



Appendix 0.9

*Disability
Accommodations
Inventory Table*

ADAPTING A POLICY OR PROCESS

	Process for patient to request	Process for alerting staff & clinicians	What is the workflow process to provide?	How will you document the policy/process adaptation was provided?	How will you let patients know it is available?	How will you train staff to implement?
Example: Wait in private room rather than waiting room	<i>Patient can request at scheduling or check-in</i>	<i>Front desk can notify at morning huddle or when patient checks in</i>	<i>QI will develop and test the workflow.</i>	<u>Document in EHR under</u> _____	<i>Provider can inform during visit for next visit, front desk can offer at check-in, scheduler can offer when scheduling patient</i>	<u>QI team will train during staff meeting and repeat every 6 months</u>

PROVIDING A “THING”

	How many available?	Process for patient to request	Process for alerting staff and clinicians	Who will provide the accommodation?	How will you document the “thing” was provided?	Who will clean and maintain?	Where will it be stored?	How will equipment be ordered and paid for?	How will you let patients know it is available?	How will you train staff to use?
<i>Example: Assistive Listening Devices</i>	2	<i>Patient can request at scheduling or check-in</i>	<i>During morning huddle, MA will be notified</i>	<i>MA when rooming the patient</i>	<i>Note to be documented in _____</i>	<i>MA will clean and office manager will replace batteries monthly</i>	<i>Store room – top shelf</i>	<i>Office manager will order and pay out of general operating funds</i>	<i>Front desk and MA will offer</i>	<i>Office manager will train 2x per year at all clinic meeting</i>



PROVIDING A SERVICE

	Process for patient to request	Process for alerting staff and clinicians	What is the workflow process to order?	How will you document the service was provided?	How will you let patients know it is available?	How will you train staff to use?
<i>Example: ASL Interpreter</i>	<i>Patient can request at scheduling or check-in</i>	<i>Front desk can notify at morning huddle or when patient checks in</i>	<i>QI will develop and test the workflow.</i>	<u><i>Document in EHR under _____</i></u>	<i>Provider can inform during visit for next visit, front desk can offer at check-in, scheduler can offer when scheduling patient</i>	<u><i>QI team will train during staff meeting and repeat every 6 months</i></u>

SCHEDULING WHERE AN ACCOMMODATION IS LOCATED

	How many available?	Process for patient to request	Process for alerting staff and clinicians	How will you schedule patients where the item is?	How will you document the scheduling was provided?	Who will clean and maintain?	Do you need any extra staff assistance to use?	How will equipment be ordered and paid for?	How will you let patients know it is available?	How will you train staff to use?
<i>Example: Hoyer Lift</i>	1	<i>Patient can request at scheduling</i>	<i>During morning huddle, MA will be notified</i>	<i>MA when rooming the patient</i>	<i>Note to be documented in _____</i>	<i>MA will clean during standard cleaning</i>	<i>In exam room _____</i>	<i>Office manager will order and pay out of general operating funds</i>	<i>Front desk, MA and provider can offer</i>	<i>Lead MA will train all new staff</i>

CHANGE IN CLINICIAN/STAFF INTERACTION STYLE

	Process for patient to request change	Process for alerting staff and clinicians	How will you document the change in interaction style/environmental modification was provided?	How will you let patients know it is available?	How will you train staff to implement?
<i>Example: Ask the patient how best to verbally communicate with them</i>	<i>Patient can request at scheduling or check-in</i>	<i>Front desk can notify at morning huddle or when patient checks in</i>	<i>QI will develop and test the workflow.</i>	<u>Document in EHR under</u> _____	<i>Provider can inform during visit for next visit, front desk can offer at check-in, scheduler can offer when scheduling patient</i>



STAFF PROVIDE ASSISTANCE

	Process for patient to request	Process for alerting staff and clinicians	What is the workflow process to provide?	How will you document the assistance was provided?	How will you let patients know it is available?	How will you train staff to provide assistance?	What staff will provide the assistance?	Is there a process to make sure the sufficient number of staff are available to provide accommodation?
<i>Example: Assistance with transferring</i>	<i>Patient can request at scheduling or check-in</i>	<i>Front desk can notify at morning huddle or when patient checks in</i>	<i>QI will develop and test the workflow.</i>	<i><u>Document in EHR under</u></i> _____	<i>Provider can inform during visit for next visit, front desk can offer at check-in, scheduler can offer when scheduling patient</i>	<i>QI team will train during staff meeting and repeat every 6 months</i>	<i>MA's will provide the transfer – additional assistance from office manager, front desk and back office if needed</i>	<i>3 MA's are always on duty, additional assistance can be provided by office manager, front desk and back office</i>

MODIFY THE ENVIRONMENT

	Process for patient to request	Process for alerting staff and clinicians	How will you document the change in interaction style/environmental modification was provided?	How will you let patients know it is available?	How will you train staff to implement?
<i>Example: Low light</i>	<i>Can request at scheduling or check-in</i>	<i>Front desk can notify at morning huddle or when patient checks in</i>	<i>QI will develop and test the workflow.</i>	<u><i>Document in EHR under</i></u> _____	<i>Provider can inform during visit for next visit, front desk can offer at check-in, scheduler can offer when scheduling patient</i>