

<i>Project Number:</i>	<b>DE3101</b>
<i>Project Acronym:</i>	<b>EATS</b>
<i>Project title:</i>	<b>Efficiency of Assistive Technology and Services</b>
<i>Deliverable Type:</i>	<b>PU</b>

<i>Deliverable Number:</i>	<b>D5.2</b>
<i>Contractual date of delivery:</i>	<b>December 31, 1999</b>
<i>Actual date of delivery:</i>	<b>December 31, 1999</b>
<i>Title of deliverable:</i>	<b>Workshop</b>
<i>Work package contributing to the deliverable:</i>	<b>WP05 (responsibility: Rehab-Nor)</b>
<i>Nature of deliverable:</i>	<b>RE</b>
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**Abstract:**

*In workpackage WP05 of the EATS project, one of the objectives was to promote the final results of the EATS project by running a European workshop. This workshop was organised as an International Conference on Assessing Outcomes in Assistive Technology November 24-26, 1999 in Oslo, Norway.*

*The Conference was organised in Cooperation with the Norwegian Ministry of Health and Social Affairs. The Ministry took an active role in promoting the Conference to agencies on the ministry level in European countries. The Deputy Minister of Social Affairs opened the Conference, and was hosting a dinner for the participants.*

*Besides speaker from the EATS consortium, 8 guest speakers were invited. These persons were invited with regard to their capacities as experts on different issues related to rehabilitation, rehabilitation technology, outcome assessment, and on user perspectives. Two of the invited experts were Dr. T. Bedirhan Üstün, a key person on ICIDH-2 from the World Health Organisation, and Drs. Jan Bierhoff, Dutch Ministry of Health. Somewhat more than 100 persons from 13 countries attended the conference.*

*The programme provided a broad outline of challenges in assessing outcomes in rehabilitation and assistive technology, including several approaches in carrying out such studies. Considerable time was allocated to EATS presentations and to discussions in smaller working groups. Positive reactions to the EATS concepts were given, as well as some proposals for improvements*

*The Conference provided an excellent platform for promoting EATS results and for establishing an international network for further cooperation.*

**Keywords list:**

*Outcome assessment, effectiveness, instruments, network*

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## **1. Introduction**

The objectives of the Conference were several:

- To promote the final results of the EATS project.
- To receive feedback on the instruments developed, as support for the final modifications in the final stage of developments.
- To promote awareness about outcome assessment for important stakeholders in the field, decision makers as well as professional service providers and representatives of user organisations.
- To inform about new trends in the understanding of rehabilitation, and in AT service provision.
- To inform on other outcome assessment strategies, and to identify synergy effects between different approaches.
- To facilitate a platform for further cooperation and networking between experts working in the field.

As part of the EATS consortium strategy, it was important to cooperate with high-level decision makers in organising the Conference, to ensure that the partners of the consortium move in the direction of the interests of these stakeholders. This also would support the credibility of the EATS work. Further, it was important to invite experts from different scientific milieus to identify potential impacts of the EATS approach, as well as facilitating a platform for further cooperation with such expert centres.

The EATS consortium is much grateful for the constructive cooperation with, and support from the Norwegian Ministry of Health and Social Affairs in the organising of the Conference. The active involvement of the Deputy Minister of Social Affairs as speaker and for hosting a dinner event was highly appreciated. Further, the EATS consortium want to thank all invited speakers for their support and their valuable contributions.

The EATS consortium also wants to thank all the participants for their active participation and their valuable feedback on the EATS instruments.

With the support from all the speakers, it is the intention of Rehab-Nor, as local organiser, to produce a simple proceeding from the Conference in the beginning of 2000.

