Availability of Accessibility Resources in LVPG Practices

Jaime Kraky  
*The Pennsylvania State University*

Sweety Jain MD  
*Lehigh Valley Health Network, Sweety.Jain@lvhn.org*

Judith Sabino MPH, CDP  
*Lehigh Valley Health Network, judith.sabino@lvhn.org*

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Availability of Accessibility Resources in LVPG Practices

Jaime Kraky, The Pennsylvania State University
Sweety Jain, MD; Judy Sabino, MPH
Lehigh Valley Health Network, Allentown, Pennsylvania

BACKGROUND

- Over 56 million Americans are living with differing abilities.
- Americans with Disabilities Act (ADA), passed in 1990 to ensure accessibility.
- The Joint Commission ensures that health institutions determine and meet patient communication needs.
- Over half of physician practices in Illinois are lacking accessibility resources and training in primary care settings.
- Patient Centered Experience (PCE) Project 31: Enhancing Accessibility for Patients with Differing Abilities was established to help LVHN meet patients needs.
- 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.

METHODS

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

RESULTS

Table 1: LVPG Practice Resource Availability Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Count / Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully Equipped Practices</td>
<td>22 / 145 (15.2%)</td>
</tr>
<tr>
<td>Some Resources Available</td>
<td>111 / 145 (76.6%)</td>
</tr>
<tr>
<td>No Resources Available</td>
<td>12 / 145 (8.3%)</td>
</tr>
</tbody>
</table>

Figure 1: Count of Resource Accessibility in LVPG Practices

Figure 2: Practice Requests and Recommendations

Most Common Recommendations

- Automatic doors
- Press plate for door
- Scales with handles
- Increased bathroom accessibility
- 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 LVHN.
- Consider providing information for patients to reference when searching for a practice that can best suit their needs.

REFERENCES:


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