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**Adding value  
to service through  
increasing access**

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**Adding value  
to service through  
increasing access**

**www.cdihp.org**

**Western University**

**of Health Sciences**

**Pomona, California**

**Established 1998**

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Adding value to service through increasing access

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

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

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## Cover



**• Assumptions / View of the world re:**

- Empowerment
- Independent living
- Disability & Health
- Examples from health care
- Teachable Moments

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## Intended Outcomes



**• Cultivate thinking regarding what you can do that is different from what you have been doing.**

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**True or false?**

Empowerment can be given.

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**True or false?**

Empowerment is self-perceived personal power.

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**How does one become empowered?**

- It occurs on an internal, psychological level & is a state of mind.
- It is a belief system.
- It is self-perceived personal power.
- It is a developmental & ongoing process.

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**How does one become empowered?**

- It develops in each person differently & at a person's own pace.
- No one gives it to you, but people can help you develop it by giving you information, tools, & skills as ways to accelerate your empowerment!

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**Empowerment fosters & helps one get in touch with:**

- seeking:
  - options
  - information
  - support
- taking charge
- taking risks

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**Empowerment fosters & helps one get in touch with:**

- self-worth
- self-esteem
- dignity
- strength
- confidence
- pride
- self-direction
- assertiveness
- standing up for one's rights
- pursuing goals

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**True or false?**  
**Independent living**  
**means being able**  
**to do things by**  
**yourself.**

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**Independent living:**

- Independent living is not doing things by yourself, it is being in control of how things are done.

Judy Heumann

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**Independent living:**

- Conscious choice that individuals make to be responsible for managing significant issues in their lives.

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## Independent living:

- Independence is not necessarily the quality of tasks one can perform without assistance, but is the quality of life one can live with assistance - assistance not given in the context of duty & charity, but in the framework of a service under the direct control of the person receiving the service.

.....Ann Arbor Center for Independent Living

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## True or false?

**Health & disability  
often do not  
coexist.**

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### Health

**not the absence of disability or chronic conditions, but**

- **maximizing potential along various dimensions, a dynamic balance of:**

- physical health
- social health
- emotional health
- spiritual health
- intellectual health



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## Health

- ability to function effectively in given environments
- fulfill needs
- adapt to major stresses

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Health &  
disability can  
& does  
co-exist



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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 levels of access needed to benefit from health care:**
  - physical,
  - communication,
  - equipment,
  - attitudinal,
  - services and programs.

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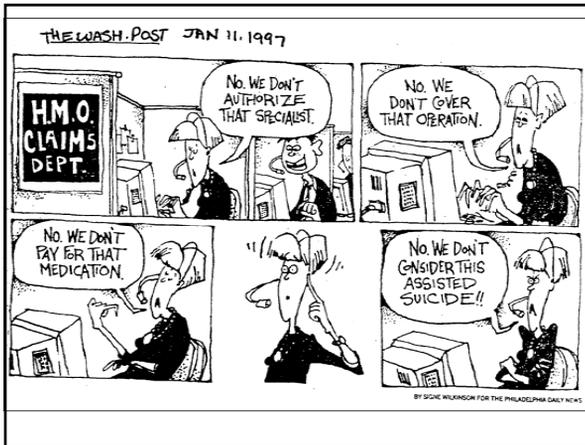
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You make your doctor  
be a better doctor by  
asking the right  
questions!  
Your role can be  
critical.

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**THERE ARE 126 SCHOOLS IN THE COUNTRY THAT TEACH YOU HOW TO BE A PHYSICIAN BUT NOT ONE FOR HOW TO BE A PATIENT.**



**TAKE CHARGE OF YOUR CARE.**

Be your best patient. Before or after treatment, take charge of your care.

Bring someone with you to support when making your physician visit to help you understand what you need.

Having someone with you, including your child, can make a difference.

Take notes, ask questions and make sure you hear it clearly.

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UnitedHealth Foundation

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# Planning prevents poor performance!

.... Prepare – do your homework

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**Plan ahead for disability-specific assistance.**

- Regarding items you should call & ask for before your visits.




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**Understand &  
remember  
information from  
providers.**

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**Use a Support Person If:**

- You feel:
  - Intimidated
  - Rushed
  - Uncomfortable.




