Employment   Rural Institute for Inclusive Communities

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Inclusive Healthcare Facilities Access and Accommodations Resource Toolkit

Meg A. Traci Ph.D.
University of Montana Rural Institute - Research and Training Center on Disability in Rural Communities

University of Montana Rural Institute
scholarworks-reports@mso.umt.edu

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**Inclusive Healthcare Facilities: Access and Accommodations
Resource Toolkit**

Contents

I. Videos and Archived Webinars

ACCESS TO HEALTHCARE

Responsive Practice: Providing Mammography to Women with Disabilities

Format:	Web-based Training - Self-study (Online)
Available Credits:	Category A credit, American Registry of Radiologic Technologists (1 credit hours)
Course Number:	N/A
Cost:	Free
When:	Anytime
Overview:	The *Responsive Practice* training is a 50-minute training that teaches mammography technologists to: 1)Recognize barriers women with disabilities face when accessing mammography services; 2) Acquire strategies and approaches to turn barriers into facilitators and provide disability-competent care; and, 3) Employ positioning techniques to obtain high quality images for women with different body types.
Online	Register for the training: http://ri.umt.edu/responsive-practice

AccessibilityOnline Webinar Series: Regular Accessibility Trainings for Continuing Education Credits

Format:	Web-based Training - Self-study (Online)
Available Credits:	AIA; CRCC; ACTCP; LA CES; Cert. of Attendance; ICC (1.5 credit hours)
Course Number:	N/A
Cost:	Free
When:	Monthly
Overview:	AccessibilityOnline Webinar Series is free and offers real-time captioning in all sessions. Sessions cover a variety of accessibility topics concerning the built environment, information and communication technologies, and transportation.
	These trainings are coordinated and hosted by the Great Lakes ADA Center on behalf of the ADA National Network as a mechanism to provide accurate and quality training on the Architectural Barriers Act and Americans with Disabilities Act (ADA/ABA) Accessibility Guidelines and on electronic and information technology accessibility standards (Section 508).
	The ADA National Network provides a comprehensive set of services for up-to-date information, consultation, referrals, resources, and training on the Americans with Disabilities Act for businesses, employers, governmental entities, service providers and individuals with disabilities.
Online:	View upcoming sessions: https://www.accessibilityonline.org/ao/schedule/

Reaching People with Disabilities through Patient Navigation: Supportive Access to Healthcare Coverage

Format:	Web-based Training - Self-study (Online)
Credits:	MT Nurses Association – continuing nursing education (1.5 hours)
Course Number:	2017-54
Cost:	Free

| When: | This course is archived until June 26, 2018. |
| Course Objectives: | In partnership with the American Association on Health and Disability (AAHD), this webinar is offered as part of the efforts of the Montana Disability and Health Program to increase education and awareness of the resources available from the National Disability Navigator Resource Collaborative (NDNRC) for enrolling people with disability in the right health care coverage that works best for them. Topics to include: ACA Marketplace client resources and questions, disability etiquette and accessibility considerations throughout the enrollment process. |

| Online: | http://ri.umt.edu/AAHD_Webinar2017 |

Healthcare Access for Persons with Disabilities (1025624)

Format:	Web-based Training - Self-study (Online)
Clinical/Non-Clinical:	Non Clinical
Course Number:	1025624
Cost:	Free
When:	This course is updated annually.
Course Objectives:	The overall goals for this training program are to increase the capacity of health professionals and staff to deliver culturally sensitive, quality care to adults and children with physical and sensory disabilities, to solve related problems in their practices, and to comply with the requirements of the Americans with Disabilities Act. By the end of this course you will (1) gain a better understanding of health, wellness and care issues concerning people with physical disabilities; (2) recognize the four barriers to quality healthcare, as addressed in the ADA; and (3) learn a minimum of five skills to increase good communication and rapport to enhance accurate assessment and delivery of quality care.

| Online: | Healthcare Access for Persons with Disabilities Online Module |

Where in Health is Disability? Public Health Practices to Include People with Disabilities

CDC Public Health Grand Rounds webcast focuses on disability and health. The work of NCBDDD's Division of Human Development and Disability and its network of partners present data on health differences and risk factors of poor health in individuals with disabilities, demonstrate physical activity programs implemented by CDC's Arthritis program and reveal best practices for the inclusion of disability in national public health organizations.

| Online: | CDC's Public Health Grand Rounds |

EDUCATION

Physician Education in Developmental Disabilities (PEDD)

The American Academy of Developmental Medicine and Dentistry (AADMD) would like to encourage the physician community to take part in the PEDD continuing medical education curriculum. It is completely free to participate and entirely online. While it is geared toward primary care physicians, hundreds of specialist physicians and non-physicians have found this curriculum to be a valuable training tool as well.

