

National Task Force on AT Reutilization (NTF)

Kick-Off Meeting, May 7 -8, 2007

Renaissance Concourse Hotel, Atlanta

Discussion Goals of Meeting:

1. Identify important concepts (mission of each study group).
2. Who is going to be on each group (responsibility)?
3. Where will we be one year from now (timeline)?
4. What will the specific products of each Study Group?

We Should Think in Terms of Outcomes for:

1. AT Reuse Programs
2. Grantees Initially, and All AT Reuse Programs ultimately
3. Pass It On Center – Recommended Focus of Activities with NTF

Some Overarching Points:

- The NTF will make recommendations for the Pass It on Center and ultimately, Pass It On Center staff and RSA will make final decisions about all NTF recommendations made through Study Groups and at annual NTF meetings.
- Pass It On Center convened the NTF members as nationally regarded experts representing AT Act programs, Reuse programs, national organizations concerned with AT and AT reuse initiatives, RSA, and manufacturers and organizations representing manufacturers in order to solicit recommendations benefiting to all stakeholders.
- AT Reuse is what it is: there are an estimated 600 or more programs currently reutilizing AT.
- RSA is not interested in developing regulatory language, but rather, acknowledges the presence of these programs, the needs they are addressing, and therefore, the need to provide support and leadership to determine outcomes of the twelve demonstration grantees. Information gleaned from these programs, the Pass It On Center technical assistance and training initiatives, and products developed by the Pass It On Center from NTF Study Groups will be shared with the national AT reuse community and other stakeholders.
- The NTF determined a need for seven Study Groups as follows:
 - National Classification System & Survey of Reuse Programs
 - Subgroup: Terminology for AT Reuse Programs and AT Equipment

- Outcome Measures
 - Third Party Payers for AT Reutilization
 - Successful Policies, Practices, Procedures & Quality Indicators (QI)
 - Subgroup: Sanitization and Liability
 - AT Reutilization and Industry (Manufacturer/Supplier) Partnerships
 - Subgroup: Useful Life Considerations
 - Disaster Preparedness/Response
 - Sustainability
- Unless otherwise noted in this document and elsewhere by the NTF, AT is defined by the AT Act of 1998, as amended and therefore includes DME and computers.

Workgroups

National Classification System and Survey of Reuse Programs

Members: Nell Bailey, Beth Mineo Mollica, Caroline Van Howe, Nell Bailey, Jessica Brodey

Staff Liaison: Joy Kniskern

Products:

1. Finalize AT Reuse Spectrum Terminology (consider NISAT terminology):
2. Recommendations for second, more in depth NATTAP survey of AT Reuse programs from review of results of current survey (132 in database currently).
3. National database of programs useful to users needing to locate AT Reuse programs and ideally, equipment. Goal: One AT Reuse program per state – searchable database.
4. Consensus on classifications to develop and depth of these classifications (i.e., size and types of AT reuse programs; types of equipment, etc.).

National Classification Meeting Notes:

- What classifications to we want to develop? How far do we go? Primary end product is searchable database that would allow anyone to find programs and equipment in states and to have a classification protocol for AT reuse programs and types of equipment.
- Classify the equipment so that end users can find technology; look at this from a national perspective. DATI came up with ICO and ICS a classification system that Beth is willing to share and willing to be the link.
- Have clear consistent classification of all devices to all talk the same language: This is who we are and this is what we do - clear cut to let others know.
- NATTAP Survey: NATTAP will solicit more participation (132 AT reuse programs have responded to current survey on NATTAP website).

- Terminology Considerations:
 - Difference between DME and Computer Reuse.
 - FDA, state and e-waste laws.
 - Potential liability issues and need to educate AT reuse programs about appropriate of types of AT reuse and relationships with manufacturers.
 - ATAP is using a different set of definitions.
 - Jessica – will need to work on review of state laws for 12 grantees and potentially influence them (i.e., in types of AT reuse done, AT reuse policies and forms used, and relationships to cultivate with manufacturers).
 - Jessica: collapse refurbish/remanufacture to refurbish with caveat that certain activities are remanufacturing with regard to DME.
 - Pass It On may not be able to define terminology – AT may be defined per state laws, and agencies who have oversight of certain equipment
 - Possible solution re: AT reuse – DME may require one set of advice, AT another, etc.
 - Where does adaptation “fit” in AT reuse definitions? Rehab engineers are consistently modifying DME and AT consumers. Where does refurbishment fit?
 - AT Suppliers – support of AT concern - warranty is null and void with mods.
 - Most programs may currently be taking path of least resistance in responding to consumer requests.

