

Overview

Problem Statement: After 2 separate need assessments focused on disability and disability accommodations, pre/post surveys gaining staff confidence and documentation of disability accommodations, and various stakeholder conversations, it was found that there are no current unit processes specific to obtaining information on disability accommodation needs, documentation, or access to accommodations. Although there is a live EMR disability questionnaire and disability accommodations section in EPIC, a very small % of inpatient healthcare staff are aware of it with no actionable documentation steps within the workflow to document regarding disability and accommodation needs.

Lack of documentation, awareness of accommodation needs, and ineffective communication or lack of appropriate accommodations influence equitable healthcare for our patients with disabilities here at NM such as hospital outcomes, health safety, functional and meaningful participation in patients plan of care, and overall wellbeing.

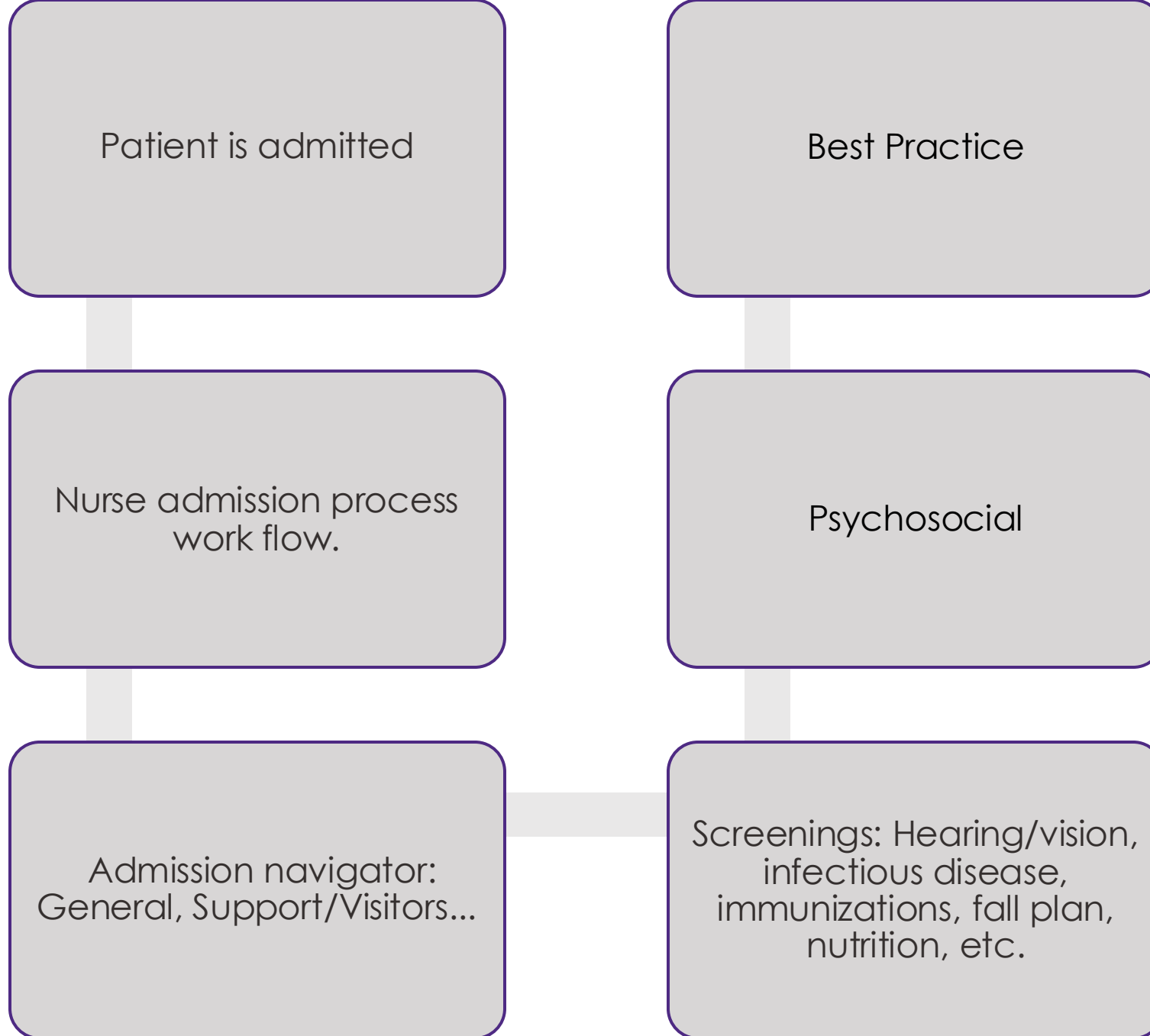
Goal/Benefit: Providing a set process in documentation of disability and accommodation needs in the inpatient setting will guide steps towards more actionable, patient centered, and equitable care for our patients by bringing increased awareness, communication, plan of care, advocacy, and opportunity to acquire data for other improvement projects in the future.

Scope: This project will focus on general medicine units, including day and night shift, Sunday-Saturday.

Definitions of Success		Key Milestones		Date
Outcome Metric(s): - Increase data on disability and accommodations - Increased documentation on disability/accommodation needs	Key Deliverables: - Analysis of opportunities to improve processes regarding providing accommodation needs for improved equitable care. - Implementation of selected improvements	Define	Conduct stakeholder meetings, VOC	00/00
		Measure	Conduct Observations	00/00
Process Metric(s): - Adding disability questionnaire and disability accommodation needs into admission workflow - Adding documentation section focused on accommodations received into interdisciplinary workflow.		Analyze	Identify key drivers	00/00
		Improve	Prioritize solutions, design and implement, collect data	00/00
		Control	Control plan, transition to process owner	00/00

Team

Executive Sponsor: TBD	Clinical Sponsor: TBD	Sponsor: TBD
Process Owner: TBD	Improvement Leader: TBD	
Team Members: Enter		
System Partners: TBD		



No specific process on disability/accommodation needs screening or documentation. Knowledge of a patient's disability or accommodation needs occur mostly via:

- Conversation with patient
- Whiteboard in pt room
- Verbal handoff
- Signs posted on patient's door

