ADA ✸ AUDIO
Conference
ADA NATIONAL NETWORK

ADA Audio Conference Series
September 17, 2013

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

Real-Time Captioning and the PowerPoint Presentation are available
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Listening to the Webinar, *continued*

MOBILE Users (iPhone, iPad, or Android device (including Kindle Fire HD))

Individuals may listen** to the session using the Blackboard Collaborate Mobile App (Available Free from the Apple Store, Google Play or Amazon)

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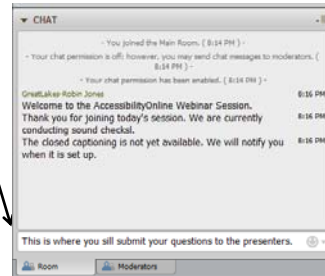
Please note: This webinar is being recorded and can be accessed on the ADA Audio Conference Series website at www.ada-audio.org within 24 hours after the conclusion of the session. The edited written transcript will be posted at this same site within 7 business days following the conclusion of the session.

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Customize Your View

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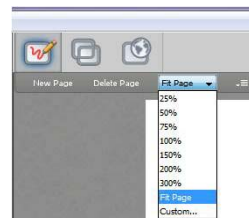
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Technical Assistance

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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)

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**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)

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## 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

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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**

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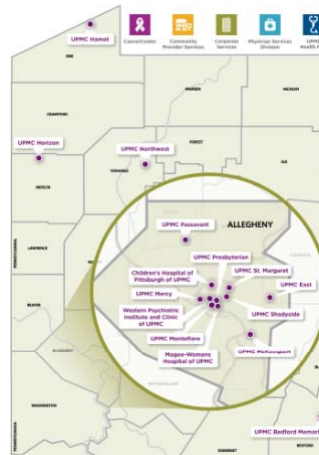
UPMC Disabilities Resource Center:
Accessible Health Care for People with Disabilities Is Our Priority

Access to Health Care: Facilities, IT, Policy

Community Interaction

DRC

Education & Training

Serving as an Internal/External Resource

Inclusion begins with a core belief that everyone deserves dignity and respect.

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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

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Our Approach

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

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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

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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 Infonet Site
  - Disability Awareness Books
  - Clinical Screen Savers
  - Case Studies/Scenarios

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If You Can Only Remember Three Things.......

- **A**sk: What is the best way to communicate, transfer, and assist.

- **C**omprehend and Communicate: Listen to what the patient tells you, they know their bodies best. Communicate need for accommodation to others.

- **T**ake 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.

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Sample Clinical Screensaver
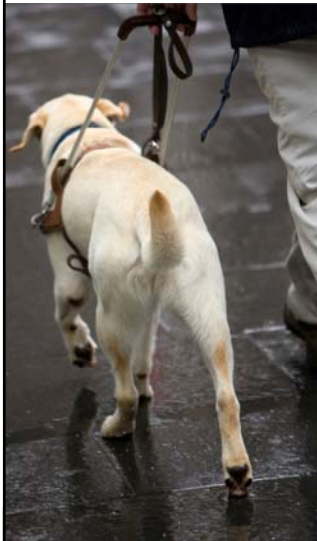
SERVICE ANIMAL GUIDELINES

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 **Infonet.UPMC.com/DRC**.

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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

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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

- Academic Centers

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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*

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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 Womens Hospital
  http://services.choruscall.com/links/magee2013/magee130225.html

- Community Disability Resource Fair

- Video Clip on Healthbridges Website
  http://healthbridges.info/?p=1011

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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

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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

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Gather "How to Access Accommodations"

Business Unit Resources for Accessibility Aides and Services for Disabilities				
Date Completed:				
Business Unit or Facility:				
Person completing spreadsheet:				
Phone Number:				
Accessibility Aide or Service	Offered at this location?	Process for staff to request	Contact Information	Physical Location
Accessible Nurse Call Bells, which are more accessible to people with limited mobility, such as a type with a larger pillow button or a sip and puff device.				
Assistive Listening Toolkit				
Bedside Commode				
Blind/Low Vision Toolkit (to be distributed in April 2012)				
Braille/large print documents/electronic documents				
Communication/Picture Boards				
Elevated toilet seat				
Height adjustable beds				
Height adjustable exam tables/chairs				
Large button phones/remotes				
Magnifiers for reading material				
Mechanical Lifts/Hoyer Lifts				
Sign Language Interpreters				
Special mattress, such as pressure relief				
Transfer boards				
Trapeze to help with positioning				
Video Remote Interpreting (VRI)				
Wheel chair scales				

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Resources for Accessible Health Care

Assistive Listening Toolkits

Video Remote Interpreting

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Resources for Accessible Health Care

Blind/Low Vision Toolkits

Healthcare Communication
Boards (Greenhouse Publications)

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Resources for Accessible Health Care

–Effective Communication iPads

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

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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

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Facility Review (cont'd)

- ADA Maintenance and Housekeeping Training

- Accessibility Checklists
  - Public Restrooms
  - Inpatient Rooms
  - Waiting Areas
  - Building Blocks
  - Parking

- Evaluation Toolkits

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Assistance Signage and DRC Guide

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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.

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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

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Questions?

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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

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