



MAY 12-16 2025 · CHICAGO, IL USA · REHABWEEK.ORG



Category: Assistive Technology

Workshop Title: Reimagining Mobility: Co-design Approach to Service Delivery for Wheelchair

Organizer(s): Kahmin Ong

Speaker(s): Ong, Kah Min; The Ohio State University

Carmen DiGiovine; Assistive Technology Center at The Ohio State University Wexner Medical Center

Workshop Time: 08:15 - 09:45

Attendee Engagement: This interactive workshop will delve into the current state of wheelchair procurement in the United States, examining its impact on clinicians, end-users, and other stakeholders. Participants will engage in hands-on activities to map their experiences with the system, identify challenges, and share their perspectives. By fostering a collaborative and creative environment, the workshop aims to inspire innovative approaches that could transform wheelchair procurement by 2035.

Introduction: A brief overview of the current wheelchair procurement process in the United States, highlighting key challenges and opportunities for improvement.

Individual Mapping: Participants will use visual tools to map their personal experiences with the wheelchair procurement process, identifying pain points and areas for improvement.

Group Discussion: Participants will share their experiences and insights in small groups, discussing common challenges and potential solutions.

Hands-On Activities: Participants will engage in interactive activities, such as design thinking exercises or role-playing simulations, to explore innovative ideas for wheelchair procurement.

Future Visioning: Participants will work in groups to envision two potential future scenarios: a utopian and a dystopian vision of wheelchair procurement in 2035.

Synthesis and Sharing: Participants will share their group visions and discuss the implications for future policy, practice, and research.

To ensure a diverse and inclusive workshop, we encourage participation from clinicians, end-users, researchers, policymakers, and other relevant stakeholders. By fostering a collaborative and creative environment, we can collectively envision a future where wheelchair procurement is more efficient, accessible, and patient-centered.

Note: Although the primary focus is on wheelchair procurement, this concept could also be applied to other topic areas (e.g., assistive technology in general), allowing stakeholders to consider its relevance to their field of expertise

Abstract: Limited mobility can significantly impact individuals' quality of life, leading to increased rates of disease, disability, and mortality (National Institute on Aging, 2020). Wheeled

REHABWEEK 2025

MAY 12-16 2025 · CHICAGO, IL USA · REHABWEEK.ORG



mobility devices are essential assistive technology for many individuals with limited mobility, yet the current fee-for-service delivery model presents significant barriers to timely access. Long wait times, funding denials, and other challenges hinder individuals' ability to achieve maximum independence in their daily lives (Kardam et al., 2009).

A co-design approach can effectively empower involved stakeholders to contribute to problem resolution (Sanders & Stappers, 2012). By involving stakeholders such as wheelchair users, caregivers, clinicians, physicians, suppliers, manufacturers, and insurers, we can collaboratively identify gaps and barriers in the current service delivery model. This approach empowers stakeholders to envision and shape a more efficient, people-centered system that meets the needs of all involved parties. This workshop will explore the potential of a co-design approach to reimagine mobility service delivery. Through the engagement of both individual and group activities, we will gather insights from stakeholders and participants to understand their experiences and perspectives on the current system. By working together, we can develop innovative service delivery strategies that promote timely access, improve patient outcomes, and enhance the overall experience of individuals with limited mobility.