



Assessing Provider Sites for Physical Accessibility

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What's wrong with this picture?



Cart



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Courtesy of June Isaacson Kailes

Agenda:



- The Tool
- Training
- Conducting Site Reviews
- Getting the Word Out

The Tool



- collaborative effort among L.A. Care, IEHP, HealthNet and CDHP (DCHS requires collaboration, to streamline)
- 55 questions – exceeds DHCS tool
- plans divide up shared sites, exchange data monthly, meet quarterly

The tool is currently used by: (in Los Angeles County)



- L.A. Care Health Plan
- Anthem Blue Cross
- Care 1st Health Plan
- CHP (Community Health Plan, L.A. County)
- HealthNet
- Molina Healthcare

Training



- nurses received eight hours of on-site training (including experiential)
- learned how to use tape measures, fish hooks, flashlights 
- nurses were receptive and understood benefit to members: "it's good information for us and for the providers"
- buddy up for first few reviews

Conducting the Site Reviews



- adds ~ one hour to regular site review (which can run 6-8 hours)
- tablet PC transmits results wirelessly to L.A. Care, populates database
- took ~ six months to design information system and ~ three months to put results online for public
- reviews conducted every three years



Conducting site reviews: provider feedback



- little resistance from providers especially since no corrective action plan (CAP)
- entire FSR is an educational session
- after audit, providers receive formal letter of findings
- Why no CAP?





Site review results as of March, 2010:



Rating	Rating Description	# of SPD Audits	# of Compliant audits	L.A. Care HEALTH PLAN Compliance Rate %
P	Parking	1580	963	61%
B	Walkway & Access to Building	1580	785	50%
R	Restroom	1580	1257	80%
W	Reception/ Waiting Area	1580	1445	91%
E	Exam Room	1580	1347	85%
T	Height Adjustable Exam Table & Accessible Scale	1580	53	3%

Getting the word out: Member Services



- Train call center reps regularly (on all disability-related issues)
- Reps have access to entire database of detailed results



Member Services can see detail on each of the 55 questions in the FSR tool

Criteria No.	Critical Element	Evaluation Criteria	Reviewer Guidelines	Access Indicator	Reviewer Comments
50	Y	Exam and treatment rooms located on accessible route.	Evaluate pathway to exam/treatment rooms for obstacles, turns or angles that would prevent a wheelchair/walker user from entering and using the exam/treatment room.	N	Hallway outside laboratory is lined with chairs and clients, main pathway to exam rooms has scale, 2 desks and chairs for patient intake on right hand side of hallway, on left hand side is a counter for check-out.
51	Y	Doors to exam and treatment rooms are greater than or equal to 32" clear opening width.	Wheelchair user should be able to close the door after entering the exam room.	N	Most rooms are 29 inches opening.
52	N	Door hardware does not require grasping, twisting or etc.	Controls and operating mechanisms shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist (closed fist).	N	Requires grasping.



Getting the word out: Provider Directory



L.A. Care's Provider Directory includes site access information. The directory's introduction (in ten languages) explains the coding system used throughout.





Each provider's listing in the directory shows that site's access rating:

PEDIATRICS

Abdalla, Clair Wahba

15206 Parthenia St
North Hills, CA 91343
(818) 895-3100

Hours: M, W, F: 8:00am-6:00pm; Tu-Th:
8:00am-7:00pm; Sat: 9:00am-1:00pm; Sun: Closed
P,B,W,R

**A30963Z → ★ Mission City Community
Network, Inc.**

Languages Spoken: Arabic, English

The Provider Directory footer explains the accessibility codes:

Access for People with Disabilities: P=Parking, B=Walkway & Access to Building, W=Reception/Waiting Area, E=Exam Room, T=Height Adjustable Exam Table & Accessible Scale, R=Restroom

Getting the word out: L.A. Care's website

Text Only Version | Printer Friendly Version | Change Font Size | Contact Us

Languages / English

Search

Home | Potential Members | I Am A Member | Providers | About L.A. Care

Quick Links

- Get Health Insurance
- Find a Doctor or Hospital
- Sign Up for **thePulse**
- Employment Opportunities

What's New

04.27.2010 - Remote Area Medical Clinic (RAM): April 27-May 3
We need your help! RAM-LA needs doctors, nurses, dentists, h...

L.A. Care Awards \$500,000 to Community Health Alliance of Pasadena to Open New Community Clinic
New Center Will Be One of the Only Three Clinics in Pasadena

Choose a program, and click on Find a Physician

Find a Doctor or Hospital

Find a Pharmacy

Health Topics

Family Resource Centers

Choose a program:

- Medi-Cal
- Healthy Families
- Healthy Kids
- Medicare

I want to find a:

Physician

Hospital

Start here to find a doctor or hospital close to home or work and one who speaks your language. Our large network of doctors and hospitals can provide you and your family with the quality health care you expect.

