

Appendix C.—Interviewer’s Schedule for Telephone Interview of Wheelchair Manufacturers

Part 1: General Information

1. a. What do you believe to have been your company’s most significant innovations in the last 10 years?
 - b. Briefly describe those innovations.
 - c. What advantages do these innovations have over previous products?
 - d. Are these innovations:
 - currently on the market?
 - no longer on the market?
 - expected to be on the market in the future?
2. Which of the above innovations were most important for the sales of your company? (Please limit to 3.)

Part 11: Specific Past Innovations

3. a. When was the need for this innovation first identified? (month, year)
 - b. When was the first prototype of this innovation constructed? (month, year)
 - c. When was the innovation first offered for sale commercially? (month, year)
 - d. When was the innovation first delivered commercially? (month, year)
4. Where did the idea for that innovation come from? For example, was it inspired by personal experience with wheelchairs, by an identifiable weakness in existing wheelchairs, by R&D efforts in another sector, or by something else?
5. Were the R&D efforts responsible for this innovation sponsored:
 - totally by the government?
 - mostly by the government?
 - half by the government, half by private concerns?
 - mostly by private concerns?
 - totally by private concerns?
6. Was this innovation approved for payment, in the State in which your company is headquartered, by:

Medicare
VA
Medicaid
Other
State, of

Yes/ No/ Don't Know	Date approved (month year)	Length of approval process
_____	_____	_____

Part III: R&D and the Marketing Process

7. a. Does your company have an active R&D department of its own, or does it contract with R&D firms, or both?

- b. How important is R&D to your company as a whole? If possible, please express the amount spent on R&D as a percentage of gross annual sales.
- c. With what kinds of R&D is your company involved? The specific projects are not important, only the general areas of research. As with all of these questions, your answers are voluntary and confidential.
- d. Are there any innovations under development which you would be willing to describe?
8. a. What is your company’s usual procedure for marketing a new or substantially improved product?
 - b. What factors tend to be the largest impediments to the rapid marketing of new or substantially improved products?
9. a. When designing a new or substantially improved product, do you take into account voluntary standards in existence or expected to be in existence in the future?
 - b. If you do consider any voluntary standards, which have the most influence on product design:
 - Veterans Administration?
 - Rehabilitation Engineering Society of North America (RESNA)?
 - International Standards Organization (ISO)?
 - c. If advance copies of proposed RESNA standards were made available to you, would they influence product design and innovation?
10. a. Are there any government or Federal agency policies which affect R&D?
 - b. Which ones?
 - c. What effect do they have?
11. a. Do you actively participate in getting your product approved for third-party payment by government and private insurers?
 - b. Describe this participation process.
 - c. Does this process have an effect on the decision to design a new product or on the design of a new or substantially improved product?
12. a. Do you have any objections to our identifying one of your innovations, described in Section II, in our report?
 - b. Would you like to have your company identified in our report? Do you object to it being identified in our report?