## 2.

In developing the Conference Programme, much emphasis was given on having speakers representing different important stakeholders in the rehabilitation and

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- rehabilitation and AT service provision.
- User organisations.
- Experts showing new directions in identifying individual goals for rehabilitation services, and facilitating individual plans for rehabilitation
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- 

The organisers wanted a setting that could support interactive communication with the participants. Thus ample time was allocated for group discussions the last day, both

In order to facilitate a social atmosphere to ease discussions and networking, the conference was organised outside Oslo, to prevent participants to move to the city

Social Affairs during the first day stimulated this social atmosphere further. An introductory cultural event during the opening of the Conference, two violinists from

When inviting potential participants to the Conference, it was important to identify a broad group of stakeholders, including:

- Politicians and civil servants.
- Researchers.
- User organisations.
- An interdisciplinary group of service providers.
- Financing agencies.
- Manufacturers and dealers.

invitations to Ministries within the health and social sector in European countries. Other invitations were taken care of by the EATS partners, - the local organiser,

### 3. *The Conference Programme*

The conference programme is shown in Appendix 1.

Besides speakers from the EATS consortium, presenting the EATS conceptual background, the instruments, the field trial results and exploitation strategies, several speakers were invited to speak on topics related to outcome assessments, as well as other related assessment approaches.

In the following, the different speakers will be presented. Some brief explanations are given to reflect the reasoning behind the selections.

- Mr. Steinulf Tungesvik, Deputy Minister of Social Affairs in Norway. The Norwegian Ministry has for many years given assistive technology service provision high priority. This is reflected in the national social policy, in particular represented by the Norwegian Insurance Institution. The costs involved have increased substantially, and the Minister of Health has requested that outcome assessment and costs analysis should be given priority. The Norwegian Ministry of Health and Social Affairs has recently issued a White Paper on Rehabilitation, showing new directions and new initiatives in the area of rehabilitation. The White Paper is focusing on individual values and priorities as major target areas for rehabilitation interventions. Users are entitled to have individual rehabilitation plans (IRP). Assistive technology can have a major impact when focusing on “individual prioritised participation oriented goals”.
- Dr. T. Bedirhan Üstün, The World Health Organisation. Dr Üstün has for about 10 years been in charge of the developments of the new classification system ICIDH-2 (including alpha and beta versions), and the theoretical frameworks behind this classification. This system represents a merge between the medical model and the social model of regarding disablement and rehabilitation interventions. The issue of **context** has been introduced, and the issue of **participation** has a central focus in rehabilitation strategies. These theoretical frameworks represent a very important reference for AT service delivery. Assistive Technology, by its high problem solving potentials do represent powerful tools in the field of rehabilitation, and AT outcome assessments have to go hand in hand with rehabilitation outcome assessment in general. As a consequence of the new ICIDH-2, the World Health Organisation has also developed outcome assessment instruments. Thus, it is important to for the EATS consortium to seek cooperation with WHO.
- Professor Jan Persson, CMT, University of Linköping. Outcome assessment studies have been going on in the health area since mid 1970ties. Many different strategies have been taken, - benefit, efficacy, effectiveness, utility, and costs. It is important to identify the characteristics of rehabilitation field relative to the traditional health area. Professor Jan Persson and his institution CMT have many years of experience in this area.
- Mr. Finn Grønseth, Secretary General of the Norwegian Heart and Lung Organisation. Mr. Grønseth has for many years had central positions in user organisations in Norway, also as former head of the governing body of the user umbrella organisation FFO. He has also a former position as Deputy Minister of Social Affairs in Norway. It is important that the opinions of the

user organisations are articulated on issues related to outcomes and costs.

though several central persons in the user movements recently have strongly supported that work is carried out in this field, as a reflection of the

Mr. Finn Grønseth was prohibited from taking part due to hospitalisation just before the conference started. Alternates were headhunted in the last minute,

