This session is scheduled to begin at 2:00pm Eastern Time

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Listening to the Webinar, continued

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Submitting Questions

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- If you are connected via a mobile device you may submit questions in the chat area within.
- Questions may also be emailed to webinars@ada-audio.org

Customize Your View

- Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page”
Customize Your View continued

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Technical Assistance

- If you experience any technical difficulties during today's session:
  1. In webinar platform: Send a private chat message to the host by double clicking "Great Lakes ADA" in the participant list. A tab titled "Great Lakes ADA" will appear in the chat panel. Type your comment in the text box and "enter" (Keyboard - F6, Arrow up or down to locate "Great Lakes ADA" and select to send a message); or
  2. By Email webinars@ada-audio.org; or
  3. Call 877-232-1990 (V/TTY)

Building Blocks for Accessible Health Care

September 2013
Our Speakers

- Marian Vessels
  - Director, Mid-Atlantic ADA Center
- Mary Duranti
  - Director, Disabilities Resource Center at UPMC
- Karin Morris
  - Accessibility Manager, City of Bend, Oregon, (former ADA Accessibility Coordinator at UPMC)

Purpose of Building Blocks for Accessible Health Care

- Recognize that health care is not as accessible as most people think
- Share our building blocks so that other health care providers working to become more accessible can use them as a foundation or starting point
- Share and recognize resources currently out there and those that have been most helpful
- Hope to develop a networking system for health care providers to share best practices

UPMC: About us

- $10 billion-plus integrated global health enterprise with domestic and international ventures
- Headquartered in Pittsburgh, Pennsylvania
- Ranked No. 1 in Pittsburgh and Pennsylvania, and No. 10 in the nation
- Affiliated with University of Pittsburgh
- More than 4,000,000 patient visits per year
- System of advance cancer treatment and research centers
- More than 3,200 physicians and 55,000 staff in total
- More than 20 academic, community, and specialty hospitals and 400 outpatient sites including rehabilitation, retirement, and long-term care facilities
UPMC Disabilities Resource Center:
Accessible Health Care for People with Disabilities Is Our Priority

What Types of Issues Are Common in Health Care?
- Effective Communication
- Patient Transfer
- Parking
- Service Animals
- Call Bells
- Physical Access and Equipment
- Staff Training and Awareness

Our Approach
- Educational Program
- Analysis and Modification of Facility
- Community Engagement
- Policy Review and Development
- ADA Compliance
- Internal/External Resource
Education and Training

- Disability Awareness Training
- Effective Communication for Individuals who are Deaf, Deaf-Blind, or Hard of Hearing
- Service Animal Panel Video
- ADA Maintenance Training
- Breast Screening for Individuals with IDD
- Assistive Listening Toolkit Videos
- Game Show Icebreaker
- Case Studies/Scenarios

Our Challenges in Education & Training

How to Make the Message Stick

- Traditional One- to Two-Hour Annual Trainings
  - Not the only answer; staff don’t remember when they need it

- Multi-Avenue Approach
  - On-site Training
  - uLearn (e Training)
  - FAQs
  - Email Messages
  - DRC Infornt Site
  - Disability Awareness Books
  - Clinical Screen Savers
  - Case Studies/Scenarios
If You Can Only Remember Three Things……

• Ask: What is the best way to communicate, transfer, and assist.
• Comprehend and Communicate: Listen to what the patient tells you, they know their bodies best. Communicate need for accommodation to others.
• Take action: If you are not sure what to do, ask for guidance. There are many resources to help you find what you need. Make sure the person gets the accommodation they need.

Sample Clinical Screensaver

SERVICE ANIMAL GUIDELINES
A service animal is a dog or potentially miniature horse, trained to do work or perform tasks for the benefit of an individual with a disability.
• A pet therapy animal is not the same as a service animal.
• Service animals must be permitted wherever the general public is permitted.
You only can ask the owner:
• Is the animal required because of a disability?
• What tasks is the animal trained to perform?
For more information, visit health.UPMC.com/DRC.

