Influences On People's Decisions Around
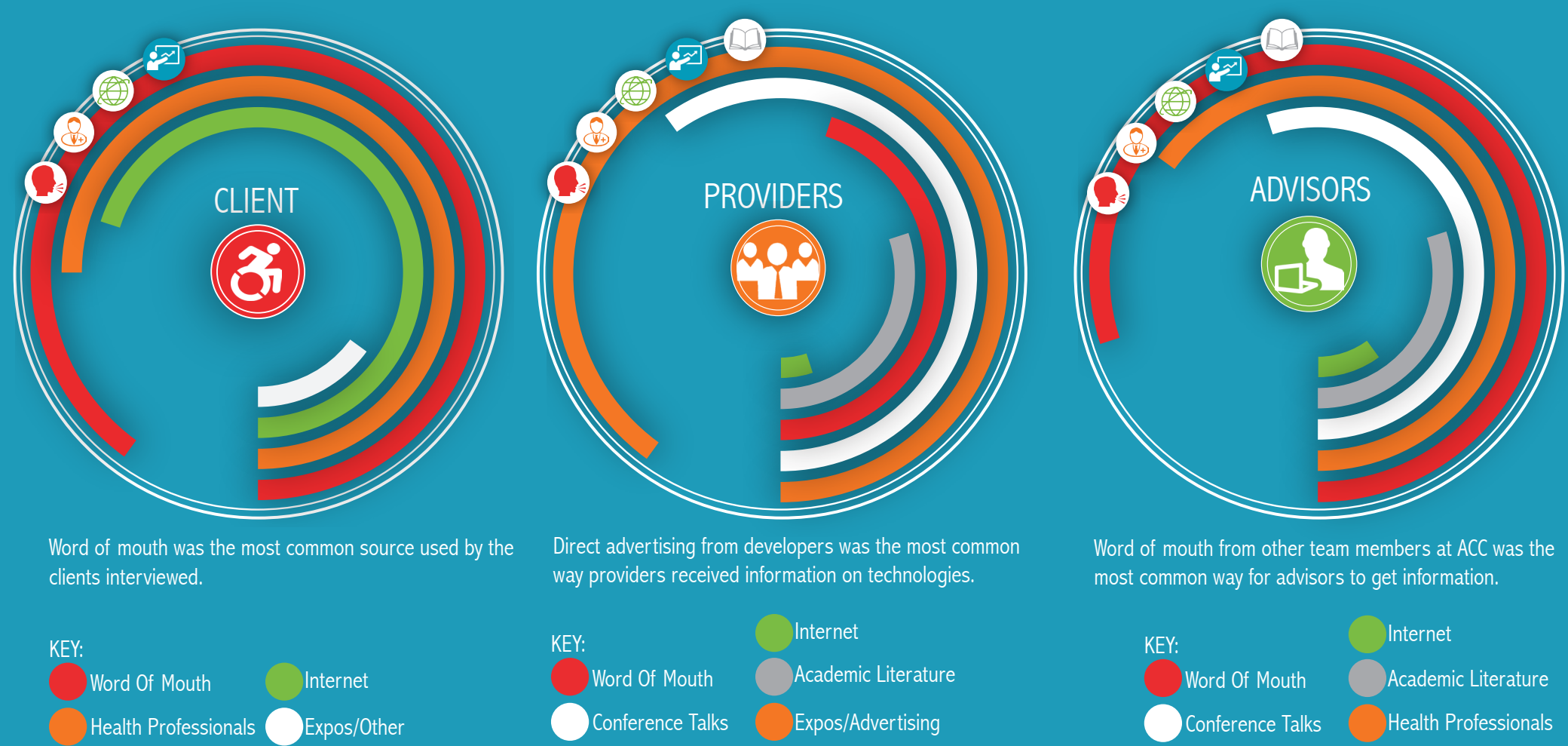