

## Wheelchair Wellness during COVID

Please stand by for realtime captions.

I see the closed captioner has joined us.

Okay.

Cool.

What was that?

Do you hear that, David?

Yes .

This is interesting. I'm going to see if I can turn this down.

Hello, Catherine.

Hello.

I do not know why this is happening .

That's actually the captioner .

Let's keep talking .

Oh, no .

[ laughter ]

What happened?

She is muted, now .

Okay, good .

Did you meet her?

She muted herself .

I was like what was happening. I have the settings that one participant could shared a time with the screen share and I do have all of the slides. I will have to flip through some things .

How are you guys feeling?

Good. I think so .

How about this for the slide changes .

[ Indiscernible - background noise ]

[ laughter ]

I offer this one. This is a dead sounding triangle. Advance slides at the tone. [ Indiscernible - background noise ]

I will start life trimming on Facebook.

I will start live streaming on Facebook .

Just know that we are now, hopefully, live streaming .

This is so amazing .

Did you get a sense of how many people were attending?

Yes, I think it bumped at 25 and then bumped up to maybe 40 this morning .

Great .

In the slide presentation, are we all hidden or do I turn my camera off?

You can keep yours on.

Okay, here it goes.

[Captioner Standing By]

We are streaming live on Facebook, which is exciting.

Very exciting .

I have us in the gallery view so more than one person can be seen at a time but I am not sure if that is how it will be recorded .

It is now the four of us .

I will be right back .

We are hoping to have a good solid 15 minutes at the end, at least, to talk through any questions and things of that .

Okay. I am going to go ahead and start recording .

We have done a couple of these with the Oregon August, organ office of disability with health and it is not uncommon to have a handful of purchase offense and then it ends up being viewed quite a few more times once it has been recorded later.

I imagine a lot of people will join. Like David, are you a magician, musician?

Yes, I used to be in my former life. I have a bunch of instruments lying around my house that I cannot play very well. I have them around for the kids, encourage the kids to pick them up and make noise .

It is interesting, I tried to set the settings so people could just be admitted automatically but it looks like I have to add them .

Welcome. Hey, Laura. Good to see you .

We are going to wait about another minute to make sure they all get in .

Hello, Jessica .

Hello, Laura, we can hear you. We are doing great .

Welcome everyone and thank you for joining us today.

"We'll get started, it is about one minute after and we want to have enough time for questions at the end and we have a lot of content to cover. I am going to be hosting, I will be admitting so I will keep my eyes across the screen and there is a lot going on.

Okay. Thank you for joining us for this webinar called wheelchair wellness and it is being hosted by the Oregon office on disability and health and the Oregon Spinal Cord Injury Connection and it is by our good friends at the [Indiscernible] . I will be cohosting and facilitating and what I would like to say is, the Oregon office on disability help is in office dedicated to improving a help in quality of Oregonians with disabilities through access to healthcare and increase community resources and Oregon spinal cord injury connection of who I am the director is dedicated to promoting health and building community and creating opportunity and people at Permobil manufacture state of art wheelchairs and Wiltshire components and seeding also known as complex rehab technology and I would say as a Wiltshire user I am deeply grateful for this technology and professional dedicated to the highest performing and dedicated to keeping the devices moving. Without it I would not have the independence and life I have and many people using wheelchairs no the same and I owe a debt of gratitude to the dedicated professionals who keep us independent and moving.

