



*Appendix 3.3*

*Accommodations  
Implementation  
Planning*

The following plan will help guide your work to provide accommodations at your organization.

**INSTRUCTIONS:** Use this worksheet to guide your overall organizational/clinic plan for providing accommodations. For each of the questions below, select or complete all that may apply. The following could serve as a practical worksheet or a thought exercise for your implementation team.

**GOALS FOR THIS PLAN:**

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(Examples: “We plan to focus on federally mandated equipment.”; “We plan to focus on communication accommodations in the inpatient setting.”)

### Team

WHO will be on the team to implement provision of disability accommodations?

WHO will be on the team to monitor and evaluate provision of disability accommodations?

WHO will coordinate provision of disability accommodations in the clinics, units, etc.?

WHAT other institutional partners will you need to engage?

### Types of Accommodations

WHICH accommodations are you currently providing that you will continue to provide?

WHAT new accommodations will you offer? See Appendix 0.8 in the General Resources chapter for a list of examples.

WHAT accommodations will be available to patients across the entire organization?

If different from those listed above, WHAT accommodations will be available to caregivers across the entire organization?

WHAT accommodations will be available only to specific clinics? Which clinics?

WHAT accommodations are already listed in the electronic health record (EHR)?

WHAT accommodations will be newly listed in the EHR?

WHICH populations could benefit from the accommodations you will be providing?

WHAT gaps in patients' needs will the accommodations address?

### Methods for Providing

Note: This step will likely be an involved process to map out your process for providing each accommodation.

WHAT is the workflow for providing each accommodation (or accommodation category), including who, what, and when?

WHAT is the workflow for maintaining accommodations (or accommodation category) including who, what, and when?

WHO designs and updates workflows? (See Appendix 0.6: *Project Planning* in the General Resources Chapter for workflow examples.)

### Training and Buy-In

HOW will you inform staff and clinicians that your organization is providing accommodations?

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

HOW will you engage staff and clinicians and increase buy-in for providing accommodations?

- Training
- Kudos
- Other: \_\_\_\_\_

WHAT tools will you use to promote providing accommodations?

- EHR tools (e.g., hard stop or yield signs)
- Email reminders
- Reminders at staff meetings
- Other: \_\_\_\_\_

HOW will you train staff and clinicians on what accommodations are available?

HOW will you train staff and clinicians on how to use the accommodations?

WHERE will training materials be located?

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

HOW often will you provide training?

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

WHO will be trained/educated in providing accommodations?

WHO is trained for assistance with *particular* accommodations, such as helping with transfers?

- All staff
- Medical assistants
- Office manager
- Other: \_\_\_\_\_

HOW will you inform patients and caregivers with disabilities of what accommodations are available?

- Notice by placards/flyers at front desk, waiting room, exam rooms
- Communication during appointment scheduling
- Medical staff will communicate during visit

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

### Planning for Implementation and Evaluation

WHAT is your timeline for implementing the provision of accommodations?

HOW will you monitor what accommodations are available and used within your organization?

WHAT process will you use to ensure that accommodations requests are fulfilled?

HOW will you monitor when to procure or implement a new accommodation that you currently do not have available?

HOW will you monitor the maintenance of accommodations?

HOW often will you monitor your progress to fulfill accommodations requests?

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

HOW will you monitor whether your processes align with federal, state, accreditation, or other standards?

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

HOW will you continue to engage leadership in this work?

- Regular reporting of data
- Highlight positive patient stories
- Other: \_\_\_\_\_

### Resources

WHAT resources will you need? Reference your completed Needs Assessment.

- FAQ pages
- Training materials
- Scripts
- Other: \_\_\_\_\_

WHERE will you identify resources needed?

- Within your clinic/department
  - Team meetings
- Other departments/clinics
- External to your organization
- Other: \_\_\_\_\_

WHAT is the budget source for each accommodation (if needed)?

WHAT central resources (lists of accommodations, tip sheets, etc.) are available for the accommodations?

### ***Materials and Resources***

1. Appendix 0.6: Project Planning
2. Appendix 0.8: Disability Accommodations Examples
3. Appendix 0.9: Accommodations Inventory Table
4. Appendix 3.1: Accommodations Implementation Team
5. Appendix 3.2: Accommodations Needs Assessment

\*Appendices 0.6, 0.8, and 0.9 can be accessed in the General Resources chapter.