

Slide 1:

Just Hop Up, Look Here, Listen Up, Don't Breathe and Stay Still!
Access to Medical Equipment
Where are we?
Teleconference
August 16, 2005

Slide 2:

June Isaacson Kailes
Associate Director CDIHP
jik@pacbell.net
310-821-7080
Fax: 310-827-0269

Slide 3:

CHIHP: Adding value to service through increasing access
Western University of Health Sciences
Pomona, California
www.cdihp.org

Slide 4:

CDIHP: Adding value to service through increasing access
CDIHP works to enhance the health of people with disabilities, through coordinated public policy, training, research and dissemination activities.

Slide 5:

Images of Logo's of organizations that are involved in funding the CDIHP. The logo's include:

The Department of Homeland Security
National Institute on Disability and Rehabilitation Research
The Patient Advocate
Inland Empire Health Plan
Kaiser Permanente
Centers for Disease Control
The California Endowment
California Health Care Foundation
Rehabilitation Engineering Center on Accessible Medical Instrumentation

Slide 6:

Image of the cover of a booklet with photographs of individuals with disabilities and health care providers.

Title: "Shield your Health: Making Preventative Health Care Work for You. A Kit for People with Physical Disabilities"

Slide 7:

Image of the cover of a booklet with cartoon images of individuals with disabilities and health care providers.

Title: "Emergency Health Information" by June Isaacson Kailes, Disability Policy Consultant

Slide 8:

Image of two booklets with clip art of various images related to healthcare.

Titles: "Health, Wellness and Aging with Disabilities" by June Isaacson Kailes, Disability Policy Consultant and "Be a savvy Health Care Consumer. Your Life May Depend on it!" by June Isaacson Kailes, Disability Policy Consultant

Slide 9:

Image of two booklets.

Titles: "A Guide to Planning Accessible Meetings" by June Isaacson Kailes, Disability Policy Consultant and "Living and Lasting on Shaky Ground: Earthquake Preparedness for People with Disabilities" By June Isaacson Kailes, Disability Policy Consultant.

Slide 10:

Image of a booklet with clip art related to emergency situations.

Title: "Emergency Evacuation Preparedness, Taking Responsibility for your Safety, A Guide for People with Disabilities and Other Activity Limitations" by June Isaacson Kailes, Disability Policy Consultant.

Slide 11:

Objectives:

- 1) Review survey results from National Consumer Needs Assessment
- 2) Strategies for getting equipment into offices of health care providers

Slide 12:

Objectives continued:

- 3) Review existing resources for accessible exam tables, scales, etc.
- 4) Hear from you regarding strategies that have worked

Slide 13:

Audience:

- ✓ Health providers
- ✓ Health Plans
- ✓ Health Educators
- ✓ People with disabilities
- ✓ Advocates
- ✓ Manufacturers
- ✓ Vendors/Sales Representatives
- ✓ Policy Makers

Slide 14:

Intended Outcomes

- Reduce costly health disparities among people with disabilities by removing barriers to health care services.
- Create new accessibility standards for accessible medical equipment

Slide 15:

Accessibility and Useability of Medical Instrumentation for People with Disabilities: A National Survey

Conducted by the Rehabilitation Engineering Center on Accessible Medical Instrumentation

Jill M. Winters, PhD, RN (Marquette University)

Molly Follette Story, MS (University of California-San Francisco)

Kris Barnekow, PhD, OTR (Marquette University)

Brenda Premo, MBA (Western University)

June Isaacson Kailes, MSW (University of California-San Francisco)

R. Sarma Danturthi, PhD (Marquette University)

Erin Schwier, OTD (University of California-San Francisco)

Jack M. Winters, PhD (Marquette University)

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Study funded in part by:

National Institute on Disability and Rehabilitation Research grant H133E020729

Slide 17:

Photograph image of a group of people with disabilities
457 people completed part or all of the survey, 408 provided useable data

Slide 18:

Image of the 50 states shaped in the form of the United States Map

50 States responded

Slide 19:

Questions included:

How do you handle getting:

- A height adjustable (high/low) exam table
- Or assistance safely transferring to, positioning and staying on an exam table

Slide 20:

Cartoon image of a doctor's exam room with elevated exam table and an individual with a disability who uses a wheelchair. The Doctor is speaking to the individual and says: "Just hop on up"

Slide 21:

"It takes a village to get me on the table"

Slide 22:

Cartoon image of a medical office with people with various types of physical disabilities looking at a staff person who is driving a forklift with a sign overhead that reads: TLC Health Plan "We're Innovative". The individual driving the fork lift tells the individuals who are waiting for services "We got that transfer assistance you requested".