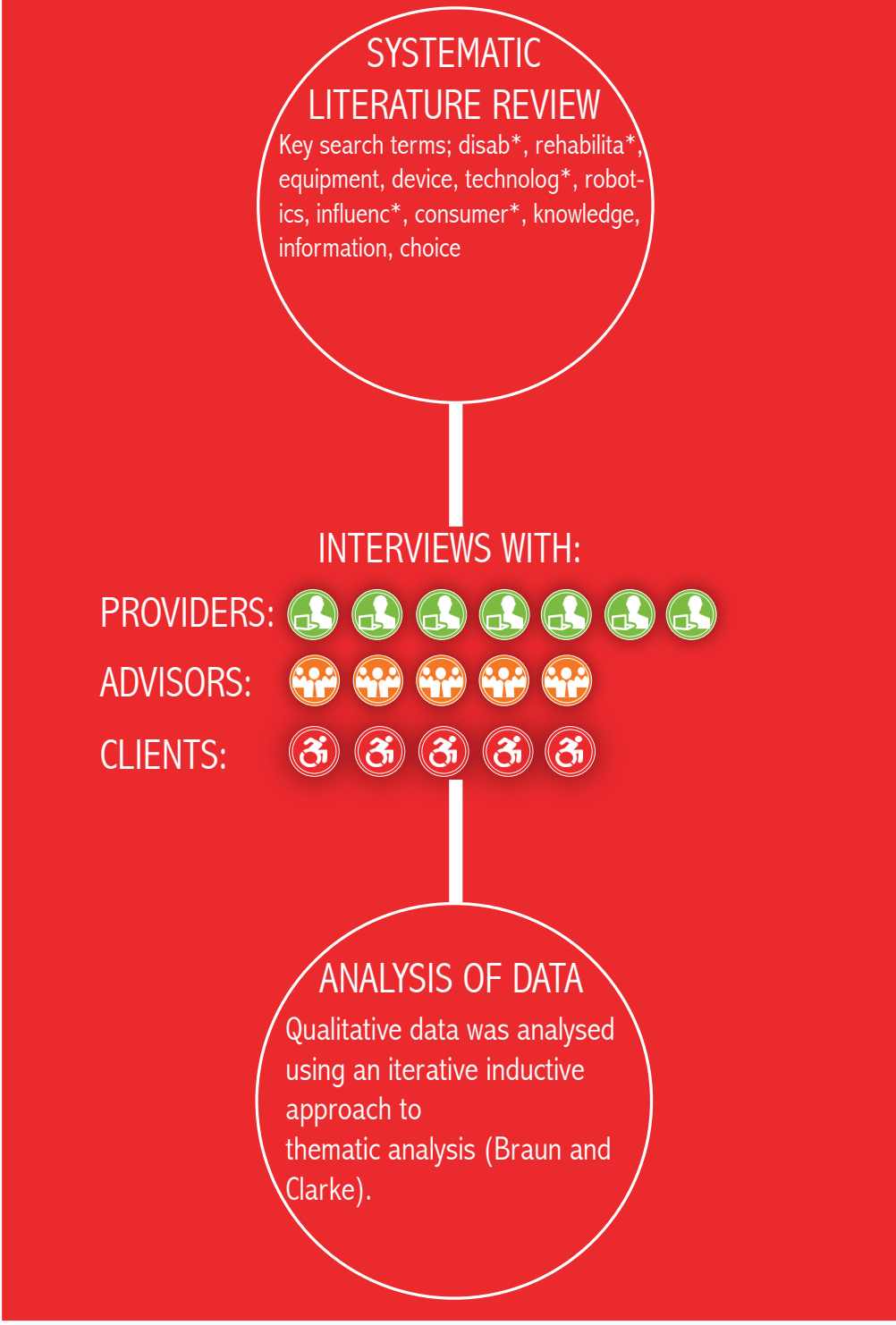# EMERGING HEALTH TECHNOLOGIES