Today, as we get started, I would like to do a couple of introductions and a little bit of housekeeping and then a brief hold before we get started. As a way of introduction, as a way of housekeeping, I would like to ask everyone to please mute your microphones and for those of you who can keep your cameras on it is fun to see other faces as we talk.. The wonderful professionals that keep us in our wheelchairs moving and healthy here with us today are Catherine Sweeney and David Knight and as a way of introduction Catherine has been a physical therapist for over 30 years and she has worked at multiple clinical settings from level and trauma and acute care and acute rehab and also outpatient therapy and she cofounded the permanence wheelchair seating clinic in 2004 and served as primary wheelchair seating specialist within the Providence region of Oregon. Catherine joined Providence, I am sorry Catherine joined Permobil in 2019 to pursue passion to Wiltshire access clinical education and that is why she is providing us today. David, if you don't mind waving for us, David. David is 27 years experience working with complex rehab equipment and has been in ATP which I will let him tell you what that is, and ATP since they thousand eight and started working with butchers as a nursing assistant at the age of 17 by volunteering after his shift at the Jones hospital in Chicago and eventually took a job with a Wiltshire supplier as a technician before transitioning to doing wheelchair and seating evaluations in 2003. He started with Permobil in 2011 with a move to Oregon to become at local territory representative. Today, they are going to share with us guidelines and best practices for cleaning and disinfecting and maintaining and caring for our mobility devices and cushions. So, thank you so much Catherine and David and I want to make a few housekeeping note . One is we are recording this webinar and the recording will be available on the SEI webpage in the office on disability help webpage as well as Permobil. The webinar is also being streamed live on the Oregon Spinal Cord Injury Connection Facebook page and that is exciting and also there are closed captioning which is available by clicking the captioning link in Zoom but you can also go to the chat box and we have a closed captioner and you can click the link and it will give you access to that resource .

If you have questions during the presentation you can raise your hand or typos into the chat box and I will try to facilitate those questions to our presenters and then finally before I hand this over to Catherine and

David I would like to do a brief poll and the poll is to ask , let's see, the poll is to get an idea who is joining us today. The question reads, would like to get a sense for whose with us today. How do you describe your relationship with wheelchairs and or assistive technology? Mark all that apply you can mark I am a Wiltshire user, or my relationship is as a family member or friend, an advocate, a student, service provider to the disabilities community, a state or county public health employee, healthcare provider or other.

Those are your options and it looks like we have most people responding so we will give it just another couple of seconds.

I will share the results. We have one Wiltshire user, three family members or friends, several service providers to the disabilities communities and for state or county public health employee so, thank you, everyone for joining .

Katherine and David, I would love to turn this over to you and I will pop up the slides.

I actually think, I did not share this while I was speaking but many of you probably did not see this so, this is Catherine and David. Here we go .

I am really, first of all, I want to say I'm very grateful to be here and spend this time with everyone on the call and I know everyone is going through this COVID-19 time together and I hope everyone and their family and friends and community have been safe and able to get through but I wanted to start off with that. I just want to first off with an overview of what we hope to cover during this time as well as leave time for questions and go over some top concerns with cushion selection in the setting of COVID-19. I want to go over cleaning and disinfecting procedures that are recommended by CDC as well as product pieces to think about as well as thinking about what you are cleaning so porous services versus nonporous services so we will run through that. And then we also are going to touch on the effects of immobility during this time and a lot of folks that are either at home or in bed because they are ill with a certain amount of time with the virus itself or are at home and less active than they used to be because of normal activities being shut down and jobs being at home and what the repercussions are that as it relates to higher risk for skin issues so we will touch on that and also manual and Wiltshire care maintenance and chips and hopes of reducing service calls. Less people in the home and what things you could do on a regular basis even outside COVID once it ends but especially during COVID so your touch with the outside world are reduced to reduce your own risk.

Let's go one more slide than that.

Again we will start with infection control. During this time we are obviously all very concerned about infectious control and the spread and for our own safety and the safety of our families and friends and community in general we all need to use caution. This is on everyone's radar. How it relates to Wheelchair users is what we will touch on. What we know from CDC and work being done about COVID-19 is we know infection can be spread through the support services, not the primary means, which is still face to face but it can be spread through support services including wheelchair seating components that we are using and we need to minimize the risk and familiarize ourselves with the routine had to clean and disinfect and what products to use print we want to make sure whatever routine we start it is easy and effect of. No matter who is doing it it is easy to remember and part of their routine, their weekly routine and it is effective. We will touch on the pressure injury slides which I touched on.