Outcome Measures

Members: Jessica Brodey, Rita Hostak, Deborah Buck, Kerri Morgan, Sara Sack, Beth Mineo Mollica

Staff Liaison: Joy Kniskern

Products: Look at laws, universal terminology, return of investment

1. Adapt NISAT tool for 12 grantees
2. Clarify definitions (See National Classification System Study Group – ATAP has defined these terms. Consider paperwork burden of collection.
3. Explore additional cost-benefits, Return-on-Investment tools: Chris Brand and Kerri Morgan have information.

4. While no report to Congress is required, AT Reuse has a high profile in OSERS and therefore a budget report from programs with simple outcomes that show whether AT reuse is a “good thing” and if so, how to do it well.
5. Consider developing a common sense cost-savings ROI formula for grantees to consider using to measure whether AT reuse saves money and what benefits does it offer.
6. A commissioned research study (could compare and contrast outcome data and protocol of current grantees already collecting comprehensive outcome data with well-defined data collection and measurement systems) to identify impact of AT. Who, What, How, When?

Outcome Measure Meeting Notes:

- 2 levels of Outcome data is needed:
 1. Consumer outcomes: Cost benefits/consumer outcomes. (Kevin and Chris have consumer outcome data).
 2. Grantee outcomes: (8 of 12 grantees are AT State Programs using NISAT definitions for AT reuse and data collection/performance measures).
- Federal - some way to make a statement of outcome to present- a result to what is being done; a consistent measure for everyone.
- Distinction between output and outcome.
- Outcome of the equipment - is it abandoned? Being used? Etc.
- Outcomes needed from 12 grantees; 132 things that you need to do to have outcomes are this...What types of program practice/etc. drive what types of outcomes?
- Should outcome measures be based on individuals or program performance?
- Should we expect different outcomes from used AT vs. new AT?
- Kansas uses University of Chicago outcome measures. Has database; willing to share the shell.
- Rita has several clinical outcomes studies specific to certain types of AT (CATEA at Georgia Tech and University of Buffalo – includes clinical impacts of AT use on consumers. Study model could be adapted for use by Pass It On.
- NISAT is another model to use; Delaware is also working on a model.
- Different outcomes related to different types of AT reuse programs (Refer to Classification Study Group).
- Consider simple ROI analysis and program outcomes.

Third Party Payers for AT Reutilization

Members:

Staff Liaison: Martha Rust

Products:

1. What are successful Medicaid/Third Party AT Reutilization models?
2. What is Medicaid's involvement with AT reuse? Other third parties?
3. Transfer of ownership policies – examples.

Third Party Meeting Notes:

- AT Reuse with Medicaid can be really productive or really destructive.
- Should AT Reuse and Medicaid be looked at? If so, how to navigate safely?
- In CT state maintains ownership of equip in nursing homes.
- Medicaid- Reuse should not be 1st option for consumers as was evident in N.J.
- Many states are looking into Medicaid; some grantees are hoping that Medicaid will help with sustainability.

AT Reutilization and Industry (Manufacturers/Supplier) Partnerships

Members: Caroline Van Howe, Rita Hostak, Lee Learson, Bruce Stovall

Staff Liaison: Liz Persaud

Products:

1. Foster positive AT Supplier Relations over time: Explore potential, issues and trends.
2. Hold focus groups at Med Trade, etc. to gather industry to build relationships.
3. Look at business aspect for suppliers
 - Concerned about quality/safety of used devices, technical support and training.
 - Need for QI for AT reuse programs
4. Lack of information to suppliers.
5. Quality standards on refurbishment and involvement of suppliers.
6. Clarify AAC supplier desired standards for AAC reuse.
7. Identify more industry representatives to participate on NTF.

