

ISWP Competency Subcommittee

January 10th, 2018 Meeting Recap

The ISWP Competency Subcommittee met by conference call on Wednesday, January 10th, 2018 from 10:00 a.m. to 11:00 a.m. U. S. Eastern Time. This provides a recap.

Meeting Recording Link: <https://iswp.adobeconnect.com/paqx9zpa92yn/>

Next Meeting: Wednesday, February 7th, 2018 at 10:00 am U.S. EST.

Discussion

1. Brief updates from ISWP

- **ISWP Wheelchair Service Provision Basic Test:** The test is now available in 14 languages: Albanian, Arabic, English, French, Lao, Hindi, Mandarin, Khmer, Portuguese, Russian, Romanian, Spanish, Urdu and Vietnamese. 2,281 Basic Test takers as of 30th December, 2017 with 70% pass rate.
- **ISWP Wheelchair Service Provision Intermediate Test:**
 - a. Knowledge Test** 285 test takers with 65% as the pass rate. 38 Spanish test takers with 15% pass rate.
 - b. Skills Test:** For English, 15 case studies from 10 test takers have been submitted so far. No case studies have been received yet for Spanish.
- **Mentoring Pilot:** 46 mentees have expressed their interest to participate in phase 3 (3 are mentees who are continuing from phase 1 and the rest are new mentees). We had requested them to submit one cases study as the first step (already received 7) by Friday, January 12th, 2018. 14 will participate in phase 3 (7 mentees in each two groups). Mentors for this phase will be Megan and Tchai. Dietlind will be onboard mentor for Tchai. Planning meetings with Dietlind and Tchai will occur next week. The three continuing mentees from Phase 1 were part of a group that Sharon was planning to lead in Phase 2 and had submitted case studies already.

2. Update from Mentoring Phase 2: Phase 2 recently completed, led by Megan Giljam and 6 mentees. Group gave positive feedback on the course and Megan's role. Sue Fry was Megan's onboard mentor. Mentors reported significant progress among mentees since last phase. Suggestions from mentees included: 1) ability to present case studies again with corrections made and feedback from mentors and peers; 2) brainstorm ways to support video chat or face-to-face, live session with mentees for upcoming sessions. Time spent per session was feasible;

none exceeded 2 hours. Everyone was able to accommodate the dates/times for each session, considering their locations around the world. Participants suggested more prompting during sessions if other participants are having technical difficulties, such as muting or putting phone on silence.

3. Intervention Update and Activities for Future Competency Subcommittee Meetings: After Phase 3 pilot, ISWP will launch the program in March 2018. Included in launch will be individualized goal attainment plan for each mentee and two surveys -- satisfaction (program overall) and self-efficacy (mentee's ability to deliver intermediate services). Alex Miles hopes to distribute drafts of the documents in the next couple of weeks for Competency Subcommittee review.

4. Planning for Mentoring Phase 3 Pilots:

Timeline:

- Week of January 8 or early January 15: Planning meetings with Megan Giljam, Tchai Xavier, new mentor, and Dietlind Gretschel, onboard mentor
- January 11-19: Mentors review case studies and provide feedback. Participants receive feedback and prepare case study presentation.
- January 22-February 2: Case study presentations
- February 5-9: Mentors will use existing materials to plan for tutor sessions
- February 12-23: Tutoring sessions
- March 2: Receive reports from Megan and Tchai

Will need to discuss the number of tutoring session based on the size of each group.

Megan used existing materials from Phase 1 for the tutoring sessions, as well as some pictures and new cases from Phase 2 case study submissions.

Sarah Frost asked if the goal was to test different processes across the three phases. Dietlind explained the initial plan was to pilot different processes but due to time pressures, it was not possible. In the end, the same processes were used in each phase with some refinements based on learning from previous phases. Alex commented that ISWP is looking at mentors' mentoring styles and how that impacts mentees.

5. New Business: Sarah Frost mentioned she receives feedback about question ambiguity and confusing questions in the Intermediate knowledge test and wondered about the status of a review. Krithika explained that the Subcommittee reviewed feedback about the Intermediate test during the December 2017 call. As an action item following the call, Krithika uploaded new instructions for test takers to note questions which are unclear, confusing or which seem to have multiple answers and send to Krithika.

Dietlind explained that often the feedback was not specific enough; it was difficult to determine whether the question was not clear or whether the test taker did not know the correct answer. Until we have more specific feedback from test takers pointing out exact questions that are not clear, it will be hard to review. Hopefully, the new instructions will help. Subcommittee will review any new feedback during the June 6, 2018 Competency Subcommittee call.

Participants *(check mark indicates participation on call)*

- ✓ Sue Fry, Motivation Africa
- ✓ Sarah Frost, Motivation UK
- ✓ Dietlind Gretschel, Rehab Lab (chair)
Patience Mutiti, Motivation Africa
Charles Kanyi, Motivation Africa
Haleluya Moshi, KCMC
Maureen Story, Sunny Hill Health Centre for Children
Megan Giljam, Shonaquip
Catherine Ellens, Sunny Hill Health Centre for Children
Sharon Sutherland, Consultant
- ✓ Elsje Scheffler, DARE Consult
Nekram Upadhyay, Indian Spinal Injuries Centre
- ✓ Alex Miles, University of Pittsburgh (co-chair)
- ✓ Mary Goldberg, University of Pittsburgh
Jon Pearlman, University of Pittsburgh
- ✓ Nancy Augustine, University of Pittsburgh
- ✓ Krithika Kandavel, University of Pittsburgh

Prepared by: Nancy Augustine and Krithika Kandavel

Reviewed by: Dietlind Gretschel