In terms of stopping the spread of infection, prior to this incident the country and, they were very comfortable had a straight understanding how to fight infection and virus but COVID-19 has change the game for all of us for we know that we need to make it a priority at an individual level but also at an organizational level and it goes all the way from the top whether the government is prepared as well as insurance coverage as well as advocating for different routines and coverage for certain things if needed and we need to make sure everyone knows in terms of what to do. Let's go to the next slide .

We will go through maintaining cushion care. We want to first make sure everyone understands there is a difference between cleaning. Cleaning is just maintaining, let's go to the next slide, it is cleaning, weak dust and sweep, you're getting the best of things like that. That is different than disinfecting and what we will go over is the first step is cleaning. We will cover it with cushions first but the first step and Wheelchair maintenance is cleaning and the next step is disinfecting. The next slide is about disinfecting. Disinfecting is the next step where you will remove the smaller bits the microbes and viruses still on the surface and some surfaces pretty much all services can be clean but many services cannot be disinfected. It does not mean what you are using today is wrong it just means, understand what you need to do may be different or how to protect yourself may be different with the surfaces that cannot be disinfected. Let's go to the next slide .

I did want to pose, this next slide is a website from EPA and is a pretty lengthy 15 page compilation of chemicals. Chemicals that can be used to disinfect different services and I'm not sharing it so you have to look up the seat cushion because it is not listed in that way but it is good to know that each manufacturer may have different recommendations that I will touch on today. It is good to consult your manufacturer book or booklet on the seat cushion or the chair because they may have a specific routine different than I will talk about today. Or there is a website and basically it tells what active ingredient is in a certain product and how much time to leave it and that is important some need 10 minutes to sit in some things made three minutes and also what form it comes whether a wiper concentrate they have to dilute so just FYI it exist for those who want to look up in more detail different options but today we will cover very basic routines that are very effective.

On the next two slides, really again going to the difference between cleaning nonporous services and porous.

Nonporous services for example or fabric, something can get through, it's an open cell material, foam is an open cell porous surface. Those materials, the virus and bacteria can get into the surface and when the surface is contaminated they cannot actually be disinfected. Again it does not mean we will not use them at all have an answer the moment but foam is porous and materials are porous like seat cushions and back supports and things like that and with those surfaces what you can do is clean them whether it be a seat cushion cover in the washing machine with your detergent and hang to dry or light temperature dryer but, many from cushions you cannot put in the washing machine. Many porous surfaces are not services that can be tossed in the washing machine especially a cushion. They nonporous surfaces are really surfaces that fully are intact, a nonporous surface is like a hard plastic, a nonporous is like neoprene or some polyvinyl that is not going to get through in those are wettable services that can be cleaned and disinfected. They have a closed sale and some of those you will clean with the detergent and soapy water and wipe it to dry and you will disinfect the surfaces and truly disinfect the surfaces using a simple bleach water solution and it is basically the solution and the content is basically one part bleach and nine parts water or roughly a third cup of bleach a gallon of water and that is the solution that will truly disinfect non-porous surfaces for the key to that is you have to leave it and keep the material wet for about 10 minutes. That has to truly disinfect so whether the spray bottle, spray it down and let it sit and then wipe it and that is truly the second step disinfect being so cleaning with soap and water whether it be in the laundry machine or wiping it down, disinfecting with Legion water 129 ratio.

One two nine ratio .

Again this exact thing I talked about whopping the nonporous surfaces with detergent and water and spring it down with a bleach and letting it sit 10 minutes where it needs to sit and then rinse with warm water and air dry.

A quick sidebar, I work for Tran2 and one thing I want to make sure and maybe some people listening on the call you are listening and with ROHO, the picture on the far right is kinda sticky make sure not to try to separate when they are dry so take up the cover and see things are sticking together just so get and run it through warm water and let it soft and then you can separate the cells in that way you will not damage or cause any damage between the schism between and the rest is what I talked about so cleaning with solution or detergent you can take out a bristle brush and then hang it out to dry .