- Government officials do need objective information as basis for drawing up new policies and to prioritise allocation of resources. Also, governmental Bierhoff have a position in the Dutch Ministry of Health dealing with such challenges, and for the EATS consortium it is important to know about needs
- force behind the further developments within AT service delivery in Denmark. An important part of service delivery is related to quality assurance, to ensure delivery process. Many countries have challenges in assuring high quality in the service delivery process, in individual assessment work, in problem- in tailoring of solutions, in training and follow-up support functions. It seems important to arrive at instruments and procedures that can support quality in
- has taken place in developing assessment methods and instruments within rehabilitation at large. Since assistive technology and AT service delivery is to see assessment strategies related to AT, into a rehabilitation context. Dr. Marcus Fuhrer has for many years had a central position in USA in this
- the fundamentals behind the EATS approach and the instruments.
- Dr. Luc de Witte, IRV, The Netherlands. Presenting the results and experiences of the EATS field trials.  
Dr. Taeke van Beekum, TNO, The Netherlands. Presenting strategies of
- l'Institute de Geriatrie de assurance assessment instruments that have been developed. The instrument has been tried out in several institutions, also in Europe. The instrument is been the central person in developing this instrument, and it is interesting to see how the EATS instruments and the QUEST instrument can complement
- rehabilitation underlines the importance of having concrete individual rehabilitation plans as basic frameworks for offering rehabilitation

services and hospitals worked out a theoretical platform as well as a procedure handbook for identifying individual rehabilitation goals, for working out individual rehabilitation plans (IRP, including AT), and for implementing such plans in practical work. The approach is based upon individual prioritised activities and relations as seen from the individual user.

- Professor Jean Spencer, Texas Woman`s University, Houston, Texas. Professor Spencer and her institution have been working out an assessment and planning instrument, the Community Adaptive Planning Assessment (CAPA), which align quite well with the new ICIDH-2 philosophy. This instrument is one of the very few that base its work on individual prioritised activities as seen from the user point of view.
- Dr. Paolo Boldrini, Rehabilitation Medicine Unit, Ferrara Hospital, Ferrara, Italy. Assessment instruments and procedures have to fit in with clinical work and practice. Thus, developments in clinical practice and developments on assessment instruments have to go hand in hand in the same direction. Dr. Paolo Boldrini has long clinical practice in the field, and has taken part in development work in the assessment area, also on the European level.
- Dr. Håkan Brodin, sector manager, TNO, The Netherlands. Assessment work also has to include the costs involved to make the picture complete. What does costs analysis actually imply in practice? Mr. Håkan Brodin has many years of experience in assessment and costs analysis in the health related area.

As indicated in the programme, time was allocated both to discuss the EATS instruments and experiences, and the instruments and procedures related to QUEST, IRP, and CAPA.

#### **4. *Invitations***

The invitations, including information and programme are shown in Appendix II.

As indicated earlier, The Norwegian Ministry of Health sent out a special invitation letter to related ministries in European countries, see Appendix III.

The general invitation letter is shown in Appendix IV.

The EATS partners were responsible for sending out invitations in their own countries. In addition, Rehab-Nor sent out several hundred letters and e-mail invitation to institutions, centres, organisation, and individuals around the world, according to earlier established networks/contacts, and centres that have shown interests in the field. In addition, information were disseminated during the AAATE conference in Düsseldorf. Several of the participants at the session on assessment studies at this conference made contacts with Rehab-Nor for more information and requesting information about the EATS conference. The 2. Newsletter served as good information flyer.

Rehab-Nor received much feedback from those having received information about the conference, especially from institutions and individuals that were interested in taking part, but who did not have the possibility to attend. These feedbacks came from European countries as well as from Canada and USA, Australia, and Japan. Some of the feedback came from centres being involved in such development work in North

America, also from a special network in the area set up by RESNA. Many of these conference, and in becoming member of a future network of cooperating partners.

## **5.**

The Conference was run according to the programme shown in Appendix II, except the presentation by Mr. Finn Grønseth, as explained earlier.

