Health care organizations are required to provide equitable health care services to persons with disability, yet many remain largely inaccessible.

Study objective: Identify ongoing gaps in our current enforcement systems and explore opportunities to incentivize the provision of equitable and accessible health care.

**Findings: How to increase accessibility in healthcare**

**Need for increased education and awareness of disability disparities**

“...I think the challenge is that there’s a lot of decision-makers in healthcare, and those decision-makers that are deciding infrastructure in the facility, the medical equipment, the training curriculum. Not all those individuals are aware or competent on disability issues. I think it comes back to that. It’s a blend of cost, but also awareness.”

- Policy Maker

**Existing laws are necessary, but not sufficient**

“I would say the organization views it as a position to fulfill legal requirements ‘cause legally, we’re required to have a coordinator for non-discrimination purposes. If there wasn’t a law, I don’t think there would be anybody doing anything about this at this hospital.”

- Health Care Organization

**Healthcare is motivated by cost, quality and competition**

“...with my previous VP, everything was tied to money, and I had to give reports and white papers on why I had to provide a deaf interpreter.”

- Health Care Organization

**Implications for Policy or Practice**

- Few incentives exist to encourage delivery of accessible health care to patients with disability.
- Increased awareness and enforcement of federal laws is needed.
- Create opportunities to promote accessible care through financial incentives, tying accessibility to improved outcomes, and developing systems for increased competition.