I want to touch on for the next slide, again the pieces of the skin protection we covered so the virus cannot enter the nonporous materials like polyvinyl and neoprene and plastic and things like that. If you can come watch the entire cushion and cover in the machine, do it there are other cushions besides ROHO to do this so some can be put in the wash machine so go ahead and do that. If it is something that is porous, I'm sorry nonporous and can be spot clean that is fine but make sure you disinfect afterwards. In the same with the cover wash and disinfect. A lot of covers can be disinfected with the bleach solution in the washing machine without discoloring and some well so again maybe call the manufacturer go to the website and can you use bleach on the cover and if you can't make the decision if you want to change the cover materials or things like that but I didn't really want to clean and disinfect the covers for sure .

On the next slide, a quick sidebar on the phone and many use from cushion successfully for a lot of reasons but they cannot be disinfected and what you want to do is use a damp cloth to clean and then some do not even you so because it starts to break down the phone and these are not successfully so and we have tried to drive, draw the cushion and again my pitch to insurance providers over the next few months is a lot of time

cushions don't come with an incontinence cover, the foam cushions and sometimes they don't sometimes they don't but I would always ask when you are in seating clinics and going through the assessment just show the solutions, the sea cushions that have an inner liner available and then go through which one is the best for me and my needs and also the ones that you can order but it is a charge sometimes insurance will not cover that so I would ask your therapist to pitch in terms of it will reduce the risk of infection and exposure if you can protect the cushion with an incontinence cover, the foam cushion because it can be spot wipe and can be washed in the cover can be disinfected but it can seal the foam seat cushion. Again, I hope in time we will find there is no question after COVID-19 insurance will pay for these covers without a question because it is too important and this is a high risk situation for all of us. In the meantime advocate for incontinence covers and educate for a second cover in general because you want to get in the routine of washing your cover on a weekly basis at the very least and a secondary cover ideally in the meantime. In the overall spectrum of things it is not a make or break cost versus getting the infection or being in bed waiting for something to dry or putting something next to your skin went because it did not dry so advocate for second cover for incontinence cover when you do not have a way to protect the foam. That is my sidebar.

The next slide is a reminder to everyone, after you wash the cover and you had your cushion taken care of make sure everyone in charge of managing your seating if it is you or someone else, put your cover and the cushion together correctly and put it in the seat correctly and I cannot tell you how many times people come to the seating clinic with they went and it is because they have set on their contoured seat backwards and sitting on a bump or sideways or even came in for pain thinking they needed a different cushion when actually it was turned wrong so make sure maybe use your cell foam picture how things should be oriented as you train family members or care team members and make sure it is in the seat correctly .

Next slide, if you're taking off your cushion to wash a lot of the back support you can take off the foam as well and take off the cover as well and some you can and some you cannot but usually there's a zipper in the top or the bottom so explore that and usually you can remove from the shell itself and take your cleaning solution and wipe it down, the shell and take your disinfecting solution and wipe it down. Just to keep the habit of not just the foam but the hardware.

Next slide, so what we have also, beyond a risk of infection is what I touched on earlier, there is a significant reduction in mobility when no one is supposed to be out and about. What happens, for some people it ends up being skin break down because they are not transferring as often in and [Indiscernible] are reaching and shifting the weight is often because they are out of job routine or routines that would keep them moving. What we are trying to do is put on the radar of everyone to somehow get into a home routine of working on your muscle strength and working on endurance if you can if you have the ability to move your upper body or any routine to stay moving and keep shifting weight and those that are really sick in a worst-case scenario and down with COVID, that is really when you are at high risk for getting wins and again we just want to look out for those thing that is secondary complication to the virus. So putting that on everyone's radar keep moving as best you can okay on the next slide, the national injury panel came out with a clinical practice guideline updated and new and they did note the number, besides kind of some pre-existing things that set people up for pressure injuries, the number one issue that causes pressure injuries is immobility so again in this pandemic if you don't keep moving we will call secondary problems on the line. Now I want to go into Dave and Dave your back online and I will let Dave take over from here .

Can you hear me?

Yes procurement okay and excellent. Thank you Catherine. I will go into wheelchair, will chair specific maintenance at this point and obviously we just talked about leaning and disinfecting the seating surfaces and we will carry the same principle through the Wheelchair cleaning and disinfecting. This obviously is a little more difficult as wheelchairs are not something that can be -- [ Indiscernible - echo ]

We are checking to see if someone has muted .

