



Appendix 1.1

Accessibility Program Needs Assessment

Instructions

- This assessment can be completed by anyone at any point of developing an accessibility program. Questions that are not applicable to your organization or clinic can be skipped.
- Please note that needs assessments are long processes that require input and commitment from multiple partners within the organization and community to develop a robust and sustainable plan.

Current State of Accessibility

This section will offer a snapshot of the current landscape of accessibility at your organization or clinic. These questions will work to identify existing resources, opportunities for growth, and describe the current culture of accessibility at your organization.

Background

1. What is the motivation driving the development of the disability accessibility program?
 - Patient complaint
 - Lawsuit
 - Adherence to accreditation standards
 - Legal compliance
 - Improve quality of care for patients with disabilities
 - Other: _____
- a. Are there specific populations you are focused on (e.g., people with physical disabilities, intellectual or developmental disabilities, etc.)? If so, why?
- b. Are there certain settings you are focused on (e.g., scheduling, specific specialty appointments, outpatient, inpatient, etc.)? If so, why?
2. What is the specific goal or desired outcome of developing an accessibility program?
3. How does the accessibility program align with current organizational priorities (e.g. quality and safety; health equity; patient experience; Diversity, Equity, and Inclusion)?
4. What, if any, leadership support is there for the accessibility program? What levels of support do you need?
5. Is disability/accessability included in any existing initiatives or efforts?
 - Compliance
 - Health equity

- Quality and safety
 - Patient experience
 - Interpreting services
 - Population health
 - Human resources
 - Other _____
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6. How does your organization define disability?

- a. Do your mission statements include disability appropriate language (in other words, not ableist language)?

7. Is there a disability- or accessibility-specific budget?

- a. What type of budget exists?
- b. What types of initiatives or supplies are covered by that budget?

8. What, if any, regulatory requirements are there for establishing an accessibility program (e.g., Joint Commission Excellent Health Outcomes for All Certification, CMS requirements, state-level requirements, etc.)?

Partnering with People with Disabilities

1. What existing partnerships does your organization have with local disability organizations?
2. Does your organization have a disability employee resource or affinity group?
3. Are there people with disabilities in your patient and family advisory groups?
4. What disability types are included in the above efforts? (e.g., developmental disabilities, physical disabilities, etc.)

5. Are there existing employee or Human Resources initiatives to increase representation of employees with disabilities?

People

**Reminder: questions that are not applicable can be skipped.*

1. Does your organization have the following, and if so, who is it?
 - Disability Coordinator
 - ADA Coordinator
 - Section 1557 Coordinator
 - Section 504 Coordinator
 - Name: _____
2. Is there one person or multiple individuals responsible for accessibility services? Who?
 - a. In what department is this person/people located?
 - b. What is their current role and responsibilities?
 - c. Are there separate roles responsible for patient needs verses staff needs?
 - d. Does this person/people have dedicated full-time equivalent (FTE)? If so, how much?
 - e. Who manages patient complaints?
 - f. Who do patients go to with accommodation needs?
3. Are the people who are leading disability activities in positions to enact change?
4. Do you have any clinician champion(s) (formally or informally designated)?
 - a. If no, is there someone you could recruit?

- b. Do you have other champions within your organization? This could be a Nurse, Medical Assistant (MA), front desk or office manager; someone who may not have a leadership position, but a vested interest in program success.
5. Who in your organization might have expertise on providing accessible care (e.g., interpreting services, rehabilitation services)?
6. If any, what is the role of your Compliance Office in enforcing accessibility requirements?

Activities

1. What accessibility activities are currently offered? See Appendix 1.6: *Accessibility Program Activities* for a list.
 - Documenting disability status and accommodation needs in the electronic health record (EHR)
 - Accommodations (See Appendix 0.8 in the General Resources chapter for a list of accommodations)
 - Digital accessibility
 - Disability-related training modules for staff and clinicians
 - Environmental and architectural accessibility
 - Activities for patients with intellectual and developmental disabilities
 - Other: _____
2. In which clinics or units are the activities available?
3. Are there specific individuals, groups, or departments within your organization who are excelling at accessibility activities?
4. What disability populations are included in current accessibility initiatives?
5. Is there a disability-specific budget available for the activities?
 - a. What types of budget(s) exist?
 - b. Who or what department is responsible for the budget(s)?

- c. What types of initiatives or supplies are covered by the budget(s)?
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- 6. What infrastructure is available to support disability accessibility initiatives?
 - Internal website with resources
 - Systems to order equipment
 - EHR builds
 - Training modules that include disability
 - Other: _____

Policies

- 1. What disability-related policies currently exist (i.e., grievances/complaints, service animals, interpreter services, use of lifts or scales)?

- 2. Do non-discrimination and other patient policy statements include disability?

Evaluation

- 1. How is your organization monitoring the quality and safety of care delivered to patients and subpopulations? Are patients with disabilities included as a subpopulation?

- 2. How are patient complaints regarding accessibility monitored and addressed?

- 3. Do your patient surveys include questions about accessibility?
 - a. Can you filter patient survey responses by disability status?



Identify Gaps and Strengths

This section will help you identify existing gaps and opportunities for future initiatives.

Based on the above information, describe your organization's:

1. Strengths: What internal factors exist that could facilitate developing or expanding your accessibility program?
2. Weaknesses: What internal barriers exist that inhibit developing or expanding your accessibility program at your organization?
3. Opportunities: What favorable external factors exist that could promote developing or expanding your accessibility program at your organization?
4. Threats: What external factors exist that have the potential to inhibit the success developing or expanding your accessibility program at your organization?

