



Mapping current content to WHO 4-steps of wheelchair service provision

Assess where the program is currently at in wheelchair service education

This resource is for you if you are: an educator within the program

Target audience: present the results of this assessment to the program's leadership and/or educators. The purpose of this assessment is to compare the current wheelchair service content taught in your program against the World Health Organization recommended 8 steps for wheelchair service.

- Invite the program educators to identify what content of the WHO 4 steps are currently taught in the program.
- This activity will inform what steps may need to be strengthened. This may also be used to plan a course.

Before you start the in-depth assessment, reflect with the educators: Is the World Health Organization 4 steps for wheelchair service taught in your program? Even if it just introduced and not learned in-depth, please capture:

1. Name of the course
2. Mandatory/elective
3. Learning modality (example: in person, blended, online)
4. Student's evaluation method (if applicable) (for example: theoretical or practical)

To explore in depth which of the following service steps are taught in the program, please complete the table in the next page.



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The WHO Wheelchair Provision Guidelines are detailed below:

1. Select: Wheelchairs must be provided using a process of individual assessment and selection Individualized assessment and selection are the process by which a wheelchair user, in collaboration with appropriately trained personnel, defines their physical, functional, environment and lifestyle needs and preferences; and then selects the wheelchair and features that best meets those needs.
2. Fit: Wheelchairs must be prepared and fitted to each person based on their individual assessment Preparation involves assembling the wheelchair and any accessories before fitting. Fitting involves adjusting and modifying the wheelchair, wheelchair cushion, postural support devices, and any other accessories to achieve optimal fit, mobility, postural support and function.
3. Train: Training must be provided for wheelchair users and those who assist them to enable maximum use including: Skills to use a wheelchair
Use of wheelchair components
Guiding others with whom they interact
Wheelchair maintenance and repairs
Training in skills including transferring in and out of the wheelchair and wheelchair mobility, how to use the components, how to guide others in assisting them, as well as wheelchair maintenance and simple repairs, will enable wheelchair users to gain maximum benefit and avoid harm.
4. Follow up: Ongoing follow up is an integral part of wheelchair service delivery and should be offered and available to all wheelchair users throughout their life Follow up has two components: review and remediation. Review involves collaboration between a wheelchair user and service provider to identify how well the wheelchair continues to meet the wheelchair user's needs. Remediation involves addressing and resolving any identified problems.

WHO Wheelchair Provision Guidelines 2023



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