Slide 23:

Results Summary

Type of Equipment	Moderate or greater Difficulty
Exam Table (n=225)	75%
X-ray equipment (n=181)	68%
Rehab/Exercise equipment (n=115)	55.3%
Weight Scales (n=120)	53.1%

Slide 24:

Table with data regarding type of equipment, number that ranked the category as at least moderate difficulty to use and percentage that ranked category at least moderately difficult to use

Type of Equipment	Number ranked moderate Difficulty to use	Percentage ranked moderate difficulty to use
Exam Table	225	75.0
Radiology	181	68.0
Rehabilitation/Exercise	115	55.3
Weight Scales	120	53.1
Mobility Aids	125	50.2
Examination chairs	132	49.6
Communication aids	78	41.3
Medication Administration	63	40.9
Dental	92	36.2
Eye Examinations	90	37.0
Cardiac Stress testing	31	33.0
Oxygen Delivery	27	28.4
Monitoring	54	27.7
Pulmonary Function Testing	26	25.0
Hearing Test	17	11.3

Slide 25:

Photo images of various types of medical examination tables and chairs

Exam Tables: 225 people or 75% experienced at least moderate difficulty to use

Slide 26:

Photo images of Exam tables

Just Hop Up....

Slide 27:

Cartoon image of a doctor with a patient standing on a step stool next to an exam table while the doctor is taking the patients blood pressure

Slide 28:

Photo image of an examination room with an accessible adjustable table side by side a non-adjustable, inaccessible exam room table

Exam Room Access

Exam Room Tables: Accessible 18" adjustable versus non-Accessible Standard table

Slide 29:

Some commercially available devices are more accessible, but they are not widely used!

Slide 30:

Photograph of an elderly man sitting on a lower examination table and a photograph of an elderly man sitting on a standard height examination table which is not accessible.

Slide 31:

Photograph of an adjustable height examination table

Slide 32:

Photograph with a female who uses a wheelchair approaching and preparing to transfer onto an adjustable height exam table

Slide 33:

Photograph of a female who uses a wheelchair transferring onto an adjustable height exam table

Slide 34:

Photographs of x-ray equipment, including a MRI machine

X-Ray Equipment (68%)

Slide 35:

X-Ray Equipment 181 people 68% experienced at least moderate difficulty using.
General x-ray, MRI, mammogram, ultrasound, Scans: CT, PET & bone density, etc.

Slide 36:

Cartoon with a person who uses a wheelchair and a doctor outside of a room which contains an x-ray machine. Caption reads: "I know I can get my wheelchair through that door but I don't know who I'm going to get my body into that machine!"

Slide 37:

Photograph image of individual in a wheelchair using an accessible mammogram x-ray machine

Slide 38:

Image of a database query form for locating Mammography Centers

Slide 39:

Good Practice

Rhode Island's Mammography Centers Database can be searched via "wheelchair access"

Is the mammography equipment wheelchair-accessible?

<http://www.ricancercouncil.org/resources/mammography.php>

Slide 40:

Weight scales: 120 people, 53% experienced at least moderate difficulty using

Slide 41:

How do you handle getting weighted?

Slide 42:

Cartoon image of a shipping and receiving area within a hospital/medical setting. The sign on the wall reads: Wayem Health Plan Shipping and Receiving Hard Hat Area.

A medical professional is weighting a female using a wheelchair on the commercial scale.

The caption reads: "See? I knew we had an accessible scale around here somewhere!"

Slide 43:

Photo images of different types of accessible scales

Weight Measurement
Accessible Scales

Slide 44:

Photograph of a female who uses a wheelchair being weighted by a health care provider on an accessible scale.

Slide 45:

Photograph of a healthcare provider collapsing the accessible scale to demonstrate how easy it is to store and move out of the path of travel.

