

Survey Results of Stakeholder's Perception of the Complex Rehabilitation Service Delivery Process.

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Introduction

- Complex Rehabilitation Technology (CRT) is crucial for many people's daily lives
- CRT are highly customizable wheelchair devices that include adaptive seating systems and customizable manual and power wheelchairs.
- The process to obtain CRT is complex and involves many stakeholder groups
- Learning about the perceptions of the CRT service delivery process from each stakeholder group can help determine which part of the process is working or needs to be improved
- It is important to investigate if there are any differences between the experiences of the CRT service delivery process of each stakeholder group to see how the groups interact with each other.

Methods

- Questionnaire assessed stakeholder perceptions of CRT service delivery process.
- Distributed to five stakeholder groups
 - Clinician
 - Consumer/Caregiver
 - Manufacturer
 - Payor
 - Supplier
- 19 statements, 6 point Likert scale, statements were positive
 - "The process for repairing wheelchairs is easy."
 - "Insurance coverage policies for wheelchairs are not complicated".
- Responses analyzed using quantitative and visual methods
- Responses across 19 statements were collapsed to describe overall satisfaction by stakeholder group.

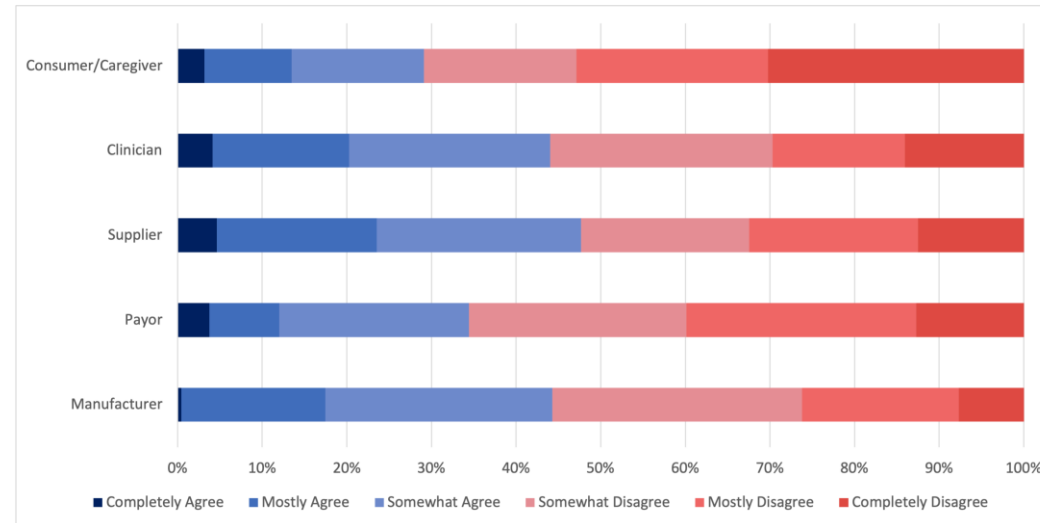
Results

- 1069 individuals completed the questionnaire.
- 435 clinicians, 254 consumer/caregivers, 35 manufacturers, 23 payors, 319 suppliers.
- Overall satisfaction organized by stakeholder groups (Figure 1).
- Consumer/caregivers group completely disagreed with questionnaire statements almost 30% of the time.

Results (continued)

- The remaining groups completely disagreed with the statements less than 15% of the time.
- Suppliers, manufacturers, and clinicians agreed with the statements between 40-50% of the time.

Figure 1. Response Rate by Stakeholder Group of CRT Service Delivery Process Survey



According to the survey data, consumer/caregivers have the most negative view of the CRT service delivery process, but all other stakeholder groups also hold an overall negative view of the process.

Results (continued)

- Over half of the responses were negative for all stakeholder groups.

Conclusion

- While there are some difference among stakeholder groups on their level of satisfaction of the CRT service delivery process, it is evident that all groups have an overall negative view.
- Further investigation and analysis is needed to determine what needs to be improved and how to ensure that all stakeholders involved find the process satisfactory and effective.

References

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