem (Question itself)

- The stem should present the problem clearly and completely in no more than 30 words.

- Include in the stem only the information absolutely necessary to answer the item. Avoid incomplete stems, such as, "Your AT Reuse Program donation policy is..." followed by a set of alternatives.

- Try to end the stem in an action verb whenever possible.

- Present items positively. Constructions such as, "All of the following EXCEPT..." or "Which of the following are NOT..." are unacceptable.
Writing Helpful QIAT-R Items

The Alternatives (Measures/Answers)

- There should be one and only one Promising Practice answer.

- Where there is a possibility of philosophical disagreement or where one or more alternatives could be considered at least partially correct, or where several variables might be important in differing degrees, it is safest to ask "Which of the following best accomplishes the goal..." or "Which of the following is the most important consideration..."
Writing Helpful QIAT-R Items

The Alternatives (Measures/Answers)

- Do not use "all of the above" or "none of the above" as an alternative.

- Incorrect alternatives should be logical and feasible rather than highly unlikely or obviously wrong. They should not be capable of being eliminated automatically by someone who does not know the material.
References

- Only known and readily available references may be used as source material for items.

- Referenced studies should generally be considered authoritative, with findings that are generalizable.

- References must clearly support the Promising Practice.
Results of QIAT-R Development Meeting

- Developed a total of over 45 Quality Indicators for AT Reuse!
- Need for rationale and glossary of terms
- Ideas for how Quality Indicators will look and interact on the web
- Reinforced the need for Quality Indicators in AT Reuse.
QIAT-R Next Steps…

- Currently making one document of all Quality Indicators
- Reviewing for quality and grammar
- Pilot with AT Reuse programs
- Continue revisions
- Launch on Pass It On Center’s website!
Comments or Questions?

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For Your Time & Interest!

We Need You. YOU are the Pioneers as we work together to Create this Amazing Tools!