Cost: Free
Accreditation: Up to 12.0 hours of AAFP prescribed credit (equivalent to AMA Cat. 1)
Target Audience: Primary Care Providers
Online: [Physician Education in Developmental Disabilities](#)

COMMUNICATION

Accessibility

Archived webinars are free and focus on the following subject areas: communication and IT, public-rights-of-way/transportation, Access Board, building and facilities: Americans with Disabilities Act (ADA) and Architectural Barriers Act (ABA) standards, elements and spaces, and specific facility types.

Online: [Accessibility Online](#)

AFFORDABLE CARE ACT

Getting the Right Health Care: How we can help you

The webinar highlights resources available through the NDNRC and profiles consumers who rely on NDNRC's expertise. United Spinal has teamed up with the American Association on Health and Disability along with six other national disability organizations as part of the National Disability Navigator Resource Collaborative (NDNRC) to provide expertise and assistance to navigators and enrollment specialists on disability information related to enrolling in the right healthcare plan under the Affordable Care Act.

Presenter: Karl D. Cooper, Esq., American Association on Health and Disability
Target Audience: The webinar is designed for anyone involved in enrolling individuals in the healthcare marketplaces and for anyone concerned with making sure people with disabilities are properly enrolled in the most appropriate health insurance plan.

Online: [The National Spinal Cord Injury Association](#)

PERSON FIRST HEALTH

Video and Webinar resources

As the healthcare of people with disabilities and chronic medical issues becomes more of a focus for healthcare professionals and policy makers, it is important that all stakeholders have

available current information and resources. This site was developed to meet that need and provide a comprehensive reference to increase healthcare access and promote the health and wellness for people with disabilities.

Online: Person First Health
Online: Access to Medical Care: Adults with Physical Disabilities (22 minute video and training about key issues that influence the quality of care in outpatient clinical settings). **Cost**: USD $100

II. Access to Care

U.S. ACCESS - BOARD

New Online Guides to ADA & ABA Standards

This source provides NEW illustrated guides to Americans with Disabilities Act (ADA) and Architectural Barriers Act (ABA) Accessibility Standards. The guides explain the ADA and ABA requirements, answer common questions and offer best practices. Animations are available to describe accessible spaces.

US Access Board: Board Launches Online Guides to the ADA and ABA Standards

Importance of Accessible Examination Tables, Chairs and Weight Scales (2009)

Recommendations for accessible design standards. The *Accessible Health Care Series* provides detailed information about improved quality of care, general information on accessible medical equipment, and recommendations on selecting accessible medical equipment.

US Access Board: Advancing Equal Access to Diagnostic Services

Advancing Equal Access to Diagnostic Services: (2012)

This resource contains recommendations for the Americans with Disabilities Act (ADA), accessible medical diagnostic equipment such as wheelchair transfers to exam tables, lift compatibility, and space requirements alongside equipment.

US Access Board: Proposed Accessibility Standards for Medical Diagnostic Equipment

Medical Diagnostic Equipment Accessibility Standards Advisory Committee

The Board is developing accessibility standards for medical diagnostic equipment, including examination tables and chairs, weight scales, radiological equipment, and mammography equipment under the "Patient Protection and Affordable Care Act." The standards address independent access to, and use of, such equipment by people with disabilities to the maximum extent possible.

US Access Board: Advancing Equal Access to Diagnostic Services

ADA NATIONAL NETWORK

Accessible Parking (2012)

Technical assistance for readily achievable barrier removal design specifics for van-accessible parking spaces.

ADA National Network TA: Accessible Parking

Checklist for Readily Achievable Barrier Removal (2011)

A fill-in checklist for readily achievable barrier removal in four priority areas: approach and entrance, access to goods and services, toilet rooms, and additional access (i.e., drinking fountains, public telephones, and fire alarms)

ADA Checklist for Readily Achievable Barrier Removal (PDF)

ADA Checklist for Readily Achievable Barrier Removal

ADA.GOV

Access to Medical Care for Individuals with Mobility Disabilities (2010).

This resource includes four parts: overview and general requirements, commonly asked questions, accessible examination rooms, and accessible medical equipment.

Access to Medical Care for Individuals with Mobility Disabilities

Americans with Disabilities Act: Tax Incentives for Businesses (2005)

Two tax incentives are available to businesses to help cover the cost of making access improvements. The first is a tax credit that can be used for architectural adaptations, equipment acquisitions and services such as sign language interpreters. The second is a tax deduction that can be used for architectural or transportation adaptations.

Tax Incentives for Businesses (PDF)

ADA Update: A Primer for Small Businesses (2010)

This resource is for small businesses and includes general nondiscrimination requirements, more accessibility options for the environment, steps for success (i.e., facility assessment, staff training), and ADA resources.