AT Reutilization and Industry Partnerships Meeting Notes:

- AT Manufacturers and suppliers are not Fortune 500. They are constantly getting calls from consumers who need support on old, reutilized devices. They view AT reuse programs as taking new business.
- AT Reuse programs must carefully consider technical support and training issues on reutilized AT. Otherwise, suppliers will get more calls from consumers for TA.
- There is a lack of information to suppliers about AT reuse and need to educate them.
- Need quality standards (indicators?) for refurbishment.
- New Medicare regulations coming for power and manual More AT will be given for reuse because of upcoming changes in Medicaid laws.
- The upcoming Medicare regulations (extend wait for equipment by another four months) may stifle the research and development of newer technology by reducing reimbursement and the number of items sold. The extension of wait time by four months will result in an absolute need for interim AT and an increase in referrals to AT Reuse programs for interim AT.
- NJ Medicaid/AT Reuse program: Medicaid policies required that consumers look FIRST at reutilized AT. The NJ Medicaid requirement was similar to the European model where AT reuse is mandated. This created a 3 -5 year timeframe for European marketers to recover from the loss of business.
- What kind of items can be reused?
- Give manufacturers stats that people AT reuse programs serve would not have received any equipment/device otherwise – would this strategy help supplier relations?
- New England referenced as a model of a partnership that might be replicated at the local level. Win-Win.
- Reimbursement changes in US have adversely impacted how suppliers support consumers.
 - Medicaid reimbursement cut 25% in 18 months
 - Suppliers now receive 2-3% above margin.
- Possible solution: AT reuse programs offer a referral network to suppliers: if suppliers can't serve clients, refer to reuse program & vice versa.
- How should programs go about selecting suppliers to work with?
- Supplier and Manufacturers have different interests.

Subgroup of AT Reutilization and Manufacturer/ Industry Relations:

Useful Life

Members: Jessica Brodey, Rita Hostak, Caroline Van Howe

Staff Liaison: Liz Persaud

Products:

1. Formula to derive a value on AT to use in calculating cost savings (Blue book concept was discussed and viewed as impractical for the scope of Pass It On Center).
2. Define useful life by involving suppliers. Develop quality indicator for useful life practices of AT reuse programs.
3. Costs of parts? Cost of repairs? Storage? Transportation? Tax receipt? Tax for AT?
4. International organizations are not dumping grounds for used AT; learn more about those organizations. Develop ethical standards for international AT reuse programs and for disposing of end of life AT in a legal and appropriate manner.

Successful Policies, Practices, Procedures (3 P) and Quality Indicators (QI):

What Does it Take to be a Quality Program?

Members: Nell Bailey, Kerri Morgan, Chris Brand, Sara Sack

Staff Liaisons: Doris Chadwell, Tom Patterson, Carolyn Phillips and Joy Kniskern

Products:

1. Draft of successful policies, practices, procedures and QI for AT Reuse Programs.
2. Technical assistance and training to help grantees and others to develop good AT reuse programs
3. An online quiz of top ten practices (Top Ten list) with link to solutions
4. Different levels of QI for types and sizes of AT Reuse programs:
 - DME/AT
 - Computer Reuse
 - AT Internet Exchange programs
 - Satisfaction survey
 - Method of prioritizing AT
 - In-service training to volunteer staff:
 - In home training and delivery
 - Certifications and licenses with all laws (ID what requirements are)

5. 3 P and QI should address all organization/governance aspects of AT Reuse Operations:
- Inventory tracking
 - Business Plan
 - " Program Operational Guidelines"
 - Safety to include all staff
 - Volunteer training
 - Support /Education of consumers and donors
 - Relationship with suppliers
 - Developing community partnerships
 - Board development
 - OSHA compliant and effective layout AT reuse facilities
 - Cost analysis for every activity
 - Liability reduction
 - Succession planning
 - Marketing & Outreach Plans
 - Completion of Organizational Assessment
 - Service response time
 - Satisfaction of customers
 - prioritization based on need/school systems, cost, accessibility of web site, materials
 - Knowledge of and compliance with laws
 - Financial stability
 - ROI/cost-benefits analysis to determine outcomes and feasibility of performing certain tasks.

* Exchange program QI will emerge from the development of these QI (liability issues still apply) – Jessica will also guide Pass It On Center in informing programs re. liability for exchange programs.

