

THE ONTARIO MOBILITY DEVICES SECTOR

A summary for OSOT, October 31, 2018



SPINAL CORD INJURY ONTARIO
LÉSIONS MÉDULLAIRES ONTARIO

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- b. The three stakeholder groups, and why they matter

4. Challenges and Recommendations

- a. Key challenges facing the mobility devices sector

OUR SERVICES

- Service Co-ordination
- Peer Support
- Attendant Services
- Employment Services
- Advocacy
- Knowledge Exchange

BACKGROUND

SPINAL CORD INJURIES

THERE ARE AN AVERAGE OF

4,259

NEW CASES OF SPINAL CORD
INJURIES EACH YEAR.

AS OF 2010 THERE WERE
AN ESTIMATED

85,556

PEOPLE LIVING WITH SPINAL
CORD INJURY
IN CANADA.

BY THE YEAR 2030 THIS
NUMBER IS EXPECTED
TO GROW TO

121,000

BACKGROUND

MOBILITY DEVICES

- The average lifetime economic cost of an individual with a spinal cord injury is as **high as \$3 million**, and the total cost of all new cases **annually is \$2.67 billion**.
- Access to mobility and other assistive devices is critically important to the well-being of people who have sustained a spinal cord injury.
- Improving people's mobility leads to **improved physical and mental well-being**, and an overall higher quality of life.
- When provision of mobility devices is inadequate, people with spinal cord injuries and other disabilities may not have access to the variety and quality of devices that they require.

BACKGROUND

THE ONTARIO ASSISTIVE DEVICES PROGRAM

- The Ontario Assistive Devices Program (ADP) is Government of Ontario's primary program for supporting persons with disabilities in acquiring an assistive device.
- The **ADP funds up to 75%** of the costs of a new device, with the **remaining 25% paid by the consumer.**
- Individuals seeking to access the ADP for a mobility device must receive medical authorization from a program authorizer. Once medical authorization has been received, the consumer can seek out an ADP-authorized mobility device vendor from which they can purchase their device.

THE REVIEW

METHODOLOGY

SCIO approached the Public Good Initiative to conduct a review of Ontario's mobility device sector and its ability to prescribe and provide devices to those who need them. The Review includes:

- The views of the three stakeholder groups within the ADP and the mobility device sector; **ADP authorizers, ADP- authorized mobility device vendors, and consumers of mobility devices.**
- First-hand accounts from the stakeholder groups to ensure the review reflected varied and nuanced opinions.
- A jurisdictional scan to identify mobility device provision systems across the world, as well as interviews and surveys with the stakeholder groups.

AFFORDABILITY

CHALLENGES

- People with spinal cord injuries and other disabilities **struggle to afford** the ADP's 25% co-payment fee.
- The ADP only provides funding for a single mobility device, but health care professionals **recommend access to both power and manual devices.**
- A number of essential assistive devices **remain ineligible for funding** through the ADP. These devices are critical to an individual's well-being.
- Mobility device repairs and regular upkeep costs remain unfunded by the ADP. Over time, these costs present a burden for owners of mobility devices.

AFFORDABILITY

RECOMMENDATIONS

INCREASE BASE
FUNDING FOR THE ADP

90%

OF THE COSTS

PEOPLE LIVING WITH SPINAL
CORD INJURY.

THE ADP PROVIDE
FUNDING FOR A SECONDARY
MOBILITY DEVICE
AT A RATE OF

75%

ADP COVERAGE BE EXPANDED
TO INCLUDE A **GREATER**
VARIETY OF ESSENTIAL
EQUIPMENT
AND COSTS OF INSPECTIONS,
UPKEEP AND REPAIRS.

HEALTH CARE CHALLENGES

- As Ontario's health care system continues to deal with increased demand, patients recovering from spinal cord injuries are being discharged sooner than ever before. This means patients will be prescribed a mobility device at time of discharge of **which they pay at least 25% of the total cost**, that may no longer be usable within a few months, as their condition progresses beyond necessity of the device.
- ADP program authorizers report they have **limited opportunity to follow up with their patients** following discharge and assess the appropriateness of their devices in their own homes.

HEALTH CARE

RECOMMENDATIONS

PROVIDE GREATER
**ACCESS TO
REHABILITATION
SERVICES**

FOR INDIVIDUALS RECOVERING
FROM SPINAL CORD INJURY.

PROVIDE MORE
**OPPORTUNITIES
TO ASSESS
PEOPLE**

IN THEIR OWN HOMES TO ENSURE
THE PRESCRIBED DEVICE SUITS
THEIR NEEDS.

REGULATION & TRAINING CHALLENGES

- People with spinal cord injuries and other disabilities were **dissatisfied with the customer service** (not given adequate opportunity to trial a mobility device for daily use in the own home) when purchasing a mobility device from and ADP-authorized vendor.
- Ontario's ADP suffers from a **lack of available program authorizers**. There are too few opportunities for prospective ADP program authorizers to be training in the proper assessment and prescription of mobility devices.
- **A lack of regulation** of the mobility device vendor sector may contribute to the unsatisfactory customer service experienced when purchasing a mobility device.

REGULATION & TRAINING

RECOMMENDATIONS

VENDORS BE REQUIRED
TO PROVIDE AN
**APPROPRIATE
TRIAL DEVICE
FOR AN ADEQUATE
AMOUNT OF TIME.**

IDENTIFY OPPORTUNITIES
**TO EXPAND
MENTORING
OPPORTUNITIES**
FOR MEMBERS TO
BECOME MOBILITY
DEVICE AUTHORIZERS WITHIN
THE ADP.

**INCREASE THE
CREDENTIALS
REQUIRED**
TO BECOME AN ADP-
AUTHORIZED MOBILITY DEVICE
VENDOR.

SCIO greatly values our partnerships with OTs and other health care professionals. Together, we can support, serve and advocate for and with people with spinal cord injuries.

THANK YOU

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SPINAL CORD
INJURY ONTARIO