ADA Update: A Primer for Small Businesses (PDF)

Health Care Facilities Access – Clinic and Out-patient (2009)

Information on the ADA Accessibility Guidelines for Buildings and Facilities (ADAAG), improving physical access, fixtures and hardware, and other accessibility resources is provided.

Health Care (Clinic / Out-patient) Facilities Access (PDF)

Improving Accessibility with Limited Resources (2008)

This resource contains information on ADA compliance, barrier removal, accessibility guidelines and conducting on-site surveys. Access guidance resources are included.

Improving Accessibility With Limited Resources

Choosing and Negotiating an Accessible Facility Location (2008)

ADA accessibility information and evaluation details for private businesses and new medical spaces for lease are provided. Access guidance documents and government assistance resources included.

Choosing and Negotiating an Accessible Facility Location

III. Dental Care

PERSON FIRST HEALTH

Person First Health: Dental Resources for Professionals

(Listed resources below are available on the above HTML link)

Smiles for Life: A National Oral Health Curriculum
This curriculum is designed to enhance the role of primary care clinicians in the promotion of oral health for all age groups through the development and dissemination of high-quality educational resources.

"Is Your Medical Practice ADA Friendly?"
This is a brief article on what it means to be compliant with the Americans with Disabilities Act (ADA).

An Oral Health Professionals Guide to Servicing Young Children with Special Health Care Needs
This series of five modules is designed to provide oral health professionals with information to help ensure that young children with special health care needs have access to health promotion and disease prevention services that address their unique oral health needs in a comprehensive, family-centered, and community-based manner.

NATIONAL INSTITUTE OF DENTAL AND CRANIOFACIAL RESEARCH

NIDCR: Developmental Disabilities and Oral Health

(Listed resources below are available on the above HTML link)

An Introduction to Practical Oral Care for People With Developmental Disabilities
Presents an overview of the *Practical Oral Care* series.

Continuing Education: Practical Oral Care for People With Developmental Disabilities
This is a free 2-hour continuing education activity for dental professionals. Topics include the health challenges and oral health problems common in people with developmental disabilities and strategies for oral care in the general practice setting.

Test: NICDR: Continuing Education: Practical Oral Care for People with Developmental Disabilities

Autism
Presents an overview of health challenges in people with autism and offers strategies for providing oral care in the general practice setting.

Cerebral Palsy
Presents an overview of health challenges in people with cerebral palsy and offers strategies for providing oral care in the general practice setting.

[Down Syndrome](#)
Presents an overview of health challenges in people with Down syndrome and offers strategies for providing oral care in the general practice setting.

[Intellectual Disability](#)
Presents an overview of health challenges in people with intellectual disability and offers strategies for providing oral care in the general practice setting.

[Wheelchair Transfer: A Health Care Provider's Guide](#) (2009)
This document provides general guidance on completing a safe wheelchair transfer in the dental setting.

IV. Women

AMERICAN CONGRESS OF OBSTETRICIANS AND GYNECOLOGISTS

[ACOG: Women with Disabilities](#)

(Listed resources below are available on the above HTML link)

[Reproductive Health Care for Women with Disabilities](#)
This recoded slide program assists women's health care clinicians with office skills to assist with their care of women with physical, developmental or sensory disabilities, giving specific information for reproductive health care.

[Video Training on Health Care for Women with Developmental Disabilities](#)
The Human Development Institute at the University of Kentucky has developed Pre-service Health Training (PHT) modules designed to educate practicing primary care providers about working with individuals having developmental disabilities. One such module, free and on line, concerns women's health care and includes patient-provider encounters on an interactive video. This training offers a certificate of completion for participants.

V. Communication

ADA.GOV

Effective Communication

This resource provides an overview on effective communication with people who have vision, hearing, or speech disabilities. The resource describes the following accommodations and recommendations: auxiliary aids and services, effective communication provisions, companions, use of accompanying adults or children as interpreters, and who should decide which aid or service is needed.

[US Department of Justice: ADA Requirements: Effective Communication](#)

ADA NATIONAL NETWORK

Effective Communication (2012)

This resource provides information on the following ways to improve and promote accessible communication: auxiliary aids and services, sign language interpreters, and telecommunications.

[ADA National Network: Effective Communication](#)

Removing Barriers – Tips and Strategies to Promote Accessible Communication (2002)

Four chapters on disability awareness: communication aids and alternative formats, creating inclusive materials, media relations to provide information, and improvement for accessible communication.

[Removing Barriers: Tips and Strategies to Promote Accessible Communication](#)

PERSON FIRST HEALTH

[Person First Health: Communication Resources](#)

[Cultural Competency Information](#)
This resource describes what cultural and linguistic competence is, the importance of this competency, and provides a glossary of terms.