Community Engagement

• Serves as a point of contact for patients, families, and advocacy organizations
• Links with the community/advocacy groups have been essential to the DRC’s goals.
• Guided by DRC Advisory Committee — Identifies priorities and provides guidance on curriculum
• Serves on boards and advisory committees
Develop Community Partnerships

- Local Disability Advocacy Agencies
- Local Service Providers
- Centers for Independent Living
- Local and State Government Agencies
- Regional ADA Centers [www.ADATA.org](http://www.ADATA.org)
- Academic Centers

External Resource

- UPMC.com/DRC
- Point of contact for patients, families, and advocacy organizations
- Let Us Help You (LUHU)
  - Custom, preplanned access to accommodations
  - Anticipatory disposition planning

Examples of Collaborations with our Partners

- Breast Screening for Individuals with Intellectual & Developmental Disabilities
- Emergency Room Accessibility Workgroup
- Women with Disabilities Webcast Series in Partnership with Magee Women’s Hospital [http://services.choruscall.com/links/magee2013/magee130225.html](http://services.choruscall.com/links/magee2013/magee130225.html)
- Community Disability Resource Fair
- Video Clip on Healthbridges Website [http://healthbridges.info/?p=1011](http://healthbridges.info/?p=1011)
Helpful Resources

- Patient Provider Communication Forum
  http://www.patientprovidercommunication.org/
- Research Best Practices:
  - Alta Bates Summit Medical Center, Breast Health Access for Women with Disabilities (BHAWD)
  - Concord Hospital & New Hampshire Association for the Blind, “How Can I Help You” video,
    http://www.youtube.com/watch?v=xlP7mCr3LmQ
- World Institute on Disability (WID), http://www.wid.org/
- Archived Webinars on Access Board Website
- ADA Briefs

Build Partnerships Internally

- Patient Relations
- Nursing
- Corporate Communications
- Corporate Risk
- Facilities/Maintenance
- Center for Assistive Technology
- Physician Services Division
- Specialty Services
- Patient Safety and Quality
- Schools of Nursing
- Educators
- Center for Inclusion
- Supply Chain
- Speech Language Pathology
- Aging Institute
- Rehabilitation Institute

Gather “How to Access Accommodations”
Resources for Accessible Health Care

Assistive Listening Toolkits

Video Remote Interpreting

Resources for Accessible Health Care

Blind/Low Vision Toolkits

Healthcare Communication Boards (Greenhouse Publications)

Resources for Accessible Health Care

–Effective Communication iPads

–Documents in Alternate Format
–ADA consulting service
–FAQs
–Accessibility Checklists
Facility Review

- Facilities Review Committee
- Focus:
  - Acute Inpatient Rooms
  - Public Restrooms
  - Outpatient Facilities
  - Entrances and Accessible Routes
  - Parking
  - Medical Equipment
- Construction Plan Reviews by ADA Consultant
  - New construction and larger renovation projects

Facility Review (cont'd)

- ADA Maintenance and Housekeeping Training
- Accessibility Checklists
  - Public Restrooms
  - Inpatient Rooms
  - Waiting Areas
  - Building Blocks
  - Parking
- Evaluation Toolkits

Assistance Signage and DRC Guide
### Regulations

- Americans with Disabilities Act (ADA) 1990, as amended 2010
- ADA Amendment Act (ADAAA) 2009
- Section 504 of Rehabilitation Act 1973
- International Building Code; State and Local Building Codes
- Joint Commission: Hospitals should have policies in place regarding the provision of language services and should not rely on patients’ friends, family, or other “ad hoc” interpreters.

### Building Blocks for Accessible Health Care

- Dignity & Respect
- Patience
- Communication

**Thank You!**

Disabilities Resource Center  
disabilitiesresource@upmc.edu  
412-605-1483  
www.upmc.com/DRC

### Questions?

**By Phone:** Follow instructions provided by the Operator

**In the Webinar Room:** You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area
Thank you for participating in today’s ADA-Audio Conference Session

The next scheduled session is:

“Successful Disability Inclusion Strategies” presented by representatives from the USBLN

October 15, 2013

Registration is not yet open for this session as we prepare for the 2013-2014 Series. Email notification will be sent when registration is available.