Okay so wheelchairs can be difficult to clean and they cannot be thrown into a washing machine or dumped into water easily so this is where we will go over tips and tricks to keep things clean.

On the next slide, we keep, we have lots of things that we have to maintain and keep clean and the slideshows obviously vehicles and people wash vehicles and maintain their vehicles we keep our homes clean and our laundry and clothes, it's the same idea there's a certain amount of maintenance and cleaning required for Wheelchair equipment. On the next slide, this is a reminder the owners manual for every specific piece of equipment will be the most important place to get this information and obviously anything

that I say if it is contradicting the owner manual are referred to the owner manual because there are so many different types of equipment and I will give a general overview..

Next slide, the first part of this will be cleaning and again like I mentioned you cannot, you want to not run a Wheelchair through the car wash and remember first reclean and then disinfect. Cleaning a motorists will chair you want to have a damp, not soaking wet rack and never use the flowing water or pressure washer and obviously there is sensitive electronics on the chairs and although they are designed to resist water, obviously flowing water or high-pressure water can get into places it should not and could cause problems. A damp cloth or damp sponge, not saturated with a mild detergent and warm water should be able to get the chair clean. I definitely, one of my own tips for light cleaning, glass cleaner tends to work really well, Windex or something like that has a degreasing component and does not leave a residue behind so it can be a nice way to do touchup cleaning for light cleaning.

On the next slide, cleaning the outside of the chair obviously you're working on all of the surfaces on the outside of the chair and before cleaning the chair you want to make sure the power is turned off. One of the most common dirty places on the motorized wheelchair is the foot plates being at the bottom of the chair they can be a catchall and sometimes the component can be helpful to use a cleanser to dampen and loosen the dirt and clean it out with a bristle brush I have used in the shop we have had air compressors to blast it with air or some people use the canned compressed air to blast the crumbs or pieces out after cleaning. Retract the next picture, you can see chairs can get quite dirty. This is the same chair on the outside it has been claimed and meanwhile if you pull the cover you can see what has accumulated and we do not recommend users taking the covers off of their chairs and obviously you are exposing sensitive electronics at that point but you can see it can get quite dirty underneath so that is a specific service interval obviously I think most will chair technicians, will chair technicians will protect themselves .

Advance one more.

I'm sorry backup we skipped over one.

Specifically spaces that need a little extra attention obviously places where we are touching constantly. The joystick control, any buttons or switches, places by the headrest obviously if someone is using H&R mop control for their chair these are places that will need extra cleaning and disinfectant and again the initial step wiping down components to clean them again I want to mention electronic components we do not want to saturate and you want to wipe down with a damp cloth and especially any kind of chin control system and if you have a user that is using a self and puff system these are items that you cannot saturate and any drop of water that gets in the strawl can cause problem with driving down the road and if by chance electronics to become saturated I tell people to shut down the power to the power will chair and flipped the circuit breaker in they have most breaker somewhere so let it sit for a significant amount of time like a day or a day and a half and the odds are the electronic will dry out and be fun and you will be preventing something from short-circuiting.

Next slide, manual wheelchairs likewise the same thing applies pay special attention to any of the components that are constantly being touched whether will locks or the hand rails or the front frame to transfer, these are components that again a damp cloth or mild detergent to get clean and then going back over with one of the recommended disinfecting cleaners that was on the list but Catherine mentioned earlier.

On the next slide, this is a picture of a manual will chair seat sling and this is sitting underneath the seat cushion typically and obviously you can see these can get dirty to and this would be something if we were saturating I find a soft bristle brooch, brush can get this clean and I will also mention you can see the Velcro services which are all over wheelchairs and they tend to pick up everything from Stringer hare or Lynn and this person may have had a dog, a light-colored dog that has gotten hair so the same device, the same device you used to groom a dog can pull the hair out of the Velcro and you get that part clean.