Relating to the Disabled and the Elderly of the Information Society Technologies; Systems and Services to the Citizen of the European Commission, most kindly accepted to give a presentation of the 5<sup>th</sup> Framework Programme related to the fields of disabled and elderly. This was highly appreciated. Many in the audience were not aware of how the research programme of Europe Commission supports research areas of concern for so many. Also the presence of Mr. Manuel Monteiro made it possible to see how it can be possible to have synergy effects between different programmes such as the ones of WHO and the European Commission, as well as national programmes being represented at the conference.

Appendix V provides a list of participants. This list includes addresses, phone no, fax no, and e-mail addresses to stimulate further networking between the participants.

According to feedback from the participants, the atmosphere of the conference was appreciated. Also, according to the feedback, the programme seemed to meet the interests of the participants. This includes the holistic approach of the conference with respect to rehabilitation at large, as well as the concrete instruments and procedures.

Some of the participants from the practical field indicated that they had some problems in following the most intricate theoretical issues that was somewhat outside their traditional background. At the same time it was expressed that the knowledge presented was valuable in order to have a more holistic attitude in relation to their daily work. On the other side, it was quite important from the research side to observe the experiences and the thinking from the practical field. The challenges of bridging the research domain and the practical application field are very important.

The conference revealed the importance of establishing closer contacts with the work carried out by WHO. Assessment work done by the EATS consortium aligns with the WHO conceptual thinking of the ICIDH-2, and the EATS instruments may complement some of the WHO work.

Decision makers confirmed the needs to develop reliable assessment instruments, - to assess outcomes on individual levels, to ensure quality of service delivery, and to assess outcomes and costs for future prioritising.

The representatives from the service delivery field request simple and reliable instruments to reinforce quality assurance in AT service delivery.

There are synergy potentials between outcome assessment work and work focusing on fundamental conceptual thinking behind rehabilitation strategies, individual goal

assessments, and procedures and instruments for individual rehabilitation planning approaches. Thus, there was a clear interest for future cooperation between those taking part. Networking issues were discussed, as well as exchange of personnel between centres. These issues will be followed up in connection with the exploitation strategies of EATS, and a possible EU financed follow-up project.

The EATS consortium received feedback on the instruments that have been developed. Some of this feedback is related to the introductions to and the reasoning behind the EATS instruments. Although the thinking behind the IPPA instrument aligns quite well with the ideal service delivery philosophy, the way it is presented can be more simplified, as seen from the practical field point of view. The participants stressed the importance of solid training of the interviewers. Also, feedback on the instruments themselves, are valuable for further refinements. Some of the comments were related to issues such as:

- Number of points on the IPPA scale. The target group may find it easier to refer to 5 points rather than 7 points.
- Recommendations to consider using words on the IPPA scale rather than number.
- Consider including more items than activities only on the IPPA scale.
- Consider including a reference of user expectations in the first interview.

The input from the EATS conference participants have been taken into account in the final refinements of the instruments.

The conference served well as a promotion platform for the EATS project, as bases for further work in this area. Much positive interest was shown to the EATS approach, and several persons would like to take part in future networks, and to test out the instruments in their sectors of interests.

## **6. Conclusions**

At the follow-up meeting of the EATS consortium after the conference, it was a general feeling of the consortium that the conference was successful.

The conference:

- Confirmed the rapidly increasing need for work in this area.
- Much attention was paid to the importance of outcome assessment.
- Confirmed the direction of the EATS work.
- Received valuable feedback on the EATS instruments.
- Served as a good platform for future cooperation with important stakeholders such as WHO, as well as agencies sitting in decision-making positions.
- Served as a good starting platform for promoting EATS works and EATS results, - stimulating new field trials as well as further developments.
- Served as a good starting platform for networking between different milieus in the field, also to have synergy effects between different approaches. Many names on our mailing list.
- Established links with important networks in North America.

- Showed the importance of close interaction and cooperation between different stakeholders in the field.
- Showed that the EATS strategies on implementation and dissemination were important and effective.