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

[HHS.gov: Civil Rights](#)

Improving Patient-Provider Communications YouTube Video: [Part 1](#) | [Part 2](#) | [Part 3](#) | [Part 4](#)

These videos discuss the relationship between safe quality healthcare and effective communication with limited English-proficient and deaf or hard-of-hearing populations.

[Communicating with People Who are Deaf or Hard of Hearing in Hospital Settings](#)
This resource is for small businesses and includes general nondiscrimination requirements, more accessibility options for the environment, describes situations where an interpreter may be needed, and ADA resources.

GIVING GREETINGS

[Giving Greetings: Say it with Symbols](#)

Boardmaker Health Communication board

Offers a series of picture symbols for call, cry, burp, hurt, tell, whisper, yell, laugh, pain, cold, burn, diarrhea, dizzy, rash, runny nose, nauseous, sick, throw up, hear, say, itch and stomach ache.

[Symbols (PDF)](...)

Communication board – Hurt or sick
Offers picture symbols to help a person communicate where they are hurting.

[Symbols for hurt or sick (PDF)](...)

VI. Emergency Preparedness

ADA.GOV

An ADA Guide for Local Governments

This document provides a series of steps as a guide to helping people prepare for and respond to emergencies in a hospital setting.
[Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities](...)

[Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities (PDF)](...)

DISABILITY.GOV

Emergency Preparedness: Making Emergency Services & Facilities Accessible

This link provides a list of emergency preparedness and response resources that are filtered for Montana, only.

[Disability.gov: Emergency Preparedness](...)

VII. Health Reports

NATIONAL COUNCIL ON DISABILITY

The Current State of Health Care for People with Disabilities

This report identifies a broad range of recommendations for improving the health care experience for people with disabilities and discuses some of the most significant obstacles to health, health care, and disease prevention and health promotion for people with disabilities.

[NCD: The Current State of Health Care for People with Disabilities](...)

AMERICAN ASSOCIATION ON HEALTH AND DISABILITY (AAHD)

AAHD Launches ACA National Disability Navigator Resource Collaborative

The project will develop disability-content materials, including a technical assistance guide; a dedicated website with URL that will include all materials as well as state-specific information, resources, and experiences; provide on-going TA to navigators via typical TA methods (e.g.

webinars, topic-specific fact sheets, short issue briefs, newsletters, list serves); and will discuss the feasibility of providing "hands-on" technical assistance to navigators and/or their host organizations.

[AAHD Launches ACA National Disability Navigator Resource Collaborative](#)

VIII. Contact Information

MONTANA DISABILITY AND HEALTH PROGRAM:

Meg Ann Traci, PhD

Research Associate Professor
Montana Disability and Health Program
University of Montana Rural Institute on Inclusive Communities
52 Corbin Hall
Missoula, MT 59812-7056
(888) 268-2743 Toll-free, RTC Main Office
(406) 243-4956 Meg's Office
(406) 243-2349 Fax
http://mtdh.ruralinstitute.umt.edu/
e-mail: Meg.Traci@mso.umt.edu

Helen Russette, MPH

Graduate Student Assistant
Montana Disability and Health Program
Doctoral student in Public Health
University of Montana Rural Institute on Inclusive Communities
52 Corbin Hall
Missoula, MT 59812
(406) 243-4860
e-mail: helen.russette@mso.umt.edu

MONTANA INDEPENDENT LIVING CENTERS

Living Independently for Today and Tomorrow (LIFTT)

Jen Cleland, Executive Director
1201 Grand Ave Ste 1
Billings, Montana 59101
(406) 259-5181 voice
(406) 245-1225 TTY
(406) 259-5259 fax
(800) 669-6319 toll free
jenc@liftt.org
Website: LIFTT (www.liftt.org)

Montana Independent Living Project (MILP)

Bob Maffit, Executive Director
825 Great Northern Blvd, Ste 105
Helena, Montana 59601
(406) 442-5755 (Voice/TTY)
(406) 442-1612 (Fax)
(800)735-6457 (Toll-free consumer line)

bmaffit@milp.us
Website: MILP (www.milp.us)

North Central Independent Living Services (NCILS)

Tom Osborn, Executive Director
1120 25th Ave NE
Black Eagle, Montana 59414
(406) 452-9834 (Voice/TTY)
(406) 453-3940 (Fax)
(800) 823-6245 (Toll-free consumer line)
ncils.osborn@bresnan.net

Summit Independent Living Center (Summit)

Mike Mayer, Executive Director
700 SW Higgins Ste 101
Missoula, Montana 59803
(406) 728-1630 (Voice/TTY)
(406) 829-3309 (Fax)
(800) 398-9002 (Toll-free consumer line)
mmayer@summitilc.org
Website: Summit ILC (www.summitilc.org)

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