On the next slide this is were cleaning the manual where chair, wheelchair can get tricky part you have grease and lubricated areas and Greece is inherently sticky can pick up dirt and this is an axle from Emmanuel will chair and you see it has hair and grit and dirt and obviously it is a part you want to clean but we do not want to force water into the bearings on here it will cause the bearing to Russ from rest and if you wash off the lubrication you will have problems that will affect the performance of the chair so this, you can clean these down and what I tell people I tell people to stick with a damp cloth and wipe down the grease and wipe out any hair on the axis and reapply some lubrication before done into the bearings and be careful, this is a scenario to not use pressure washers are flowing water to force water into the bearing because it is

difficult to get out and it can cause the bearing to rest and raw performance of the chair. We recommend as far as lubrication goes, something with silicone which is typically the most accessible is the lubrication and this is a dry lubrication that will stay on the components theirs WD-40 silicone air and we do not recommend regular WD-40 it is not designed for long-term lubrication is a water displacement formula and that is it the DBD 40 with silicone a specialized lubrication which is an excellent choice and anytime of Scylla coin, Scylla coin is a good location for applying to wheelchairs and I have to mention on motorized wheelchairs there are lubricated component and that is a different lubrication and often times it is a very specific location for tell people to avoid that part of the chair and avoid contact and none of that, the grease lubricated part of a will chair should be coming in contact with the user anyway but I would say avoid those of possible if at some point they have to be wiped down make sure you contact either a will chair supplier to find out what type of greaser manufacturer or grease needs to be applied and call them to reapply. Definitely do not leave a motorized wheelchair with grease components just cleaned off and not sufficiently greased.

I will talk a little about maintaining in the idea is, in light of the COVID pandemic and social distancing we are trying to keep distance and some of that means fewer people in homes and fewer people with visits from technicians and the easiest way to do that is simple maintenance, user maintenance over time. They have, you can go ahead and click on the next slide .

This was a research study done by an organization called patients like me 121 users surveyed and in the slide they are basically, it says in the survey as, they were asked had any part of their will chair broken a malfunction and we had 56 respondents say yes and it would also tell and listed on the right is the component that were broken .

On the next slide it's more important to see of the people that say they had experienced a breakdown, did this completely prevent from using the power wheelchair and 50% said yes and of that duty to have their chair down for less than a week and 21 1918 up to down to 9% so they could have a significant health impact on someone .

On the next slide, if you are taking the time to clean the chair this is the time to inspect the chair and we clean, keep the it, the equipment clean, tighten obvious components, inspect cushions and backrests and adjust as needed and be proactive with replacing components including the batteries.

Next slide, this is from an owner's manual for a F3 chair but this is an idea of a maintenance and inspection schedule and these are recommendations to check battery level indicator daily and I will not go through the whole thing but just to get an idea these are available and I think every manufacturer owner manual they have a maintenance recommendation.

Next slide, manual wheelchairs, this is basically the same slide as the previous it was for power but clean and tighten and inspect adjust and be proactive with the repairs and maintenance.

On the next slide, again these are samples of owner manuals for troubleshooting and maintenance and I think the next slide is the same one.

Rear wheels, again a picture with the dirty axle, make sure this is one of the things the quick release, is there sloth in the axles and make sure it is functioning and are the bearings spinning properly in the idea here is, if you catch something, often times these repairs are just things that need to be tightened or adjusted and if we did not catch these things they lead to service calls and service calls lead to in light of social distancing these days it leads to more interaction with people so if we can keep these things from breaking down it is not only a health benefit for the end user but also prevent interaction between service technicians and users.

On the next slide, I always throw this in and this is probably the most common Robert a performance on manual wheelchairs, always check the tire pressure and this is how we get flat tires they hold it really well if they are inflated correctly and if someone is running with low pressure eventually it causes problems and can split the valve and again it leads to more service calls and more interaction with service technicians.

This is a good tip if you have a ability to keep something or pneumatic tires a patch kit and bump, just keep that because again this is something that can make, it can be an easy fix but can also avoid having to call someone else to take care of these things.

