

## Toward Best Practices in Computer Access Service Delivery (CASD)

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Heidi Koester, KPR  
Jim Lenker, University at Buffalo  
Jamie Prioli, Temple University  
Paul Schwartz, University of Wisconsin-Stout  
Mary-Beth Sophianopoulos, Holland Bloorview

## Goals

- Wrestle, as a group, with the following questions:
  1. What constitutes 'best practices' in computer access service delivery?
  2. What are barriers to best practices?
  3. Are there tools that can enhance the service delivery process?
- Take away ideas for improved service delivery

## Overview

- Brief Survey of Attendees
- Intro to CASD Process and Available Tools
- Discussion of Best Practices & Tools
- Discussion of Barriers and Overcoming Them
- Present & Discuss Survey Results (possibly)
- Wrap-up

## Survey

- To learn about current practices of this group
- CASD Process – all the steps you follow when providing computer access services to an individual, from initial assessment to implementation to follow-up...
- Results will be shared with all attendees

## Generic CASD Process

- Goal: Find the best computer access solution for an individual's needs
- Assessment
  - Determine client needs and goals
  - Assess characteristics of client, environment(s), task(s)
- Decision-making
  - Compare possible solutions for input & output
  - Recommend particular solution
- Implementation
  - Implement recommendation
  - Provide training
- Outcomes (did we meet the goal?)

## Thinking about the CASD Process

- Premise: Better process → Better outcomes
- Getting a clear definition
- Tools to help manage the overall process
- Tools to support particular steps in the process
- Process evaluation (a meta-issue)
- Tools to help evaluate our process, and hopefully improve upon it

## Examples of Published Frameworks

- Paper-based: Include process definition + supporting tools (in some cases)
- SETT Process: joyzabala.com, atto.buffalo.edu
  - Student, Environment, Tasks, Tools
- WATI: Wisconsin AT Initiative, wati.org
- QIAT: Quality Indicators in Assistive Technology, qiat.org
  - 8 areas covered, including Assessment, Implementation, Evaluation
- HATT Model (Cook & Hussey)
- Matching Person and Technology (Scherer)
- FEAT - Functional Evaluation for AT

## Paper-based Tools for CASD Process

- General descriptions of process (e.g., NDIPAT)
- QIAT process planner checklist
- AT Intervention plan (GPAT)
- SETT 'Scaffold' tools
- WATI assessment manual includes a whole collection of similar tools
- Home-grown forms (e.g., UW-Stout)
- Therapy instruments: B-O Motor Test, ROM measurements, etc.

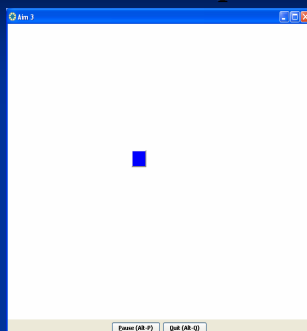
## Paper-based Tools for Outcome Measurement

- COPM
  - Canadian Occupational Performance Measure
- Goal Attainment Scaling
- PIADS
- Home-grown forms

## Computer-based Tools for Measuring Specific Skills

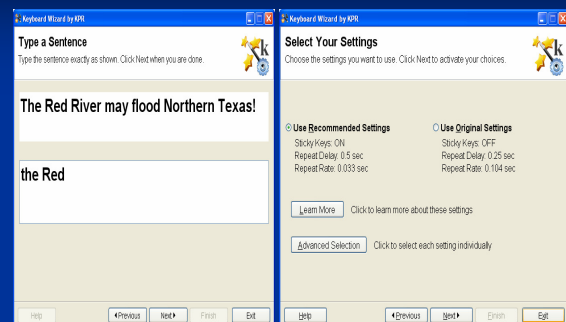
- Useful for assessment of needs, decision-making, implementation, and outcome measurement
- Single Switch Performance Test (SSPT)
  - Free from www.aacoinstitute.org
- TypingTest.com
- Compass - www.kpronline.com
  - Text entry, pointing device, switch
- KPR Wizards - www.kpronline.com
  - Configure keyboard and mouse settings to match user needs

## Compass Aim Test

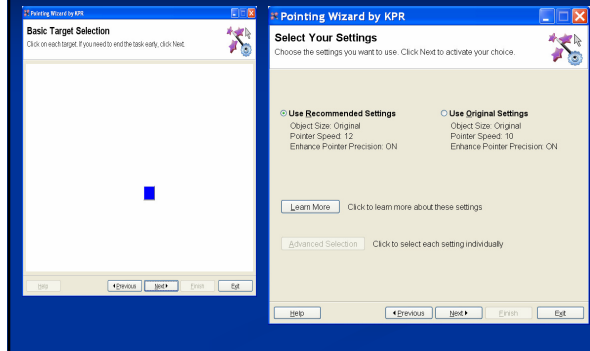


- Measures speed and accuracy of user's target selections
- Reports averages across targets, as well as target-by-target data
- Comparison report

## Keyboard Wizard Screenshots



## Pointing Wizard Screenshots



## Paper-based Tools for Evaluating your CASD Process

- How do we know if our process is a good one?
- How do we identify areas needing improvement?
- QIAT: score sheets for evaluating your process, with clear descriptions of how to improve

## What Seems to Make Sense

1. Explicitly define your CASD process
  - Use an existing framework as-is or adapt to your situation
2. Assemble a toolkit to support your overall process
  - Choose general forms and checklists to form the foundation (e.g., WATI forms)
  - Add specific tools for assessing specific skills and comparing candidate solutions (e.g., Compass, DASH)
  - Finally, choose an outcome measurement tool
3. Establish a method of evaluating your process (e.g., QIAT score sheets)

## Discussion on Best Practices

- What are some features of 'best practices' in CASD?

## Discussion on Tools

- What tools do you find most helpful in your CASD practice?
- Pros/cons of using paper-based tools?
- Pros/cons of using computer-based tools?

## Finish up the Survey

- Purpose is to document what others are doing, to understand patterns and variations

## Discussion on Barriers

- How important do you think it is to have a systematic, well-defined CASD process?
- What are the main barriers to creating and implementing such a process in your setting?
- Conversely, what supports help facilitate an enhanced process?

## Contact Info

- Heidi Koester, [hhk@kpronline.com](mailto:hhk@kpronline.com)
- Jim Lenker, [lenker@buffalo.edu](mailto:lenker@buffalo.edu)
- Jamie Prioli, [japrioli@gmail.com](mailto:japrioli@gmail.com)
- Paul Schwartz, [schwartzpa@uwstout.edu](mailto:schwartzpa@uwstout.edu)
- Mary-Beth Sophianopoulos, [msophianopoulos@hollandbloorview.ca](mailto:msophianopoulos@hollandbloorview.ca)