

Poster: The factors that influence decision making: empowering service providers

Introduction: The clinical decision making process of providing appropriate specialised assistive technology for complex disabilities is an acknowledged complex, multi-variant process. The poster exposes the decision making processes and service pathways evident in Australian specialised wheelchair procurement.

Method: Sixty Australians were purposively recruited from 2011-12. Data was collected from differing stakeholder perspectives including: eleven consumers, five care providers, 28 prescribing clinicians and 16 vendors with recent specialised wheelchair-seating procurement experience (≥ 3 years). Their seating service experiences were explored during in-depth interview process: interviews were recorded, transcribed, and member-checked and subjected to a multi-data analytical process.

Results: This poster presents the decision making process that occur at a service level, at a clinical level and at consumer level. The study shows access to resources at a service level influence how, when and to whom receives a services. Extensive lived experience and access to an expert team informs clinical decision making. Case complexity and supportive networking enhance making confident decisions. Finally, the poster presents three types of decision makers identified according to the consumer's capacity to engage in making decisions. In doing, so this highlights the degree of service and clinical support required for successful outcomes. Identifying the degree of consumer support required by the type of their decision making capacity helps to allocate the service resources and expertise appropriately.

Conclusion: This evidence-based data identifies the influential factors in decision making at a service, clinical and consumer level. Within a National Disability Insurance Scheme environment, this data assists planning and resourcing services accordingly. Informed decision making at all three levels assists in resourcing services appropriately, enhances stakeholders' effective outcomes. That is: ensuring a satisfied consumer and their families and carers.