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## USAID'S HEALTH EVALUATION AND APPLIED RESEARCH DEVELOPMENT (HEARD) PROJECT

### ISWP Professional Standards Board (PSB) January 28, 2021 Meeting Minutes

The ISWP Professional Standards Board (PSB) met by conference call on Thursday, January 28, 2021 from 9:30 a.m. to 10:30 a.m. U. S. Eastern Standard Time. This provides a recap. Link to meeting recording: [link](#).

**Next Meeting:** Complete [this doodle poll](#) for March 2021 meeting

**Discussion:** Action items are shown in bold/underline.

1. **Approval of Agenda:** Agenda approved.
2. **Approval of November 18, 2020 Minutes:** Minutes were approved.
3. **Welcome, Francois Friedel:** Francois Friedel is representing ICRC on the PSB, replacing Robertangelo Ciccone. Francois, a physical therapist, has worked for the ICRC Physical Rehabilitation Department for the past several years; he joined the ICRC group in Geneva 6 months ago.
4. **WIN Website Traffic:** The WIN website saw a spike in traffic over the holiday period during the certification holiday promotion. The promotion would be worthwhile to continue in the future. Website activity: Pageviews increased by 9% compared with the previous quarter.

ISWP requested Loh Medical add the ISWP Get Certified page to its website, which should help to increase traffic. **PSB members** are invited to include certification link in their websites, as feasible: <https://wheelchairnetwork.org/get-certified/>. The ISWP team also plans to include articles in the Hub newsletter and communications through the ISWP list-serv.

5. **Number of Certified Wheelchair Service Providers (WSP):** There currently are 128 WSPs from 28 countries, up 19 from the November 2020 meeting. New

countries: Ireland, Peru and Dominican Republic. Top 5 countries in 2020: Dominican Republic, Lebanon, Canada, Argentina and USA. There were no new providers from Mexico, where there had been a large number of WSPs; ISWP plans more promotion to that group in 2021.

6. **Year in Review:** 2020 accomplishments were presented:

Target	Outcome/Number Certified
2 NGO	AATA (2) and Sesobel (16)
2 Academia*	Univ. Manitoba (9) and Dalhousie (2)
2 Vendors	Loh Medical (pilot of 5)
Target	Outcome/Number Certified
Other	CONADIS/PAHO (24 of 39 eligible)

Motion Composites in Quebec had offered to pay certification fees for 14 University of Montreal OT graduates with the highest marks in the course and who passed the ISWP Basic Test. Paula Rushton met with the University of Montreal COI Committee, whose members perceive a conflict of interest between Paula and the fact that her research and activities outside of the university could be influenced by the fact that Motion Composites is providing prize money. They feel it could be seen as improving the certification through international work by having a supplier paying students to be certified. While the committee understands it is good for students and, ultimately, wheelchair users in Quebec, they can't move forward as presented.

Subsequently, the University of Montreal program director will ask Motion Composites to consider: a) offering a \$500 prize for one student – a financial prize not affiliated with certification; or b) having Motion Composites run the program in support of graduates from all five universities in the Quebec province which could qualify. Universities would let ISWP know which students are graduating and who took the basic test. Motion Composites would pay for a certain number of top ranking students.

7. **Recertification:** The first cohort of WSPs was eligible for recertification in October. Five (5) completed the process (24%); conversion is a bit low. Time will tell whether this is a consistent conversion rate or considers the fact that those who recertified in October participated in the initial pilot which was free. Financial limitations could be a reason others aren't responding. The conversion might be higher later.

8. **Course Recognition:** Three courses have been recognized, which is the first step toward accreditation: University of Montreal, Mas Posicionamiento y Movilidad and Más sobre Sillas de Ruedas. Each was granted a six-month recognition period as the process still is in development.
9. **2021 Targets:** The ISWP team identified certification and recertification goals for 2021:

	<b>Organization Type</b>	<b>Number Certified</b>	<b>Proposed Strategy</b>
<b>Certification (Target: 170)</b>	<i>Continued B2B (110):</i>		Process simplification One-on-one support
	AATA	40	
	Loh Medical	10	
	Univ. Manitoba	20	
	Sesobel	20	
	CONADIS	20	
	<i>New B2B (60):</i>		
	2 Suppliers	10	Identify suppliers to pilot
	2 Training Centers	50	
<b>Recertification (Target: 19)</b>	50% recertification rate	19 of 38 recertified providers	

The team has learned that having an ISWP support person work with certificants improves the completion process.

10. **Website Process Simplification:** ISWP will undertake a formal usability test of the website (such as position of items on the website) and will review the certification step sequencing (5 steps currently) with a goal to keep the person engaged at each step. A progress bar will be added to the user profile showing a person how far he/she is in the certification process.
11. **Targeting Recognized Courses in 2021:** The goal is to connect with 1 conference in 2021 (e.g., ISS Dublin, and several online) and 5 continuing ed courses. The approach will include targeted campaigns and one-one-one meetings to pursue the recognition.

**Krithika** to send Francois the criteria for recognized courses and the process flow, which includes having the organization complete a form providing information including learning objectives, facilitators and trainer-trainee ratio. ISWP evaluates form submissions and presents to the PSB for input.

12. **Formula and process for awarding continuing education.** Ten continuing education hours are required for recertification. Several methods are available, including self-study, mentoring by a more experienced provider, as well as typical continuing education online or at conferences. Continuing education units would be awarded by ISWP. PSB comments:

- Don't start requiring continuing education units yet. The sector may not be ready for this, especially if the structure doesn't exist in context.
- Consider keeping it open and not creating a specific formula.
- Continue to populate the continuing ed platform, including the number of hours it will take to complete an activity. Include a variety of courses, not just those provided by ISWP.
- Consider a range of activities versus one core activity.
- Have participants check with ISWP first before taking the course to see if it would count. Sharmini mentioned one of the requirements she needs to meet for a certification involves a research/reading element and wonders if this could be considered. There is a lot of content available, such as Physiopedia.

**PSB members** are invited to provide additional comments/suggestions. **Krithika** to add comment to website encouraging additional suggestions; e.g., "What do you not see here that you are interested in learning more?"

13. **Basic Skills Test:** Based on previous discussions with the PSB, the basic skills test will not be implemented as part of the certification. ISWP will promote the availability of the test in upcoming newsletters and may send targeted notes to instructors to invite them to use.

14. **Basic Knowledge Test:** The current ISWP work plan includes reviewing the Basic knowledge test results. A Pitt statistician is currently analyzing to determine which questions are performing well and where questions fit statistically across test domains; analysis will be presented to PSB.

15. **PSB Election:** The new ISWP governance structure is still being defined through the work of the ISWP Founding Board and an association management consulting firm. One goal is to evolve the PSB to a Certification Council, which would function at arm’s length from the board with a goal of managing the certification process objectively. A Council member also would sit on the ISWP Board.

**Participants** (*check mark indicates participation on call*):

✓	Sharmini Constantinescu, DDO
✓	Francois Friedel, ICRC
✓	Rosemary Joan Gowran, University of Limerick
	Perry Loh, Loh Medical
✓	Patience Mutiti, Motivation
✓	Paula Rushton, University of Montreal
✓	Jeff Spohr, Canadian Provincial Government
	CJ Stanfill, Pencils of Promise
✓	Mary Goldberg, ISWP
✓	Krithika Kandavel, ISWP
✓	Maria Toro Hernandez, ISWP
✓	Nancy Augustine, ISWP

Prepared by Nancy Augustine and Krithika Kandavel