Some of the other quick things we can skip through some of the slides as they get into the specifics and again I want to mention these are things that can be a breakdown can be avoided if things are tightened up caster wheels for instance should swivel smoothly but not freely and there should be some resistance in the swivel and they should not wobble or shake and if you are spinning the will if the hair is built up or extremely dirty you may see some resistance in the rolling action of the caster will which would need to be

cleaned up and typically will work fine and if we do not clean them or take care of them the work, the dirt will work its way to the bearing and need to be replaced or eventually or at least it will raw performance of the chair and lead to other breakdowns .

This is the same pointing to the caster fork the chair will pull side-to-side if it is tightened just right it will prevent damage over time .

This is pointing at common frame components and these are common things that loosen up and lead to service calls and lead to interaction with technicians. The seat upholstery can loosen up and they can be tightened up, foot rust if they loosen they can end up breaking or getting knocked out of position leading to service calls where as if we keep these things tightened they will typically continue to function properly.

Next slide again these are the armrest and will locks and sidecars and things that need to be cleaned often and they can be loose or wobbly and they are squeaking and typically they need to be adjusted are tightened but this should also be a time to assist them to be replaced so they can be replaced before they completely fail .

CMS considers it reasonable to expect beneficiaries can perform maintenance and reasonably depends on the ability of the user but it is the user's responsibility to at least plan for the maintenance and we strongly encourage any users to read the owners manual and do the routine maintenance and cleaning and tightening and to their ability and obviously coordinate service when needed. From a technician.

On the next slide, this is from University of Pittsburgh that this is the recommendation the user will contact the supplier or manufacturer to determine appropriate maintenance to keep in good working condition and is the responsibility of manufacturers and Wheelchair supplies to educate the end-users on the maintenance and how to clean the chair and basic maintenance and tightening a component and really what to look for. One good rule of thumb I say as I talk to people as I introduce them to their equipment, if something is making a strange noise something is loose or wobbling it needs to be addressed whether you address yourself if you're comfortable with that I would say most cases it would be worth getting a technician to check it and make sure something is not going to fail.

All right I think the next two slides are about referring to a maintenance training program and maybe Catherine can jump in and talk about this. To make sure and we will send the link in a fellow female but there is an on line Wheelchair maintenance training program set up by University of Pittsburgh and it's a very comprehensive program that, on the next slide it includes, let's go one more past.

It has videos and in includes hands-on activity checklist that we went over. Maintenance cards for manual and power, and it is they really were the program if anyone is interested in going on a deeper dive for Wheelchair maintenance. I want to make sure we open up in West I will throw this back to you for questions or discussion .

Thank you. I really appreciate you guys and your expertise and dedication to cultivating knowledge and information and resources for the therapist and public health professionals and Wheelchair users to keep their Wheelchair's healthy and keep themselves healthy and high-performing mobility equipment. I will open this up for questions and I will stop sharing, let me forward the last slide, it is contact information. This is being recorded on the Facebook page to access the addresses later and also it will be on the OD H disability webpage and the Oregon Spinal Cord Injury Connection page so just in case you would like to reach out to some of us.

I would say if you have questions specific to the presentation feel free to type those in the chat box or feel free if you're confident enough to blurb them out in the presentation.

I will start off with an observation. David you had a slide that showed nearly 50% I guess nearly 50% of people who had their Wheelchair's break down were out of commission for over a week and some for over a month. I guess in the graphic you say most of the people or the majority are under a week which is great. But, that leaves a whole range of people that are laid up for over a week or a month and that is really incredible. I'm wondering if you could say more about your experience.

I would say in most cases, what I call a catastrophic failure and that is a failure that results and equipment being unusable, and most cases it probably was avoidable. In some cases it may not be but in most cases, if something had loosen there were symptoms and if I am following up looking at a component I am looking at it and saying this did not happen instantly, this was over several weeks it was starting to wear and then it failed so it goes into what I mentioned earlier if something does not seem right have it checked because often times it is a replacing a bolter tightening able and that is what could have been done before the caster or

catastrophic failure if someone paid attention to it because it is true, something major if it breaks down either a manual wheelchair or motorized wheelchair it renders unusable and it can be a real setback for someone.

