ASSISTIVE TECHNOLOGY

Optimising Uptake and Avoiding Abandonment

Enable
NEW ZEALAND®

Sarah Boyt & Christa Roessler
Clinical Services Advisors

Service Updates

- Email communication to assessors

- Recorded webinars:
https://www.enable.co.nz/tools-resources/training-tutorials/assessor-education-webinars

- ATSNZ Christchurch seminar presentations

- New-look website coming soon

- Updated tutorials on using ACC MRES App

- ACC Equipment List expanding further

Objectives

- Define assistive technology (AT)
- Define AT abandonment
- Highlight the evidence
- Review factors contributing to AT abandonment
- Review strategies to increase the uptake and usage of AT

What is Assistive Technology?

"Assistive technology is an umbrella term for assistive products and their related systems and services.

Assistive products help maintain or improve an individual's functioning related to cognition, communication, hearing, mobility, self-care and vision, thus enabling their health, well-being, inclusion and participation."[1]

World Health Organization

Key Facts

- Includes full range of products
- Most users have more than 1 device
- 2.5 billion people use AT
- Increasing to 3.5 billion by 2050
- Many do not have access to AT
- Highest rate of abandonment is in first year[1]

Our Focus

"Prescribing assistive devices for short-term or long-term use is deceptively complicated yet has the potential to make a world of difference to the user."[2]

What is AT abandonment?

NOT like for like

NOT replacement of

damaged goods

BUT

- Sitting unused
- Replaced with different option

Common terms
- Abandonment
- Non-use
- Discontinuance
- Discarded
- Avoidance
- Under-used
- Rejection

Contributing Factors

- Change in functional status

- Inadequate training
  - Information provision & retention
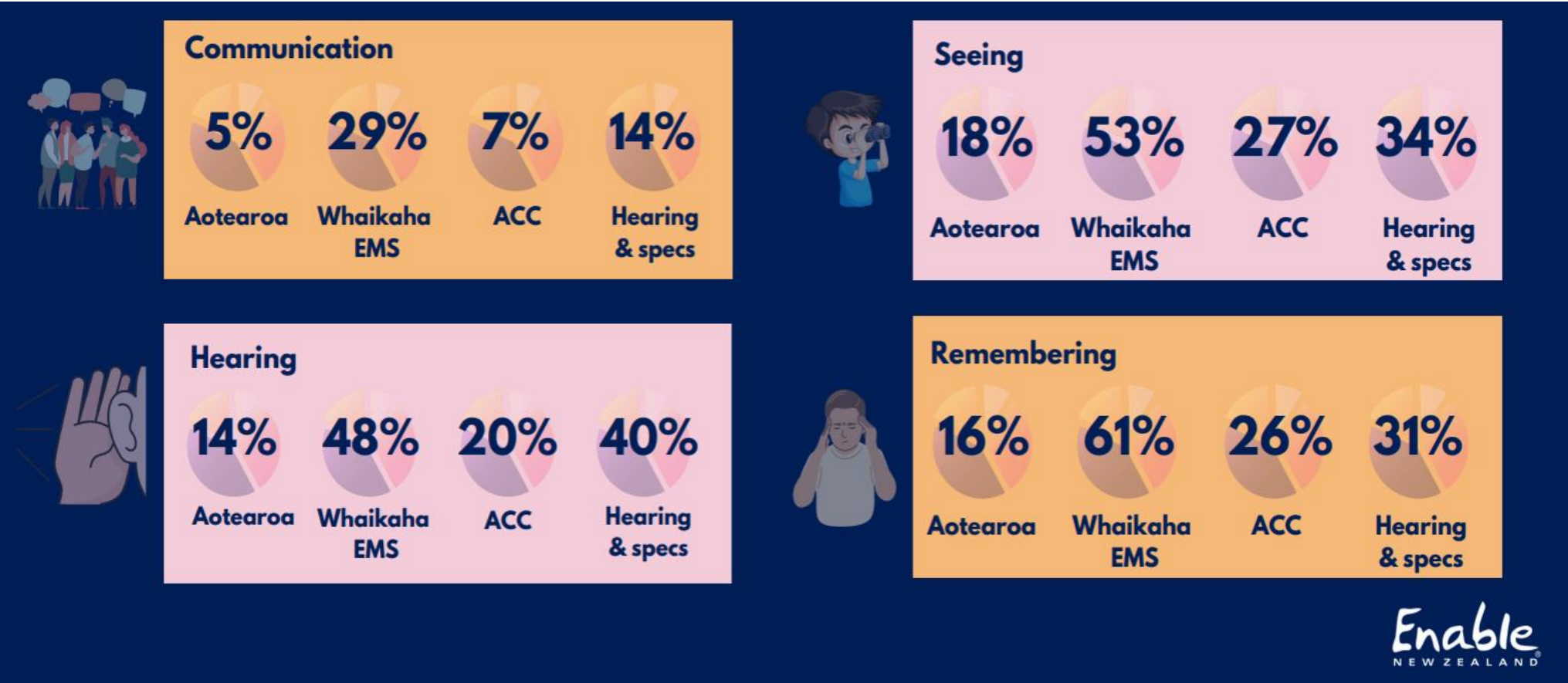 - Impacted by ambivalence & trust
  - Problem-solving[2]