# **Conference Programme**

## **International Conference on Outcome Assessment in Assistive Technology**

**Oslo, November 25 – 26, 1999**

**Organised by the EATS consortium  
in co-operation with  
Norwegian Ministry of Health and Social Affairs**

## **Thursday, November 25**

### **08:45 Opening session**

- **A touch of culture**
- **Introduction.** Professor Jan Persson, Research Director Øivind Lorentsen
- **Opening address.** Mr. Steinulf Tunesvik, Deputy Minister of Social Affairs, Norwegian Ministry of Health and Social Affairs.
- **ICIDH-2. A Gateway to Modern Rehabilitation Principles.** Dr. T. Bedirhan Üstün, World Health Organisation.

### **Break**

### **10:30 Outcomes and Costs in AT and AT Service Delivery**

- **Approaches in Assessing Outcomes and Costs of AT and AT Service Delivery.** Professor Jan Persson, the EATS consortium.
- **Challenges arising from growing needs and limited resources**
  - ◆ Mr. Finn Grønseth, Secretary General, The Norwegian Heart and Lung Association.
  - ◆ Dr. J. Bierhoff, Dutch Ministry of Health.

### ***General Discussion***

### ***Break***

### **12:15 Outcomes and Costs in AT and AT Service Delivery Cont.**

- **Ensuring quality of assistive technology services.** Director Erland Winterberg, Danish Centre.

### **13:00 Lunch**

### **14:30 Three Strategies on Assessing Outcomes**

- **Assessment programmes in USA.** Dr. Marcus Fuhrer, Bethesda, National Institute of Health, USA.
- **The EATS Approach:**
  - ◆ **The Fundamentals behind the EATS Approach, and the Major Components of the EATS Instruments.** Mr. Renzo Andrich, SIVA, Fondazione Don Carlo Gnocchi ONLUS, Milano, Italy.
  - ◆ **The Results and the Experiences.** Dr. Luc de Witte, IRV, the Netherlands.
  - ◆ **Exploitation of the Results.** Mr. Taeke van Beekum, TNO, the Netherlands.
- **The QUEST Approach.** Dr. Louise Demers, Centre de Recherche de l'institute de Geriatrie de Montreal, Canada.

### **17:00 Panel and plenary discussion**

### **19:00 Dinner hosted by the Norwegian Minister of Social Affairs**

## **Friday, November 26**

### **09:00 More on Basics in AT and Rehabilitation Service Delivery**

- **Basics and Procedures in Assessing Individual Values and Priorities in Rehabilitation and AT Services.** Research Director Øivind Lorentsen, Rehab-Nor, Norway.
- **The Community Adaptive Planning Assessment.** Professor J. C. Spencer, School of Occupational Therapy, Texas Woman's University, Houston, Texas.
- **Assessment Instruments in Clinical Practice.** Dr. Paolo Boldrini, Rehabilitation Medicine Unit, Ferrara Hospital, Italy.

### **General Discussion**

### **Break**

**11:30 Interventions and Societal costs.** Dr. Håkan Brodin, Sector Manager, TNO, the Netherlands

**12:00 Discussion groups. EATS.**

**13:00 Lunch**

**14:00 Discussion Groups. EATS, QUEST, CAPA, and IRP (individual rehabilitation plans)**

**15:10 Plenary Session**

**16:00 The End**

**International Conference**  
**Outcome Assessment in Assistive**  
**Technology**  
**Oslo, Norway**  
**November 24-26, 1999**

***Invitation***

The consortium of the EATS project (Efficiency of Assistive Technology and Services) is inviting you to take part in an International Conference on Assessing Outcomes of Assistive Technology.

Assistive technology (AT) represents a powerful tool to overcome problems related to disability, and supports integration and participation of the individual person in society. As such, assistive technology service delivery supports strongly the objectives of ICIDH-2 of the World Health Organisation, and new trends in rehabilitation strategies.