From one of the suppliers, when you call into your supplier about a repair, and if you are down and the device is unusable, if you use the terminology I am in a hardbound situation or I am make sure they understand it is a hardbound or it is just not usable they may be able to bump you up higher on the list if they understand you are down, down .

That is very helpful. I hear that from people in the spinal cord injury community the technology service providers in the area are maxed out and for a lot of reasons but some of it is due to the competitive bidding process that does not reimburse them enough to be able to hire providers to give the service that we need but, yes, when they are down and they just cannot even get to the person on the other end of the line is frustrating. That terminology is helpful .

It is also, when I was in the clinic, recommending at the very minimum once a year general maintenance schedule that we went over and once a year go in and even put it on your foam and a reminder to have the device taken and gone through the 19 point inspection or whatever's in the manual just bring it in and they will clean and tighten everything up so that is just part of everyone's routine and don't wait until it breaks but be proactive about the once a year once over, the full over thing if that helps .

Thank you. Another thing I found really fascinating there is an expectation on the part for CMS and Medicare and Medicaid that the end-user will be doing some kind of maintenance and the function and the capability of any person to be able to disassemble their chair or fixer chair or get out of their chair and clean it is, there's quite a range and I think you were saying earlier the life of the chair can depend upon how well a person can maintain and care and if your chair is out and insurances not going to reimburse her pay for another three years, again it puts a hamper on a person's ability to get out and engage in society. I can see a couple of different complications .

Go-ahead .

A lot of hours are decreased so maybe that is one of the things, if you need help with that to advocate for the hours for the upkeep of the equipment that insurance is expecting you to keep but some people need help but if they are not given the hours to do that in the hours are stretched so thin we have to figure out something. Some way to do it differently .

West?

Yes .

This is Jan. For the yearly maintenance a lot of insurance will not cover that. Is there a way you should present it or tell them to code so that it will?'s

It is expensive.

That is a good question and it is kind of a constant struggle. I think, jumping back to the CMS expectation, there is a lot, a huge range of abilities for different users and I think the expectation is within reason and I think when I see guidance like that from CMS I usually find it is there as a catchall for someone with a someone could not come back and say it is not my responsibility to do this because I cannot do it so I think, I would interpret at least that way that it is still putting some onus on the unit or on the user with what their ability will be and as far as getting a maintenance, a preventative maintenance visit paid for, yes, that is probably a tricky thing and I always encourage people to try as needed but we often times run into problems getting vital components for the Wheelchair's paid for by insurance companies and it's the next step to try to get to the point where they are doing preventative maintenance.

David and Catherine to Jan's question I wonder if you come across some kind of resource that can help a person get their equipment maintained regularly if they don't have the functionality or the knowledge, please pass it on to us and we will show that. I will stop us here and want to do a brief poll of the group before we sign off and the poll is asking briefly to evaluate the webinar and there are two questions in the first question is please rate how helpful this webinar was to you was it very helpful or moderately helpful or slightly helpful or not helpful and the second question is please select your level of agreement with the following statement I'm satisfied with this Wheelchair wellness webinar, there are too many W's but thank you very much for taking time to respond to these questions. We have Catherine and David and I really do appreciate your time and expertise and knowledge and to put the resources on our website and websites, and the recording will also be available .

Thank you so much for having us and we appreciate , at least giving us a chance to touch base and getting people, get to know them a little bit .

Thank you. I will give another minute or so to respond and it looks like people are signing off .

Great.

I know you put our contact information on the slide but if you have anything you can email and I'm happy to do more in depth .

Great. That me take a screenshot.

Catherine and David, thank you so much .

Thank you .

Hold on just one second I will stop the live stream. It looks like I will show the results with you 75% said the webinar was very helpful and 25% said moderately helpful in the same below 50 and 50 .

Okay, --

Could you email if you have a number that actually were live on today, I am just tracking and that would be great and I will send you all the other information .

All right and thank you everyone .

Take care everyone .

Thank you .

Goodbye everyone .

[ Event Concluded ]