1. Why should my facility participate in this assessment offering?
   
   **Answer:** More than 20% of adults in the US have a functional limitation or disability and this number is increasing as the population ages. The accessibility assessment will help you better understand how well your facility meets the access needs of these patients. We will give you a report identifying your accessibility strengths as well as issues that could be problematic for certain patients. We hope this report will help facilities easily track, plan, and address any accessibility issues. This report can also be used as a resource to help facilities apply for capital-improvement funding or during internal budgeting and planning. We also offer your facility and staff free online disability sensitivity trainings accredited for continuing education for physicians, nurses, and other providers.

2. What exactly happens during the assessment?

   **Answer:** Yiping Yang from ODHP will meet with the designated contact person and ask any questions regarding the path of travel a patient would take during their healthcare visit (entrance to building to exam room, etc.). Based on standards established by the Americans with Disabilities Act, we will assess the parking lot, main entrance, hallways/elevators, waiting rooms, an exam room from each medical wing, service/registration areas, restrooms, and any other relevant areas/services. Using measurement tools and observation, we will document findings related to accessibility.

3. Can you do our assessment while we see patients?

   **Answer:** Yes! All of the assessments so far have been done during patient care hours. The process is informal, and we ensure not to disrupt your daily operations – navigating through the path quietly and without disrupting patient care. We may, on occasion, ask staff questions, but we wait for a good time to approach staff.

4. How long does the assessment take?

   **Answer:** Typically 2-3 hours, depending on the size of the location, number/type of parking areas, amount of time staff would like to discuss questions, etc.
5. **Does someone need to be with you while you do the assessment?**
   
   **Answer:** No, as long as you give us access to different areas of the building, we will navigate through the facility, taking measurements, and documenting our observations. We do not need assistance to do any of this; however, you are more than welcome to have someone accompany us during the assessment if you prefer.

6. **Do we need to do anything in preparation?**
   
   **Answer:** We only ask you to fill out a pre-assessment questionnaire regarding some facility information and provide a floor plan, if available. Other than that, there is nothing you need to do.

7. **Does the assessment cost anything?**
   
   **Answer:** The assessment is free to you! We have support from the Centers for Disease Control and Prevention to conduct these assessments.

8. **We have had renovations/our facility is new, and we have certain things in place for patients with disabilities. Is it still necessary to have an assessment?**
   
   **Answer:** That is great! The purpose of this assessment is to give you the information you need to improve the accessibility of your facility. In our experience, many facility managers are surprised to learn that their facility did not meet ADA standards. We would like to direct people with disabilities to FQHCs that are accessible and accommodating.

9. **Who gets the results of the accessibility assessment?**
   
   **Answer:** The accessibility assessment report and findings are confidential. We share them with you (the facility that asked for the assessment) and no one else. CDC asks us to report how many assessments we have done and aggregate findings that do not name or identify specific healthcare facilities. We are not part of any regulatory process and findings are not reported to outside agencies.

10. **What is the tool you use to complete the assessment?**
    
    **Answer:** We based our tool on instruments developed in Massachusetts (the Massachusetts Facility Assessment Tool), and Oregon (the Outpatient Health Care Usability Profile). Our survey tool adheres to Ohio state accessibility requirements, which are the same as standards specified in the Americans with Disabilities Act Accessibility Guidelines (ADAAG). It is designed to measure the accessibility and usability of your facility for people with sensory, intellectual, and/or physical disabilities. The survey tool assesses facilities in several areas: Approach & Entrance, Access to Services, Exam Rooms, Waiting Rooms, Sales & Service Counters, Toilet Rooms, Additional Access, Exam Tables, and Communication.
11. What happens after the assessment?
   
   Answer: We will follow up with you three to four weeks after your assessment and give you a thorough accessibility assessment report that includes accessibility recommendations. This document will provide your facility with any accessibility concerns, suggested solutions, and accessibility highlights.

12. Can someone help with improving accessibility?
   
   Answer: In addition to the accessibility assessment report, we will be available on an ongoing basis to provide any support or technical assistance to your facility through the duration of our grant period. Four to six months after the assessment recommendations are provided, we will follow up to check on any concerns your facility may have, as well as to see if any changes have been made regarding any noted accessibility concerns.

13. What happens to the findings of our assessment?
   
   Answer: Each facility receives a copy of their findings. The overall qualitative data collected may be used during presentations to other Disability and Health grant recipients, our funder – Centers for Disease Control and Prevention, and other public health or disability related forums. Reports to entities other than your facility will speak generally, and facility names and locations will not be disclosed. The information shared may include: 1) the efforts of our program to assess facilities in Ohio, 2) the accessibility of those facilities (including best practices), and 3) what changes, if any, were made to improve accessibility for the facility following our assessment.

14. How do we sign up for an accessibility assessment?
   
   Answer: Contact Yiping (pronounced “E-ping”) to schedule your free confidential accessibility assessment! His contact information is listed below.

For more information please contact:

Yiping Yang, MPH, CHES, Program Coordinator, at Yiping.Yang@osumc.edu or 614.688.2928

To learn more about ODHP’s free accessibility assessments, please visit our program website: http://nisonger.osu.edu/odhp/accessibilityassessment

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