

**E-Health – Cool Tools or More
Barriers for People with
Disabilities and Activity
Limitations**

**Pacific Edge E-Health
Innovations: Linking Research,
Practice and Policy to Benefit
Consumers & Communities,
Kay Center – CGU Symposium
, 12/1-2/06**

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**CDIHP works to enhance health of
people with disabilities through:**

- public policy,**
- consulting,**
- training,**
- research &**
- dissemination activities.**

Focus



- Who is this community?
- Meaning of health care access
- Opportunities
 - Provider & consumer side to
 - Improve quality of our:
 - health &
 - health care
- What will make these cool tools usable?

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**Who are people with
disabilities &
activity limitations?**

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Many more people have disabilities & limitations that affect activities than is commonly recognized



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- Many don't identify as having a disability, & will not fit the 67 disability definitions defined in federal laws and regulations.
- However, this population includes people with very broad & diverse functional limitations.

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Many people have limitations which effect

- Size
- Speaking
- Hearing
- Seeing
- Walking
- Understanding – learning
- Walking - balance
- Strength – coordination – manipulation
- Breathing -- Endurance - bowel & bladder control

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Some disabilities are visible, others are hidden due to:

- **Arthritis**
- **Cancer**
- **Learning**
- **Hearing**
- **Vision**
- **Diabetes**
- **Heart disease**
- **Emotional or psychiatric conditions**
- **Significant allergies or chemical sensitivities**

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Disability shouldn't be viewed as "you have" or "you don't have"

- **Adopting a broad definition leaves no one behind**
- **Intent that you include a broad spectrum of people.**
- **Activity limitations and abilities exist along a continuum of severity & duration:**
 - partial to total
 - temporary to permanent
 - mild to catastrophic

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- **1 size does not fit all**
- **and there are no "the disabled"**

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2 Prong Definition of Access to Health Care

- **Prong 1:**
 - Ability to get timely needed services from health care system.
 - Availability of specific services:
 - awareness by individuals that services exists when needed, &
 - how to obtain them.

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Prong 2:

- Access for people with disabilities includes additional level access needed to benefit from health care:
 - physical,
 - communication,
 - equipment,
 - services and programs.

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EMR Provider Side Opportunities

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Magical Thinking Persist!

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**“it takes a
village to get
me on the
table”**

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EMR Provider Side Opportunities

- **Quality, Service, & Accommodation Alerts! (QSAs)**
- **to avoid hassle factors ...**

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Frustration

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Fatigue

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Failure

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Use
hi/low table
in
3, 12, & 15

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Use accessible scale

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**Unable
to stand**

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**Needs 2
technicians to
assist with
positioning**

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COMMUNICATION ACCESS



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Communication access: providing content in methods that are understandable & usable by people with:

- **Reduced or no ability to:**
 - **Speak**
 - **See**
 - **Hear**
- **Limitations in:**
 - **Learning**
 - **Understanding**

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Content such as:

- Admissions, discharge procedures,
- Consent forms,
- Post procedure or post surgery care instructions,
- Medications instructions,
- Educational films

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**Use assistive
listening
device**

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When calling use:
.... TTY
... relay service
... speech to
speech relay

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Needs sign language
interpreter:
schedule 2 weeks
before routine
appointment

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Interpreters



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Needs double appointment time –

- ___ uses a communication device
- ___ needs help with transferring &/or positioning

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Needs care instructions in

- ___ audio
- ___ large print
- ___ electronic format
- ___ Braille

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Information that people can use & understand

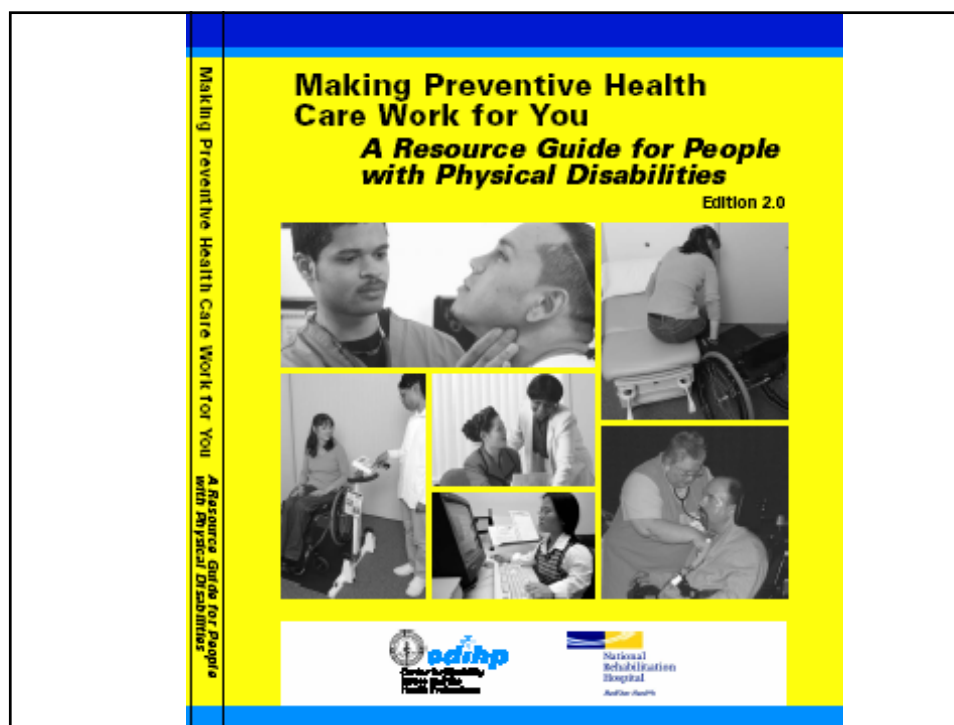


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PHR Consumer Side Opportunities

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Consumer needs
to direct the Show

**PHR Real
Word
Reactions**

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The ugly, the bad and the good

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Usability

- Some people use alternative means for accessing Web content, other than the usual mouse-& screen-browser method.
- 1-Voice input
- 2-Alternatives to mouse – buttons, etc
- 3-Screen readers – voice output
- 4-Mouth sticks and pointers

- Web site designers need to Build Access in from the beginning by following: 508 and W3C guidelines'

PHR/EMR VISION

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Consumer pushed QSAs

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CLICK - on Products
CLICK - on Online Resources

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For more thorough discussion visit

- **Accessible Health Care Series**
 - **Tools For Decreasing Health Care Barriers**
 - **Importance of Accessible**
 - **Examination Tables**
 - **Weight Scales**
 - **Health Care Facilities Access**



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For more thorough discussion visit

- **Accessible Health Care Series**

- **Choosing and Negotiating an Accessible Business Location**
- **Barrier Removal: Improving Accessibility with Limited Resources**
- **Providing Information in Alternative Formats**
- **Accessible Web Site Design**
- **Tax Incentives for Improving Accessibility**
 - **ADA Resources (forthcoming)**
 - **Tax Incentives for Hiring People with Disabilities (forthcoming)**

