Research Scholars Poster Presentation

Ensuring and Enhancing Respect for Patients with Disabilities: The Making of an Educational Video

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Ensuring and Enhancing Respect for Patients with Disabilities: The Making of an Educational Video

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Research Question

- How can the disability etiquette training of clinicians be improved so that they may better employ proper protocols and respect when interacting with patients with disabilities?

- The solution: through the Department of Education's new training video!

Background

- *Invisible* is what patients with disabilities have described feeling when dealing with health care providers at LVHN and beyond. Patients describe negative experiences such as practice staff members assuming they are unable to advocate for their own care, addressing aides or family members while looking past them.

- In a 2008 report by the ARC of Massachusetts, focus group data revealed:

  health care professionals lack the sufficient training and exposure in caring for patients with disabilities[1].

  Morrison et al. noted from the consumer side that clinicians needed more training and awareness about how to work with patients with disabilities.[2]

Methodology

- Members of the Medical Home Project team and the Division of Education have created a screenplay for a new video to be used throughout the Network.
- The video is currently being produced onsite, utilizing the DOE's Simulation Labs.

Expected outcomes:

- A 20-minute video featuring health-related interactions and utilizing the disability etiquette standards set forth by United Cerebral Palsy[3]. By showcasing examples of real-life healthcare scenarios involving these etiquettes, healthcare employees will demonstrate proper protocols when caring for people with disabilities.
- Integrate the new production into 10 in-person P-DAT (Patients with Disabilities as Teachers) training sessions for medical students, residents, and practice teams through the Network.
- Produce a version of P-DAT training that can be utilized by employees through LVHN's The Learning Curve.

Results & Conclusion

- An evaluation form is to be completed by each participant at the end of every P-DAT educational session.

- Measurement of the impact of this video will be determined using the evaluation forms to be completed by each participant.

- The team hypothesizes that through utilizing this video to educate employees across the network, they will gain the awareness and practical knowledge needed to interact respectfully with patients with disabilities, improving the overall experience of patients with disabilities anywhere in the network. In upholding the dignity of each person, the experiences of both patients with disabilities and clinicians will improve.

REFERENCES
1. Nichols, A.D., et al. (2008) Left Out in the Cold: Health Care Experiences of Adults with Intellectual and Developmental Disabilities in Massachusetts.
2. Morrison, E.H., V. George, and L. Mosqueda, Primary care for adults with physical disabilities: perceptions from consumer and provider focus groups. Fam Med, 2008. 40(9): p. 645-51.
3. United Cerebral Palsy. Disability Etiquette. [electronic] 2013 [cited 2013 September 12]; Available from: http://www.ucp.org/resources/disability-etiquette.

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