

## The Qualities of an Effective Wheelchair Program in Manitoba

*Ranked according to relative response rate (some cells include multiple versions of same quality)*

<b>1. Client Centered Service</b>	<b>2. Efficient and Integrated wheelchair service delivery</b>	<b>3. Universal High Quality Services</b>	<b>4. Timely Emergency Services</b>	<b>5. Holistic Implementation</b>	<b>6. Responsive Repairs</b>	<b>7. Accessible Funding</b>	<b>8. Non-Partisan Appeal Process</b>
Communication and outreach about program and services	Seamless and integrated	All who need it can access it	911 Service	Whole person evaluation	Repairs available every day (more staff)	Streamlined funding	Responsiveness to program problems: advocacy provided
Greater consumer control/autonomy (type of chair) X 2	One company to work with	Equipment should be good quality	Emergency back-up (after hours)	Knowledgeable Occupational Therapists	Flexible repair schedule	Services should be paid by government	Non-circular
Equipment configured for the individual	One stop shopping (under one roof)	Equal services between adults and children	24 h service	No waitlists	Loaners for chairs in for repair	Customers should get funding to buy own wheelchair	Appeal mechanism
Consumer can have both manual <u>and</u> power chairs	Streamlined process	Standardized services	Emergency services	Quick assessment and replacement for new chair	Timely/efficient repair process (person-focused)	Service standardized	Appeal board
Diversity is what is available	Systems work together e.g. WCB and WSP	Rural and urban services	Reliable/quicker emergency service	Ability to trial wheelchairs in own environment	Faster and person-focused repairs	More funding for other types of seating	
Responsive to changing /progressive needs	Communication /integration for regulation changes (e.g. seatbelt issue in Handi-Transit)	Standard level of service between Winnipeg and other areas	Spare wheelchair in case of emergency	Flexibility in scheduling service provision X 2	Replacement chair	Basic mobility needs without cost to individual	
Program covers basic needs	A central location for adaptive parts and assessments	Province wide	24/7 emergency services X 2	Available loaners X 2	Quicker repair service		
One sole provider for all services (wheelchair systems complete)	One company serving industry	Customer service guidelines	Emergency repair or replace services		Better customer service		

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Professional and respectful customer service	Quick services	Service in rural	On demand service at home, work, i.e. place of breakdown		Loaner chair (power) when they want to work on your chair for longer than a couple of hours		
Choice of vendor/service providers X 2	Program covers basic mobility needs	Extended house on weekends	Quick service		Wheelchair repair services on weekends and holidays and evening		
Flexibility in eligibility criteria	Quick response to get a wheelchair	Better follow-up + check-ups on wheelchairs (don't wait until chair is a problem) X 2					
People have choice of wheelchair X 6	Availability of more power chairs	Timely service					
Client centered	Effective use of resources						
Equipment to fit a user's need	Year round provincial service						
Back-up equipment	24/7 emergency service						
Consumer friendly	Service to standards						
Advocacy available	Better system priorities						
Custom fitting following purchase of chair							
Live person to answer phone							