Contributing Factors

- Inadequate training
  - Service limitations
  - Expectations
  - Familiarity & assumptions[2]

NZ Health Data

Communication
5%	29%	7%	14%
Aotearoa	Whaikaha EMS	ACC	Hearing & specs

Seeing
18%	53%	27%	34%
Aotearoa	Whaikaha EMS	ACC	Hearing & specs

Hearing
14%	48%	20%	40%
Aotearoa	Whaikaha EMS	ACC	Hearing & specs

Remembering
16%	61%	26%	31%
Aotearoa	Whaikaha EMS	ACC	Hearing & specs

Enable
NEW ZEALAND

Enable
NEW ZEALAND

Contributing Factors

- Perception:
  - Of the AT
  - Of self
  - Culture[2]

Contributing Factors

- Equipment:
  - Does not fit
  - Is not easy to use
  - Is considered inadequate
  - Provided too late
  - Does not meet need[2]

Key Strategies

*User involvement

*Thorough assessment

*Home visit

*Trial

*Whole team involvement

Key Strategies

*Perceived benefit

*Usefulness / usability

*Adequate training

*Follow up[2]

In summary:

- Resource & service development

- Collection of unused AT

- Clear communication of expectations

- Support from assessors:

  - advise clients of collection process

  - recall dates

"Assistive technology (AT) users may be satisfied with the clinic's services, have the necessary funding for the device, received a product that is usable, looks good, functions well and meets all safety standards, and helped them achieve functional gain – but if it is a hassle to use, set-up and maintain, if it doesn't fit with their needs/preferences/lifestyle, if they feel self-conscious using it, insecure with use even though it is safe, if they are socially and physically and emotionally uncomfortable with use, then they are not realising benefit from use and *will not use it.*
It is not good use of person and AT."[2]

Contact

P: 0800 362 253

E: ACC MRES Clinical Advisory Service

- acc.advisor@enable.co.nz

E: Whaikaha EMS Clinical Advisory Service

- CSA@enable.co.nz

Enable
NEW ZEALAND ®

References & Resources

1. https://www.who.int/news-room/fact-sheets/detail/assistive-technology

2. Chester, M., Hocking, C., Smythe, L., (2020). Providing, receiving and using equipment: A hermeneutic literature review. *New Zealand Journal of Occupational Therapy, 67(2), 6-13.*

Global report on assistive technology. Geneva: World Health Organization and the United Nations Children's Fund (UNICEF), 2022. Licence: CC BY-NC-SA 3.0 IGO

Kintsch, Anja & Depaula, Rogerio. (2002). A framework for the adoption of assistive technology. Proceedings of SWAAAC 2002: Supporting Learning Through Assistive Technology.

Scherer, M.J., Federici, S. (2024). Matching Person and Technology (MPT): An Assistive Technology Assessment and Service Provision Model. In: Bennett, G., Goodall, E. (eds) The Palgrave Encyclopedia of Disability. Palgrave Macmillan, Cham. https://doi.org/10.1007/978-3-031-40858-8_39-1