L. A. Care Health Plan Medicare Advantage HMO members can download their [Provider](#) and [Pharmacy](#) Directory here. (PDF) For questions or concerns, you may contact the Member Services Department at 1-888-839-9909 (TTY 1-866-522-2731). L.A. Care Health Plan representatives are available 24 hours a day, 7 days a week, including holidays.

If you would like L.A. Care to mail you a provider directory with doctors' names, office locations, gender, specialty, hospital affiliation, medical group

Search by Physician Name

Last Name

First Name

Or Search by Location

Street

555 W. 5th Street

City

Any

ZIP code

90013

Specify radius range to search:

5 miles

Additional Criteria

I want to see a doctor who is a :

Primary Care Physician Specialist

I need a PCP office that has accessible: (choose all that apply) :



Parking

Exam room

Building access

Exam table / Scale

Waiting area

Restroom

I want a doctor who is: (pick one)

Male Female Either

I only want to see a doctor who accepts new patients.

Yes No

Specialty

Move your mouse over each field for more information.

Type as much or as little information as you know. You do not have to fill in all fields.

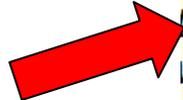
Type all or part of a doctor's last or first name. For example, to

Building access

The building is easy to get into for people with disabilities and seniors.

Medical Group, Language Spoken by Doctor, Language Spoken by Staff, Office Accessibility, and Hospital Affiliations. The more specific you are, the

The search returns a list and map of doctors' offices that meet the criteria.



Click here to see more about the doctor, address, office access, a map of the office location, and directions to the doctor's office.

1414 S GRAND AVE STE 456 LOS ANGELES, 90015
[WANSKI, ZDZISLAUS](#) (Male)

1.3 miles

[go to map](#)

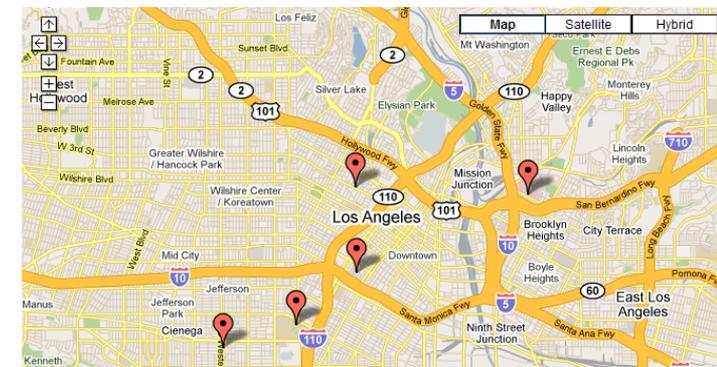
303 LOMA DR STE 202 LOS ANGELES, 90017
[LIM HEYA, MARIA TERESA](#) (Female)
[HWANG, LIN-HUEY](#) (Male)
[SCHAWLB, SUZANNE](#) ()
[CHU, CHERYL](#) (Female)
[NGUYEN, YEN](#) (Male)

1.5 miles

[go to map](#)

1100 N STATE ST STE A2C LOS ANGELES, 90033
[MEHTA, ELBA](#) ()

Here is a list of addresses for the location you requested. Click on a red mark to see the doctor's address. Click on text for more information.



Here is important information about the doctor and the health pla works with. The map shows the office mark to open a new window that

Click S.

WANSKI, ZDZISLAUS (Male)
 License: G36872
 (213) 745-6047
 1414 S GRAND AVE STE 456
 LOS ANGELES, CA 90015

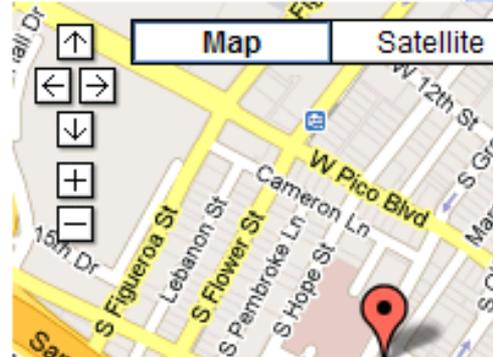
Exam table / Scale

There is a scale for people who use wheelchairs or can't use a regular scale. There is an exam table that is easy to get on for people who have trouble with balance or standing.



Parking	Building access	Waiting area	Exam room	Exam table / Scale	Restroom
●	●	●	●	●	●

Subject to change. Please call doctor's office for more information.



What did we do about it?

L.A. Care Community Benefit Program:



- Provided accessible equipment at 83 sites representing 61% of safety net clinics in Los Angeles County, and impacting approximately 225,000 persons with disabilities.
- Also funded modifications but was complicated to manage
- Every clinic got on-site accessibility consult and mandatory training
- Providers surveyed report high levels of satisfaction and believe equipment reduces workforce injury and increases patient safety.

Accessible exam equipment



For a Healthy Life

Next steps:



- Consider expanding to additional safety-net clinics
- Explore how to get equipment into private practice doctors' office



Questions?