Meeting Notes on Successful Policies, Practices and QI:

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| <ul style="list-style-type: none"> ▪ What are the models? ▪ Staff qualifications ▪ Sanitization ▪ Consistent Message ▪ Getting AT donations ▪ Tracking system for recall and obsolete equip ▪ Handling certain types of AT ▪ Matching AT to consumers ▪ Deployment ▪ Consumer involvement ▪ Supporting TA for reutilized items ▪ Quality Standards | <ul style="list-style-type: none"> ▪ Method of keeping up with coding changes ▪ Inventory system ▪ Environmentally sensitive planning ▪ Succession planning ▪ End of Life recycler- who are they? ▪ Marketing and outreach plans- consistency of methods ▪ Client input thru satisfaction surveys ▪ Environmental friendly ▪ Consumer involvement ▪ Advisory board/stakeholder? ▪ CARF AT Standards as one blueprint? |
|--|--|
- ***Check AT Reuse programs for their 3 P and Q I !***

Sanitization/Liability - Subgroup of Successful Policies, Practices, Procedures and (QI):

Members: Sara Sack, Chris Brand, Jessica Brodey, Lee Learson, Kerri Morgan

Staff Liaison: Carolyn Phillips and Thomas Patterson

Products:

1. Recommend clear, consensus-based terminology (See Classification Study Group, above) for AT Reuse, etc., keeping in mind that AT Reuse at whatever level it is being done across the US is being done based on:
 - a. The urgency of the need: need AT immediately
 - b. Financial need: cannot afford to purchase AT; no third party covers it
 - c. Need back-up AT
 - d. Short-term solution.
2. Recommendations about specific technical assistance products for AT Reuse grantees and others (i.e., state AT programs and other AT reuse programs) and a clear understanding of who is liable and what steps programs can take to reduce liability.
3. Sample policies and procedures for sanitization of equipment/infectious disease control and sample policies and procedures governing various types of AT reuse programs.
4. Recommendations about ‘best practices’ for programs to adopt concerning recall lists.
5. Recommendations concerning data destruction policies and procedures.
6. Ethical guidelines for “end-of-life” disposal of equipment, overseas shipping of AT.
7. Consumer education: Buyer beware tips and tools.

Sanitization/Liability Meeting Notes:

- Legal requirements and language to reduce liability is key
- Clarify who is liable?
 1. suppliers
 2. individuals passing out equipment
 3. AT Reuse Service Center (state funding received and type of funding for AT Reuse).
- What policies, procedures, and tools would reduce liability?
- What aspects of AT Reuse need to be considered in crafting liability-reduction policies and procedures?
 - Infectious disease control policies and procedures
 - Recall lists and tracking AT to notify consumers in case of recall.
 - Data destruction
 - Wheelchair donations- seating systems- use only appropriate wheelchairs

Disaster Response

Members: Julie Nesbitt, Jane Johnson, Andre Howard, Deborah Buck, Jessica Brodey

Staff Liaisons: Connie Freier

Products: To be determined

Disaster Response Meeting Notes:

- What and where is needed?
- Guidelines and national training materials?
- Transportation?
- Regional centers?
- Skilled practitioners to help/volunteers
- Standard of items that are sent?
- Network to know needs?
- Match needs?
- Connections with the SEMAS- FEMA- Homeland Security- Red Cross
- How to sustain the response- too much at one time, not enough later on- regulate flow
- Identify needs, what kind of AT
- What happened to the equipment after used?
- How to manage the handing out of items- national and online presence
- Have the right credentials to help in those (First Responder Cards)
- Collaborate with National Disaster Response Network (NDRN), Red Cross, CESSI, and other relevant group

Sustainability

Members: Lee Learson, Sara Sack, Joanne Willis, Beth Mineo Mollica

Staff Liaison: Martha Rust

Products:

1. Define a sustainable AT Reuse program.
2. Checklist (Top Ten List) to sustain an AT Reuse program.
3. Identify creative solutions to sustain AT reuse programs, ways to sink a program, how to grow a program.
4. Sponsor a conference with/or training around sustainability best practices such as:
 - a. Diversifying funding sources
 - b. Increasing revenue
 - c. Developing a business plan
 - d. Exploring sustainable supplier relationships that enhance program operations
 - e. Tracking data and knowing programs within one's state to leverage resources
 - f. Developing a Continual Quality Improvement process
 - g. Locating AT for reuse and transportation of AT

Sustainability Meeting Notes – What is a Sustainable Program? :

- QI lead to defining “doing good” and sustainable operations.
- Needs to be marketed appropriately.