



Appendix 3.2

Accommodations Needs Assessment

Instructions:

- This assessment can be completed by anyone at any point in developing systems and processes for providing any type of accommodation. 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 Providing Accommodations

This section will help you capture the current state of providing accommodations at your organization or clinic. The questions will work to identify existing resources, opportunities, and current processes.

Background

1. What is the motivation driving the development of systems and processes for providing accommodations?
 - 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, etc.)? If so, why?
2. What is the specific goal or desired outcome of developing processes to provide disability accommodations?
3. How does providing accommodations align with current organizational priorities (e.g. quality and safety; health equity; Diversity, Equity, and Inclusion)?
4. What, if any, leadership support is there for providing accommodations? What levels of support do you need (C-Suite, Director(s), Manager(s), etc.)?
5. What, if any, regulatory requirements are there for providing accommodations (e.g., Joint Commission Excellent Health Outcomes for All Certification, CMS requirements, state-level requirements etc.)

Accommodations

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

1. What accommodations are currently provided?
 - a. Consider accommodations in the following categories (See *Appendix 0.8* in the General Resources chapter for a list of accommodations):
 - i. Adapting a policy or process (e.g., allow patient to wait in private room)
 - ii. Provide a “thing” (e.g., assistive listening devices)
 - iii. Provide a service (e.g., sign language interpretation)
 - iv. Scheduling a patient where an accommodation is located (e.g., exam room with a Hoyer lift)
 - v. Change in clinician/staff interaction style (e.g., ask the patient how best to verbally communicate with them)
 - vi. Staff provide assistance (e.g., assistance with transferring)
 - vii. Modify the environment (e.g., low light)
 - b. In which clinics or units are the accommodations available?
2. Are there any specific individuals, groups, or departments within your organization who are excelling at providing accommodations to patients?
 - a. What types of disability do available accommodations support?
 - b. Are existing accommodations available to caregivers with disabilities?
3. Is there a budget to provide disability accommodations?
 - a. What types of budgets exist?
 - b. Whose budget is used for the accommodations?
 - c. What types of initiatives or supplies are covered by that budget?
4. Is there a list of the accommodations available across the healthcare system (clinics/units)?

- a. Is this posted internally?
 - b. Is this posted externally so patients can view the list?
 - c. Who maintains the list, and when has it last been updated?
5. How are available accommodations tracked in the organization?
 6. What accommodations are listed in your electronic health record as options for patients?
 7. What is the process for a patient to request an accommodation?
 8. What is the process for a caregiver with a disability to request an accommodation?
 9. What trainings are available for staff and clinicians on available accommodations and/or how to use the accommodations?

People

1. Who oversees what accommodations are prioritized and/or purchased?
2. Who oversees the provision of accommodations?
 - a. How might this differ by type of accommodation?
 - b. How might this differ by clinic?
3. Who might be your champions?
 - a. Disability Coordinator (could be: “ADA Coordinator”, “Section 1557 Coordinator” or “Disability Accessibility Coordinator”)
 - b. Clinician champion(s)?
 - c. Practice managers?

- d. If not, do you have someone who is willing to lead this work?
4. Who in your organization might have expertise on accommodations?
 - a. Interpreter services?
 - b. Rehabilitation departments?

Institutional Support:

1. What initiatives exist for providing access to care for patients with disabilities?

Identify Gaps and Struggles

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 providing accommodations in your organization?
2. Weaknesses: What internal barriers exist that inhibit providing accommodations at your organization?
3. Opportunities: What favorable external factors exist that could promote providing accommodations at your organization?
4. Threats: What external factors exist that have the potential to inhibit the success of providing accommodations at your organization?

Materials and Resources

1. Appendix 0.8: Disability Accommodations Examples
2. Appendix 0.9: Accommodations Inventory Table
3. Appendix 3.1: Accommodations Implementation Team
4. Appendix 3.7: Accommodations Training Table

**Appendices 0.8 and 0.9 can be accessed in the General Resources chapter.*