



DISABILITY EQUITY COLLABORATIVE RESEARCH PRESENTATION:

Access to and Accessibility of Care for Rural Veterans with Disabilities: A Qualitative Evaluation of VA Healthcare Experiences

WEDNESDAY, JUNE 5
12p ET

<https://ucdenver.zoom.us/j/94436795311>

This talk will summarize findings from 30 qualitative interviews with rural-dwelling Veterans who experienced at least one of three types of disabilities (hearing loss, vision loss, and mobility loss). Interviewees reported experiencing access barriers in five main areas, including policies and operational processes at VA clinics, navigating VA campuses and clinics, limited transportation and parking options, communicating with healthcare personnel and negative interactions, technology barriers, and challenges due to pandemic-related changes in policies and procedures. Given its focus on caring for Veterans with service-aggravated conditions and its commitment to equity, addressing these access barriers should be a high priority for VA

Dr. Caroline Gray is an Investigator and the Lead Qualitative Methodologist at the Center for Innovation to Implementation, part of the Veterans Health Administration's VA Palo Alto Health Care System. A sociologist by training, she has an interest in the healthcare workforce and how social, cultural, and technological changes impact the practice of medicine and the delivery of care. With a background in the interdisciplinary field of Disability Studies, she is particularly interested in understanding experiences of care among people with disabilities and ensuring the delivery of equitable and satisfactory care for them and other populations that experience marginalization.