The EATS project has the objective to develop methods and procedures for assessing outcomes of assistive technology service delivery. Based upon the characteristics of assistive technology and modern rehabilitation principles, the EATS consortium has developed assessment instruments that have been tried out in field tests in Italy, the Netherlands, Norway and Sweden. The consortium wants to share the results and the experiences with a larger audience, and also provide a setting where experiences from other assessment programmes can be presented.

The EATS project is financed by the Fourth Framework Programme of the European Commission; Telematics Application Programme, Sector Disabled and Elderly. In addition the project has received national support, such as from Research Fund for the Region of South-East of Sweden, and the Norwegian Ministry of Health and Social Affairs.

The EATS consortium trust that the conference will be an interesting meeting place for persons interested in assuring the outmost outcomes of assistive technology to the individual end user, and at the same time ensuring effective outcomes of invested resources.

***Objectives***

The objectives of the conference are to present and to discuss strategies and methods for assessing outcomes of assistive technology service delivery, and rehabilitation interventions in general. Different stakeholders in the field, including politicians, professional service providers, and user organisations will discuss the needs for assessment studies in this particular field. Further, the need to integrate assistive technology service delivery into holistic rehabilitation strategies will be highlighted.

## ***The target group***

The target group for the conference includes:

- Decision-makers. Politicians, civil servants at national and regional levels, insurance agencies.
- Professionals. Service providers in rehabilitation and assistive technology service delivery, research professionals, and industry.
- End-user organisations.

## ***Social Programme***

In addition to the scientific programme, the Norwegian Ministry of Health and Social Affairs will host an evening event, represented by Minister of Social Affairs, Magnhild Meltveit Kleppa.

## ***The organiser***

The conference is organised by the EATS consortium in co-operation with the Norwegian Ministry of Health and Social Affairs.

The partners of the EATS consortium are:

- CMT, Centre for Medical Technology Assessment (the project co-ordinator), Linköping University, Sweden.
- IRV, Institute for rehabilitation research, The Netherlands.
- TNO Prevention and Health, The Netherlands.
- SIVA, Fondazione Don Carlo Gnocchi ONLUS, Italy.
- Rehab-Nor, Norway.

The practical organiser is Rehab-Nor, the Norwegian partner of the EATS project.

## ***Venue***

The conference will be held at Vetre Hotel and Conference Centre just outside Oslo.

### **Limited number of beds.**

Address: Konglungvn 201, N-1392 Vetre, Norway.

Phone: + 47 66 90 22 11. Fax: + 47 66 90 28 30

## ***Financial Issues***

The participants will have to pay all expenses in connection with travel and stay.

The total cost for hotel, all meals and coffee breaks included, is: NOK 1.415,- pr day

Total NOK 2.830,- pr person for two days in single room.

Total NOK 2.350,- pr person for two days in double room.

Daily costs (lunch +coffee/tea) for participants without hotel room: NOK 425,- /day.

Conference fee: NOK 600,-

## ***Registration***

Please contact: **Rehab-Nor**

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Phone: + 47 69 92 42 00

Fax: + 47 69 92 42 01

# Conference Programme

**Wednesday, November 24: Registration 18.00 – 21.00**

**Thursday, November 25.**

**09:00 Opening session**

- **Welcome and introduction.**
- **Opening address.** Mr. Steinulf Tungesvik, Deputy Minister of Social Affairs, Norwegian Ministry of Health and Social Affairs.
- **ICIDH-2. A Gateway to Modern Rehabilitation Principles.** Dr. T. Bedirhan Üstün, World Health Organisation.

**Break**

**10:30 Outcomes and Costs in AT and AT Service Delivery**

- **Approaches in Assessing Outcomes and Costs of AT and AT Service Delivery.** Professor Jan Persson, the EATS consortium.
- **Challenges arising from growing needs and limited resources**
  - ◆ Mr. Finn Grønseth, Secretary General, The Norwegian Heart and Lung Association.
  - ◆ Dr. J. Bierhoff, Dutch Ministry of Health.

