



Appendix 5.2

Accessible MDE Needs Assessment

Instructions:

- This assessment can be completed by anyone involved in procuring, using, or replacing accessible medical diagnostic equipment (MDE). 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 Accessible Medical Diagnostic Equipment

This section will help you capture the current state of accessible medical diagnostic equipment (MDE) at your organization or clinic.

Background

1. What is the motivation driving the desire to provide accessible MDE?
 - Patient complaint
 - Lawsuit
 - Adherence to accreditation standards
 - Legal compliance (i.e., Section 504 Standards)
 - Improve quality of care and patient experience for people with disabilities
 - Other: _____
- a. Are there specific populations you are focused on (e.g., people with physical disabilities)? If so, why?
- b. Are there certain settings you are focused on (e.g., service lines that serve a higher proportion of patients with disabilities)? If so, why?
- c. Are there specific kinds of equipment you are focused on (e.g., adjustable-height exam tables, wheelchair-accessible scales)? If so, why?
2. What is the desired outcome of improving the accessibility of MDE?
3. How does improving MDE accessibility align with current organizational priorities (e.g. quality and safety; health equity)?
4. What, if any, leadership support is there for purchasing or improving the availability of accessible MDE?
5. What regulatory requirements apply to your organization (e.g., ADA/Section 504 Standards, state-level requirements, etc.)?

General - MDE

1. Does your organization have a policy governing procurement and replacement of MDE? Does this vary by location/clinic?

2. Does your organization have an MDE purchasing schedule? Does this vary by location/clinic?
3. Does your organization have a centralized MDE inventory? If so:
 - a. Who is responsible for maintaining it?
 - b. How often is it updated?
 - c. What information does it include?
 - i. Does it track any accessibility-related information, such as adjustability or height of exam tables, accessories like support rails, etc.?
 - d. If your organization does not have a centralized inventory, do any clinic/departments/units maintain their own?
4. Is equipment owned or leased? This may vary by location/clinic.
5. Is there a budget for MDE?
 - a. What types of budgets exist?
 - b. Whose budget is used?
 - c. What equipment or supplies are covered by that budget?
 - d. Is accessible MDE included in this budget(s), or does a separate budget exist?
6. Is there a budget for repairs and maintenance for medical diagnostic equipment?
 - a. Are repairs and maintenance for accessible MDE included in this budget, or does a separate budget exist?

Accessible MDE

1. What accessible MDE are currently available in each clinic/department/unit? See Appendix 5.5: Accessible MDE Equipment Inventory Survey for sample survey questions.
 - a. What features or accessories make the equipment “accessible”? See the [Standards for Accessible MDE](#)⁷ to learn what features of certain MDE are considered accessible.
2. What clinics have inaccessible MDE, but use accommodations to enable equal access to the equipment?
 - a. What are those accommodations? How many are available per clinic or organization-wide?

3. Are there specific individuals, groups, or departments within your organization who are excelling at procuring, maintaining, and using accessible MDE?
 - a. What accessibility features does their equipment have?
4. **For organizations with more than one location:** Is there a designated accessible facility(ies) that has accessible MDE?
 - a. Are there certain facilities that could serve as an “accessible” location and house accessible MDE? *See Appendix 5.8: Accessible MDE Location Decision Making Tree to make this determination for each location.*

Processes

1. How are patients who need accessible MDE identified?
2. At what points of care are accessible MDE needs identified?
 - During scheduling/registration
 - Electronic check-in
 - In-person check-in
 - Exam room
 - Patient portal
 - Other:
3. Is there a list of accessible MDE available across the organization?
 - 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?
4. What question(s), if any, about accessible MDE needs are systematically asked to patients?

Availability

1. Is accessible MDE available to all providers within a clinic, or is it located in private/designated rooms?
 - a. If equipment is located in private or individually-designated rooms (i.e., providers' own exam rooms), is there a workflow to share the space?
2. How are staff made aware of where accessible MDE is located?
3. How often is general MDE checked for maintenance?
 - a. Is there an established process/timeline for checking?

- b. Who is responsible for maintenance?
4. How often is general MDE replaced?
 - a. Is there an established process/timeline for replacements?
 - i. Is there a process for removing old equipment?
 - b. Who is responsible for replacing equipment, including removing old equipment?
 - c. Can accessible MDE be included in the process for all other MDE?
5. Which locations and/or service lines primarily treat patient populations with physical disabilities/conditions? These service lines will require more accessible MDE.
 - Rehabilitation
 - Orthopedics
 - Geriatrics
 - Neurology
 - Other:
6. For locations/clinics/facilities with no accessible MDE, do they have:
 - a. Weight scales?
 - b. Exam tables or chairs?
 - c. Radiology equipment?
 - d. Imaging equipment?
7. Do locations meet ADA physical accessibility requirements to facilitate patient use of accessible MDE? See Chapter 6: Accessible Physical Structures and Features.
8. Is there a system design standard for accessible MDE for new construction?
9. Do new construction or remodel design plans account for the size of accessible MDE, such as wheelchair accessible scales (in clinics where scales are used)?

Maintenance

1. For accessible MDE that require ongoing maintenance/calibration (i.e., wheelchair scales, exam tables that take patient weight), is there a process/workflow in place to address those needs?
2. Is maintenance completed by internal , or are outside vendors contracted?
3. Are there any special considerations for infection prevention with accessible MDE?

Training

1. What training exists for staff for using accessible MDE?
2. What training exists for staff to assist with transferring patients onto accessible MDE?

3. Are there any existing trainings, i.e., trainings for using other medical diagnostic equipment, that could be modified to include use of accessible MDE?
4. What central resources are available to educate staff on accessible MDE?
 - Lists of available equipment
 - Tip sheets
 - In-person demonstrations
 - Other:

People

1. Who decides what MDE manufacturers/makes/models are purchased?
 - a. How might this differ by clinic/department?
 - b. How might this differ by equipment?
2. Who oversees what spaces are prioritized to receive accessible MDE?
 - a. How might this differ by clinic/department?
 - b. How might this differ by type of equipment?
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. Patient safety
 - d. Practice managers
 - e. Other:
4. Who in your organization might have expertise on or already use accessible MDE?
 - a. Rehabilitation departments
 - b. Other:

Institutional Support

1. What initiatives exist for facilitating equal access to care for all patients, potentially including 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 accessible MDE upgrades at your organization?

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