

Availability of Accessibility Resources in LVPG Practices

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Availability of Accessibility Resources in LVPG Practices

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BACKGROUND

- Over 56 million Americans are living with differing abilities¹.
- Americans with Disabilities Act (ADA), passed in 1990 to ensure accessibility².
- The Joint Commission ensures that health institutions *determine* and *meet* patient communication needs³.
- Over half of physician practices in Illinois are lacking accessibility resources and training in primary care settings⁴.
- Patient Centered Experience (PCE) Project 31: Enhancing Accessibility for Patients with Differing Abilities was established to help LVHN meet patients needs⁵.
- Surveying about the accessibility resources available in Lehigh Valley Physician Group (LVPG) practices to meet the needs of patients with differing abilities.
- First evaluation of the current state of LVPG practices.



iPad with STRATUS app Tandberg "George" unit Adjustable Exam Table Wheelchair Scale

METHODS

- 151 • LVPG practices for study.
- 72 • 1st round responses from a LVPG meeting, Fall '15
- 73 • 2nd round responses via email follow-up, Summer '16
- 96% • Survey response rate (145 / 151)
- 145 • Practice survey data entered into Excel, frequency calculation and comments categorized.

RESULTS

Table 1: LVPG Practice Resource Availability Status

Fully Equipped Practices	22 / 145 (15.2%)
Some Resources Available	111 / 145 (76.6%)
No Resources Available	12 / 145 (8.3%)

Figure 1: Count of Resource Accessibility in LVPG Practices

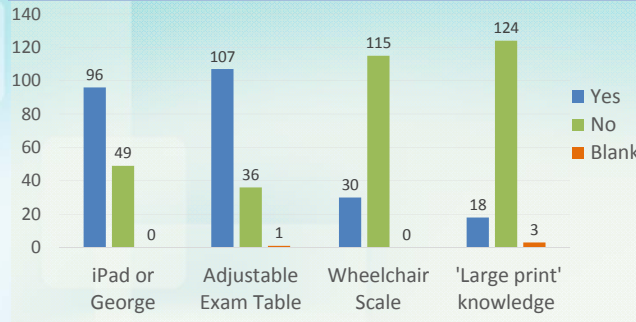
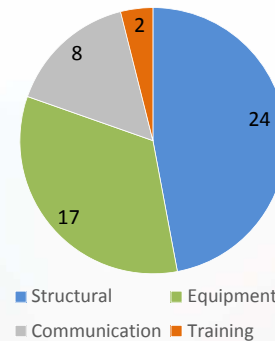


Figure 2: Practice Requests and Recommendations



Most Common Recommendations

- 10 Automatic doors
- 5 Press plate for door
- 4 Scales with handles
- 4 Increased bathroom accessibility
- 3 Wider hallways and doorways

DISCUSSION

- 91.8% of LVPG practices are partially equipped to care for patients with differing abilities, with 15.2% fully equipped.
- Opportunities for improvement include resource acquisition and increasing staff knowledge about Epic capabilities.
- Optional comments had strong themes of interest in increasing structural accessibility and equipment.
- Comments also indicated the passion of practice managers to better serve patients, as well as a desire to be trained and better equipped in providing high quality, equitable care.



NEXT STEPS

- Continue to assess all LVHN campuses for environmental accessibility and available equipment.
- Educate staff on how best to use equipment and resources.
- Commitment to listening to patients about care received at LVNH.
- Consider providing information for patients to reference when searching for a practice that can best suit their needs.

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