



*Appendix 1.2*

*Accessibility  
Program  
Implementation  
Planning*

The following plan will help guide your work in developing or expanding an accessibility program in your organization.

**INSTRUCTIONS:** Use this worksheet to guide your overall organization/clinic plan for building or expanding an accessibility program. Questions that are not applicable may be skipped. The following could serve as a practical worksheet or a thought exercise for your implementation team.

**GOAL FOR THIS PLAN:**

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*(Examples: “We plan to focus on developing an effective communication initiative.”; “We plan to focus on improving access to care for our patients with intellectual and developmental disabilities.”)*

### Engaging the Disability Community

WHICH disability organizations or groups will you collaborate with? What disability types do these organizations represent?

HOW will you include people with disabilities in your patient and family advisory committees?

- Representation on existing committees
- Create a disability-specific advisory committee
- Other: \_\_\_\_\_

HOW will you engage with your disability employee resource group or affinity group?

HOW will you elicit feedback from **disabled people in the community** (not necessarily patients) about how you are doing and your plans for improving? Who will you invite to these activities? Select all that apply.

- Listening sessions
- Focus groups
- Sharing circles
- Surveys
- Other: \_\_\_\_\_

HOW will you elicit feedback from your **patients with disabilities** about how you are doing and your plans for improving? Who will you invite to these activities?

- Listening sessions
- Focus groups
- Sharing circles
- Patient feedback surveys
- Advisory committee

- Other: \_\_\_\_\_

HOW will you ensure multiple identities (e.g., racial/ethnic populations with disabilities) are represented?

### LEADERSHIP SUPPORT AND BUY-IN

WHICH members of leadership do you need to support from? For what purpose?

WHAT charters, strategic plans, presentation, etc. do you need to create (see Appendices 1.5 & 1.6 for examples)?

WHAT regulatory requirements must your accessibility program meet?

- ADA
- Section 1557
- Section 504
- Joint Commission Excellent Outcomes for All Certification
- Other: \_\_\_\_\_

### TEAM

WHO will oversee the accessibility program?

- ADA Coordinator
- 1557 Coordinator
- Section 504 Coordinator
- Disability program coordinator
- Other: \_\_\_\_\_

WHO else will be on the team to oversee, monitor, and evaluate the program?

WHAT department(s) will the accessibility program exist within?

WHAT FTE amounts are allocated to the people implementing the program?

WHO will be your champions throughout your organization?

## RESOURCES

WHAT budget(s) is available to the accessibility program? Will you have:

- A centralized budget
- Activity-specific budgets
- Budget to cover FTE
- Other: \_\_\_\_\_

WHAT resources—such as accessible medical diagnostic equipment, staff training materials, policies, electronic health record build—will you need? Reference your completed Needs Assessment.

HOW will you identify resources needed?

- Internal
- External
- Other: \_\_\_\_\_

## ACTIVITIES OF THE PROGRAM

WHICH activities are you currently providing and that you will continue to provide? See Appendix 1.7 for a list of activities.)

WHAT new activities will you provide?

WHAT activities will be available to entire organization?

WHAT activities will be available to specific clinics or units? List each clinic/units and the activities.

WHICH disability types could benefit from program activities?

WHAT gaps in patients' needs will the activities address?

## METHODS FOR IMPLEMENTATION

This step will aid you in creating workflows for each accessibility program activity. This is an involved process. See Appendix 0.6 in the General Resources chapter for workflow examples.

WHO is leading each of the activities?

WHAT departments are involved in each of the activities?

WHAT resources are needed to begin each activity?

WHAT budget(s) is needed for each activity?

**TRAINING AND BUY-IN**

HOW will you inform staff and clinicians that your organization has an accessibility program?

- Newsletters
- Presentations at staff meetings
- Email announcements
- Other: \_\_\_\_\_

HOW will you engage staff and clinicians and increase buy-in for the accessibility program?

- Training
- Kudos
- Patient stories
- Other: \_\_\_\_\_

HOW will you train staff and clinicians on applicable accessibility program activities?

WHERE will training materials be located?

- Internal website
- Other: \_\_\_\_\_

HOW often will you provide training?

- New employee orientation
- Yearly
- Other: \_\_\_\_\_

HOW will you inform patients of your accessibility program?

- Notice by placards/flyers at front desk, waiting room, exam rooms
- Emails
- Other outreach: \_\_\_\_\_

HOW will you inform patients of their rights and other non-discrimination policies?

- Notice by placards/flyers at front desk, waiting room, exam rooms
- Emails
- Other outreach: \_\_\_\_\_

ARE patient facing materials available in multiple modalities?

- Large print
- Braille
- Plain language
- Other: \_\_\_\_\_

## CULTURE OF ACCESSIBILITY

HOW will you promote a general culture of accessibility and inclusion?

- Ensure mission statements don't include ableist language
- Patient education and other patient-facing materials are accessible
- Patient education, artwork, promotional materials, and other patient-facing materials have images that are inclusive of people with disabilities
- Other: \_\_\_\_\_

## PLANNING FOR IMPLEMENTATION AND EVALUATION

WHAT is your timeline for implementing your accessibility program?

WHAT are the target outcomes of your accessibility program?

- Improve health outcomes for patients with disabilities
- Comply with federal/state regulations
- Reduce patient complaints
- Other: \_\_\_\_\_

HOW will you monitor the outcomes of your accessibility program?

WHAT are the data sources for monitoring your accessibility program?

- Dashboards
- Patient feedback surveys
- Other: \_\_\_\_\_

HOW will your monitoring activities be integrated into your organization's existing quality and safety monitoring activities?

- Include disability as a subpopulation in quality measurement
- Other: \_\_\_\_\_

HOW often will you monitor your progress?

- Weekly
- Monthly
- Quarterly
- Other: \_\_\_\_\_

HOW will you monitor whether your program aligns with federal, state, accreditation, etc. standards?

- Work with your compliance office
- Other: \_\_\_\_\_

HOW will you continue to engage leadership support in this work?

- Regular reporting of data

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- Highlight positive patient stories
- Other: \_\_\_\_\_

HOW will you continue to engage people with disabilities in this work?

- Regular reporting of data via publicly available webinars
- Regularly meet with advisory committee
- Other: \_\_\_\_\_