Slide 46:

Photograph of an accessible scale in its stored (Collapsed) position

Slide 47:

Examination and Procedure Chairs: 132 people, 50% experienced at least moderate difficulty using.

Dental, oral surgery, eye exam, laboratory, reclining procedure (chemotherapy, dialysis, transfusion)

Slide 48:

Do provider directories indicate degree of physical access?

- Parking
- Routes
- Offices
- Restrooms
- Equipment (exam/diagnostic)

Slide 49:

Image of a database (Inland Empire Health Plan) for providers demonstrating the type of information that is available regarding the providers offices. The directory shows bus routes as well as rates the accessibility of doctors offices.

Slide 50:

Image of a database screen from the Inland Empire Health Plan which identifies the accessible features that the provider has. The system uses a rating scale of B-Basic access, L- Limited Access and R- Requires Assistance. The Areas of accessibility listed include Accessible Parking, Accessibility of the route of travel from the parking to the building, Accessibility of the building, including the doctor's office and availability of an adjustable exam table.

Slide 51:

Unintended consequence = Drives Improvement

Slide 52:

Allergies, Multiple Chemical Sensitivities
Latex, etc.

Latex Free Product Guide
www.medicalproducts.au.com

Slide 52:

You-one person can make a difference!

Slide 53:

One person can make a difference
Survey of 379 Massachusetts health care providers found they made access changes based on:

- 60% ADA Compliance
- 49% State requirements
- 33% Patient Recommendations for improvement
- 25% because they completed an ADA Checklist
- 25% JCAHO and other certifying agencies

Slide 54:

Cartoon image of a male who uses a wheelchair

Slide 55:

Cartoon image of a male who uses a wheelchair

Slide 56:

Photograph of an elderly man who uses a walker sitting on an adjustable height exam table

Slide 57:

Unidentifiable image

Slide 58:

We are not receiving medical and preventive care that is equally effective as that provided to others.

Slide 59:

Table showing the type of complaints filed with the US Department of Justice during the period of April 1994-March 2003

Case Type	Office setting	Hospital setting	Clinic setting	Total
Communication	34	25	6	65
Mobility access	27	4	4	35
HIV Status	5	1	2	8
Blind/Low vision	2	0	0	2
Access Exam Table	0	1	2	3
Intellectual disability	0	0	1	1
Total	68	32	14	114

Slide 60:

Who don't we file complaints?

1. Sick, in need of immediate attention and not in a position to deal with issue in assertive manner, or even request an accommodation
2. Don't know how,
3. Fear, might anger provider, who will penalize/retaliate in some way,
4. It's my problem (internalized oppression)

Slide 61:

Why don't we file complaints? (Continued)

5. Feel:
It is too much work,
Too time-consuming, slow and possibly costly,
It can involve months, sometimes years getting results; and
While you could achieve long-term change, it will not solve your current situation.

Slide 62:

Remember to always plant the seed!

Slide 63:

Don't compromise your access to quality and safe care
Get access to health care providers radar screen

Slide 64:

Disability-Specific Assistance:

Plan ahead: Some items you should call and ask for before your visits.

Slide 65:

Survey on Use of Medical Equipment

<http://www.nerc.ami.org/r-12/>

-downloadable

-on paper

By phone – to set up a time to take the survey

-info@nerc-ami.org

-phone/TTY at 800-832-0524

Slide 66:

So what's worked for you?

Slide 67:

Rehabilitation Engineering Research Center on Accessible Medical Instrumentation (nerc
on AMI)

www.nerc-ami.org

Slide 68:

Quote:

“It's your health, it's your life, don't give up! Fight the fight! Make a difference!

To expect less, to demand less, does an injustice to ourselves and to those who come after
us!” - Suzanne Smeltzer

Slide 69:

www.cdihp.org/products.html

Slide 70:

For more thorough discussion review handouts:

Accessible Health Care Series

Accessible Tables

-Tax Incentives available for improving access and hiring people with disabilities

Slide 71:

For more thorough discussion

More to Come-Accessible Health Care Series

Health care Facilities Access

Exam Room Access

When You Relocate Items to Consider

Improving Access with Limited Resources

ADA Resources

Slide 72:

That's It!!