



Appendix 1.6

Accessibility Program Activities

Below is a list of activities that are typically included under an accessibility program and are the responsibility of the role(s) managing the program.

Lead and Provide Subject Matter Expertise

- Raise awareness of disability needs within organization
- Lead culture changes in organization
- Support accessibility across all departments

Manage Accessibility Policies

- Ensure organizational compliance with federal and state accessibility requirements and accreditation standards
- Ensure policies posted for patients are comprehensive and accessible
- Manage accessibility policies across the organization
- Manage disability-related policies, such as service animal policies

Assess Organization Accessibility

- Maintain inventory of accommodations
- Maintain inventory of accessible medical diagnostic equipment
- Evaluate building and facility accessibility
- Evaluate digital accessibility
- Ensure compliance with federal and state requirements

Establish Partnerships

- Manage relationships with other departments
- Engage with disability employee resource or affinity groups
- Engage with local disability community
- Facilitate professional business relationships when needed
- Engage marketing and outreach teams
- Collaborate with patient navigators
- Work closely with patient advisory councils

Conduct and Oversee Disability/Accessibility Training

- Conduct organization-wide disability competency training
- Facilitate skill-specific training for staff when necessary
 - Ex) Training staff to safely transfer patients with physical disabilities onto an exam table

Oversee Specific Initiatives or Projects, such as:

- Effective communication
- Documenting disability status in the electronic health record
- Autism and sensory programs
- Environmental/facility accessibility

Manage Patient Accommodations

- Develop workflows for delivering accommodations
- Review and adapt process for accommodation delivery
- Oversee physical maintenance of accommodations

Assist with Purchasing

- Identify necessary equipment and accommodations

Advocate During Emergency Planning

- Learn the needs of people with disabilities in emergency situations
- Include the needs of people with disabilities in emergency planning

Participate in Architecture Planning

- Contribute expert knowledge of federal and state requirements for building/facility accessibility
- Provide guidance for remodeling existing buildings/facilities
- Provide guidance for new builds

Participate in Digital Accessibility Initiatives

- Provide expertise to ensure website and patient portal accessibility
- Contribute expert knowledge of federal and state requirements for digital accessibility
- Provide expertise to ensure telehealth accessibility

Manage Complaints

- Respond to patients' disability and accommodation requests and complaints
- Respond to employees' disability and accommodation requests and complaints
- Review and adapt (if needed) complaint processes

Monitor Accessibility Program

- Evaluate progress towards goals of program
- Evaluate outcomes of program
- Evaluate processes and effectiveness of program
- Implement change when necessary to improve program effectiveness

