Evaluation of assistive technology service delivery (ATSD) outcomes is an essential component of the provision process for which no standards are available. To address this issue, the Italian Network of Independent Assistive Technology Centers (GLIC) is developing a standardized battery of tools to evaluate ATSD outcomes that can be easily transferred in various contexts and used for local and global data gathering and comparisons.

### Assistive Technology Service Delivery (ATSD) Outcome Assessment

ATSD outcome assessment is crucial for producing effective AT interventions. The GLIC Outcome Working Group (WG) is aimed at promoting the use of international validated measures in AT practice to assure quality of ATSD.

**What is the impact for AT users and other stakeholders?**

Information on ATSD outcomes comes from 3 sources:

1. **The Users and their Environment**
   - To what extent AT changed users’ activity limitations and participation?
   - Is the User satisfied with the AT solution?
   - What is the impact of the AT on users’ contexts (e.g. family)

2. **The ATSD System**
   - Is the User satisfied with the AT providers (public/private), their services and the whole ATSD process?

3. **Social cost**
   - What are the social costs associated to the AT intervention?

### Impacts for Products, Provision, Personnel or Policy?

**Products.** Careful assessment of ATSD effects may help develop more effective, user-centred AT solutions.

**Provision.** The proposed GLIC battery is intended to measure the quality of the AT provision according to 6 indicators:

- **Accessibility**
- **Competence**
- **Coordination**
- **Efficiency**
- **Flexibility**
- **User influence**

**Personnel.** Outcome assessment is a key aspect in ATSD as it allows AT professionals to:

- Learn what AT works and what doesn’t in specific contexts and for specific health conditions;
- Identify shortcomings in ATSD and make corrections;
- Share ATSD results worldwide and develop best practices.

**Policy.** Where available, AT policies or programmes at local, regional or national level can be informed by results of systematic AT outcome assessments

Where not available, as in many low- and middle-income countries, AT outcome assessment can inform the development of local service delivery models.

### Implications for other aspects of the Global Research Agenda

In keeping with the Global Priority Research Agenda, assessing ATSD outcome using internationally validated tools allows to:

- Evaluate societal and economic AT impact
- Make cross-cultural comparisons
- Make within-country comparisons
- Link successful/unsuccesful AT practices with costs
- Estimate cost-effectiveness of most needed AT products
- Estimate the societal and economic impact of specialized AT services as mediators between the users and the technology
- Contribute to develop quality standards, guidelines and best practices

### Strategies to share and build global capacity based on this work

The project is expected to end on November 2018. The GLIC Outcome WG is open to share the findings of this project as they develop into deliverables and welcomes any suggestions that will help improve the instruments battery.

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Poster presented by Evert-Jan Hoogerwerf of AIAS Bologna onlus on behalf of the GLIC Network.