RESEARCH FINDINGS:
The Sources People Use To Find Health Technology

CLIENT

PROVIDERS

ADVISORS

Word of mouth was the most common source used by the clients interviewed.

Direct advertising from developers was the most common way providers received information on technologies.

Word of mouth from other team members at ACC was the most common way for advisors to get information.

KEY:
- Word Of Mouth
- Health Professionals
- Internet
- Expos/Other

KEY:
- Word Of Mouth
- Conference Talks
- Internet
- Academic Literature
- Expos/Advertising

KEY:
- Word Of Mouth
- Conference Talks
- Internet
- Academic Literature
- Health Professionals

Why People With Disabilities Want Emerging Health Technologies

Increase independence and mobility

Recreational purposes

Cardiovascular benefits
Skin, blood and bone benifits
Health and well being

Social interaction

INTRODUCTION:
Technological advances in the health sector are increasing at a rapid rate with an increase in health-related apps and rehabilitative equipment being developed each year. The purpose of this study is to gain insight into the underlying enablers and drivers that lead people to request emerging health technologies. This information will be used to provide evidence to support ACC's decision making process for funding or declining emerging technology claims.

METHODS:
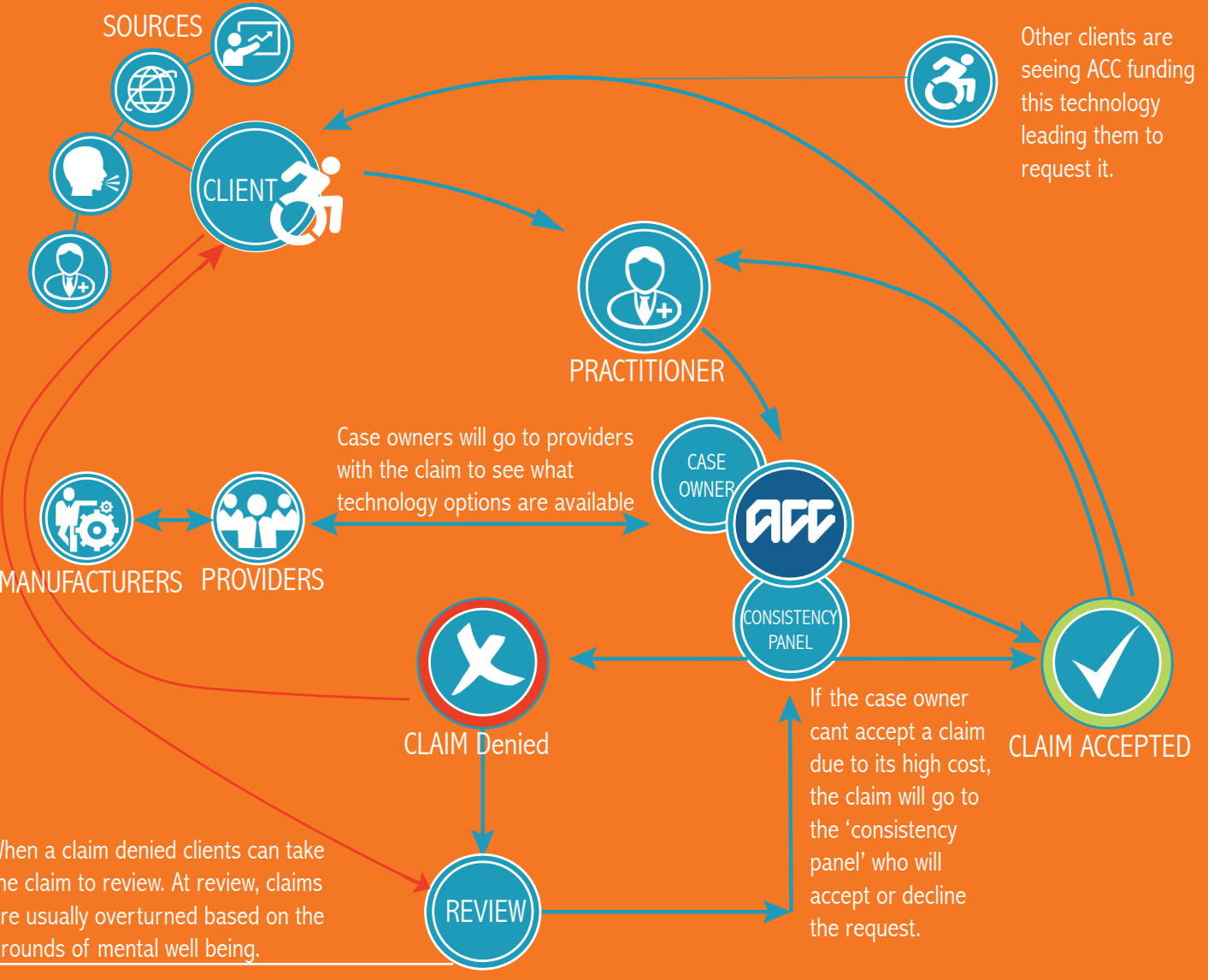This mixed method project includes:

SYSTEMATIC LITERATURE REVIEW
Key search terms; disab*, rehabilita*, equipment, device, technolog*, robotics, influenc*, consumer*, knowledge, information, choice

INTERVIEWS WITH:
PROVIDERS:
ADVISORS:
CLIENTS:

ANALYSIS OF DATA
Qualitative data was analysed using an iterative inductive approach to thematic analysis (Braun and Clarke).

> " When I'm at a party or something like that I can raise myself up to the level of the people and when I go shopping I raise myself up so I'm on the level with the person. " - Client Two

The Current Information Process With ACC

SOURCES

CLIENT

Other clients are seeing ACC funding this technology leading them to request it.

PRACTITIONER

Case owners will go to providers with the claim to see what technology options are available

CASE OWNER

MANUFACTURERS   PROVIDERS

CONSISTENCY PANEL

CLAIM Denied

If the case owner cant accept a claim due to its high cost, the claim will go to the 'consistency panel' who will accept or decline the request.

CLAIM ACCEPTED

REVIEW

When a claim denied clients can take the claim to review. At review, claims are usually overturned based on the grounds of mental well being.

FUTURE RECOMMENDATIONS

SOURCES

CLIENT

PRACTITIONER

CASE OWNER

MANUFACTURERS   PROVIDERS

CONSISTENCY PANEL

1. Clear Information Process With ACC
According to clients, the process is 'long and frustrating'. The process needs to be simplified and involve everyone instead of having contact with clients and providers separately.

1.1 Database
There should be a database for all at different levels containing impartial, evidence-based information. This will make it easier to gather information as clients and make decisions as advisors. This will make the funding process more consistent and faster.

2. Community Equipment Hub
It was found that clients wanted to test equipment before going through the long process of receiving one. Equipment such as exoskeletons are $150,000 so would be better suited in a social environment where it could be used by multiple people to reduce costs to ACC.

C E H

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ACC PREVENTION. CARE. RECOVERY.
Te Kaporeihana Āwhina Hunga Whara

TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI
VICTORIA UNIVERSITY OF WELLINGTON

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