**General Discussion**

**Break**

**12:15 Outcomes and Costs in AT and AT Service Delivery Cont.**

- **Ensuring quality of assistive technology services.** Director Erland Winterberg, Danish Centre.

**13:00 Lunch**

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- **The QUEST Approach.** Dr. Louise Demers, Centre de Recherche de l'institute de Geriatrie de Montreal, Canada.

**17:00 Panel and plenary discussion**

## **Friday, November 26**

### **09:00 More on Basics in AT and Rehabilitation Service Delivery**

- **Basics and Procedures in Assessing Individual Values and Priorities in Rehabilitation and AT Services.** Mr. Øivind Lorentsen, Rehab-Nor, Norway.
- **The Community Adaptive Planning Assessment.** Professor J. C. Spencer, School of Occupational Therapy, Texas Woman's University, Houston, Texas.
- **Assessment Instruments in Clinical Practice.** Dr. Paolo Boldrini, Rehabilitation Medicine Unit, Ferrara Hospital, Italy.

### **General Discussion**

### **11:00 Break**

### **11:30 More on the EATS Instruments and the Experiences from Field Trials**

- Details on the Instruments.
- Sensitivity and Validity of the Instruments
- Experiences on Practical Feasibility

### **13:00 Lunch**

### **14:00 Discussion Groups**

- New implementations. Co-operation. Further challenges

### **15:30 Plenary Session**

### **16:00 The End**



**ROYAL NORWEGIAN MINISTRY OF HEALTH AND SOCIAL AFFAIRS**

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YOUR REF.

OUR REF.

DATE

99/02091 OTA/elh

21.09.99

**INVITATION TO INTERNATIONAL CONFERENCE ON OUTCOME  
ASSESSMENT IN ASSISTIVE TECHNOLOGY**

The Norwegian Ministry of Health and Social Affairs is pleased to invite you to take part in an International Conference on Outcome Assessment in Assistive Technology to be held in Oslo, 24-26 November 1999. Please find information about the Conference enclosed.

The Conference is organised by the EATS Consortium in co-operation with the Norwegian Ministry of Health and Social Affairs. EATS is a project financed by the European Commission aiming at developing methods to assess outcomes related to assistive technology service delivery.

The Norwegian Ministry of Health and Social Affairs looks upon rehabilitation, including assistive technologies, as important strategies in meeting the needs of disabled and older people. We experience growing needs in this direction for several reasons, including demographic changes, modern life saving health technology, as well as accident rates. The Norwegian Ministry is searching for new strategies for providing better and more cost-effective services within rehabilitation; the aim being to ensure participation and quality of life for the persons concerned.

The Conference will focus both on modern rehabilitation principles and frameworks, as well as on outcome assessment strategies. The Ministry of Health and Social Affairs would be pleased to see you in Oslo in November.

Yours sincerely,

Alfred KVALHEIM  
Director General  
Division for International Affairs

Enclosure

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1999

**Invitation to International Conference on Outcome Assessment in Assistive Technology**

The International Conference on Outcome Assessment in Assistive Technology is being held at Vetre Hotel and Conference Centre, just outside Oslo, Norway, November 25. – 26, 1999.

The Conference is organised by the EATS consortium in cooperation with The Norwegian Ministry of Health and Social Affairs. Please find enclosed conference information and programme, including registration form.

The Conference is focusing on theoretical frameworks, and practical methods/procedures for assessing effects of rehabilitation services in general, and assistive technology service delivery in particular. Also, methods and strategies for assessing individual goals as basis for individual rehabilitation plans will be presented.

We believe that the themes of the Conference are of particular interest to you, and we would be most pleased to see you and/or some of your staff members at the Conference.

We would be most grateful if you can distribute this information also to other persons and milieus being interested in the topics to be covered.

We wish you welcome to Norway.

Sincerely yours,

Øivind Lorentsen

Enclosure

## Participants

### International Conference on Outcome Assessments in Assistive Technology

#### Adkins, Gareth

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