



Appendix 6.3

Physical Structures Implementation Planning Worksheet

Chapter 6: Accessible Physical Structures and Features

The following plan will help guide your work to implement projects related to the structural accessibility of space(s) at your organization.

INSTRUCTIONS: Use this worksheet to guide your overall organizational/clinic plan for accessibility improvements to physical structures. 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:

(Examples: “We plan to complete barrier removal at our outpatient clinics”: “We plan to lease a new floor in a medical office building for physical therapy.”

Leadership Support and Buy-In

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

WHAT charters, strategic plans, presentations, etc. do you need to create?

WHAT regulatory requirements must your environments and physical spaces meet?

WHO are your clinical champions?

WHAT internal funding/project proposal deadline are you targeting?

HOW will you integrate physical access into your organization’s quality and safety priorities and initiatives?

Team

See Appendix 6.1 for examples of roles to include on your implementation team.

WHO will be on the implementation team to identify, design, and monitor accessibility projects?

WHO will be on the team overseeing each project, if managing multiple?

WHO will be responsible for surveying your facility(ies) for compliance with ADA Standards?

WHO will analyze survey results and determine the appropriate scope of construction work?

WHO will be responsible for building/remodeling/installing accessibility features in your facility?

WHO will be on the team to evaluate the accessibility of these spaces following project completion?

WHO will coordinate maintenance of the accessibility design, feature(s), item(s), equipment, etc. in the clinics/units?

WHAT other institutional partners will you need to engage?

WHAT external staff/professionals/consultants/service contractors will you need to hire? Will these hires work organization-wide or project-specific?

HOW will you include people with disabilities on your team(s)?

- Employee Resource Group
- Patient Advisory Committee
- Other:

HOW often will these teams meet?

Resources

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

- A centralized budget
- Project-specific budgets
- Budget to cover service contracts
- Other:

WHAT sources are funding the project(s)?

- Internal, centralized budget
- Internal grant
- External grant
- Other:

WHAT is the budget source for each aspect of the project, i.e., for compliance survey, construction, building management, etc.?

WHAT supplies, materials, equipment, etc. will you need? Reference your completed Needs Assessment.

HOW will you identify resources needed?

- Internal
- External
- Other:

HOW will you elicit feedback from your patients with disabilities on the accessibility of your facility(ies)? WHO will you invite to these activities?

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

Existing Facilities

WHAT version of the ADA Standards originally applied to your existing building(s)?

WHAT gaps in patients and visitors with disabilities' needs will building modifications address?

IS the space leased, rented, or owned by your organization?

IS the space public or private (i.e., a cafeteria or exam room)?

WHAT planned construction projects will be leveraged for accessibility work?

- Radiology upgrades
- Change of medical group or specialty
- New parking lot/upgrades
- Energy/sustainability upgrades
- Other:
- Is this space a “primary function area” that would trigger path of travel requirements?

WHAT aspects of the project may require building permits?

WHAT aspects of the project do not require a permit, and can be completed by internal maintenance/facilities staff? See Appendix 6.6: *Accessible Physical Structures Upgrade List* for examples.

- Grab bars
- Handrails
- Sign installation
- Other:

WHAT, if any, accessibility features/structures/designs/layouts are currently in place that you will keep?

WHAT rooms/areas will be renovated?

WHAT new accessibility features will you build/install?

WHAT, if any, barriers are technically infeasible to modify or remove?

WHAT is the alternative method to deliver equal access to care?

WHAT accessible medical diagnostic equipment will be housed in the facility? Where? See [Chapter 5: Accessible Medical Diagnostic Equipment](#)⁷ for guidance.

HOW will you account for the size of accessible medical diagnostic equipment in exam rooms, including sufficient space to maneuver around and transfer to the equipment?

WHAT is the process to follow-up after construction to confirm that modifications meet applicable standards?

New Construction

WHAT is the scope of the project and the nature of the building(s)? For example, are you building a new accessible exam room, or an entire clinic?

IS this a completely new building, a renovation, or a new addition to an existing building?

WHAT services will be housed in this building?

HOW will you account for the size of accessible medical diagnostic equipment in exam rooms, including sufficient space to maneuver around and transfer to the equipment?

WHAT aspects of the project may not require a permit, and can be completed by internal maintenance/facilities staff?

HOW will clinical operations be impacted by construction?

HOW might construction affect access to care for patients with disabilities?

WHO will assess completed projects for compliance?

Training and Staff Buy-In

HOW will you inform staff and clinicians that your organization completed an accessibility-related construction project or modification?

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

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

- Training
- Kudos
- Other:

WHAT is the process or workflow to monitoring the facility for accessibility-related repairs?

WHO will be responsible for identifying repairs? If multiple facilities, consider who for each.

WHO will be responsible for completing repairs? If multiple facilities, consider who for each.

HOW will you train staff and clinicians on how to maintain a space's accessibility and prevent barriers?

WHERE will training materials be located?

- Internal website
- Other:

HOW often will you provide training?

- New employee orientation
- Yearly
- Other:

WHAT are the indirect financial impacts of the project? HOW will this be managed?

HOW will you continue to engage leadership in this work?

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

Planning for Implementation and Evaluation

WHAT is your construction project timeline? WHAT is your target opening or reopening date?

HOW will you monitor your progress towards completion?

WHAT is the process and WHO is responsible for monitoring ADA compliance throughout construction?

- Work with your Disability Coordinator
- Work with your Compliance office
- Other:

HOW often will you monitor your progress?

- Weekly
- Monthly
- Quarterly
- Other:

HOW will clinical operations be disrupted?

WHAT is the contingency plan to maintain clinical operations and access to care during the construction period?

HOW will dust, debris, and other irritants from construction be managed in the clinical environment?

HOW will you inform patients of barrier removal/new construction?

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

HOW will you inform patients of temporary accessible routes during construction?

- Notice by placards/flyers at front desk, waiting room, exam rooms
- Communication during appointment scheduling
- Website blog posts
- Notification through the patient portal
- Other:

WHO will design clinic workflows in new or remodeled facilities? WHAT is the workflow(s)?

HOW will you monitor or assess changes in patient experience, complaints, and outcomes?