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**Use a Support Person If:**



- You forget to ask questions
- You can't remember what was said
- You need help taking notes




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## Support Person Qualities:

- Someone you trust.
- Ability:
  - To focus.
  - Think objectively.
  - Remember.
  - Support & assist, but not take over.
  - To listen & remember accurately.
  - To take notes.



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**Finding disability  
literate, competent  
& respectful  
providers takes  
ongoing effort!**

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**Never accept  
the “you are  
just getting  
older”  
answer.**

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**“YOU’RE JUST  
GETTING OLDER...  
ACCEPT IT”**



**REFLEX RESPONSE**

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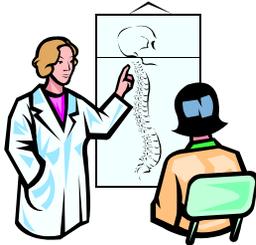
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**It pays to complain  
about pain!**



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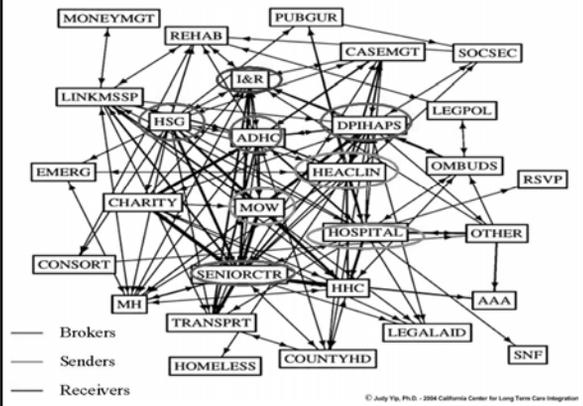
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**Client Referral Patterns**



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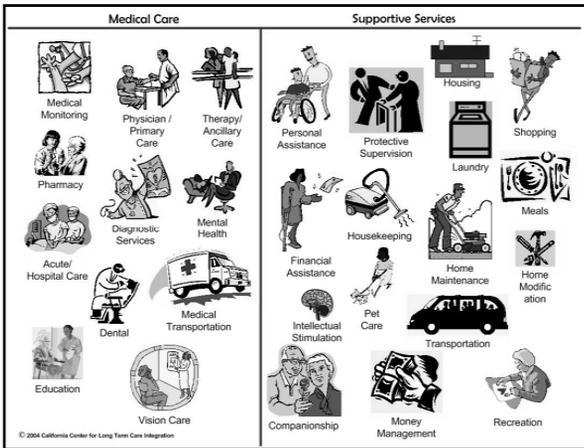
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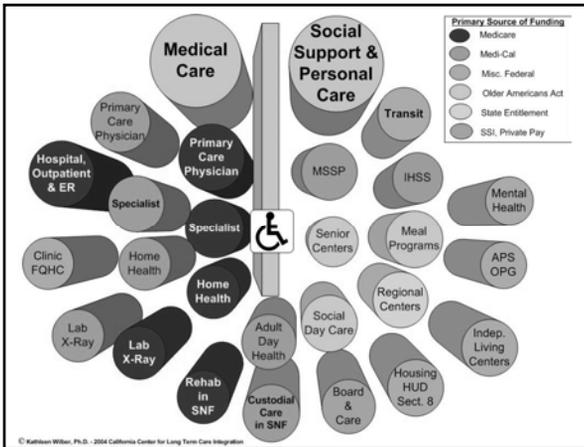
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**Is it important to obtain, read, understand, maintain & share your medical records.**

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The only "cradle to grave" health record will be one built, owned, managed, & controlled by (you) individuals.

(McGoldrick and O'Dell 2000)



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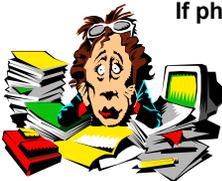
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Expect providers will not know everything regarding your condition or disability



If physicians devoted 2 hours/day to reading medical journals, they would only be 40 years behind in their readings after one year.

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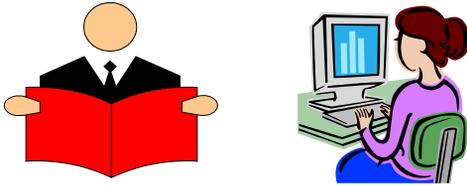
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# Resources

[www.jik.com/hwawd.html](http://www.jik.com/hwawd.html)



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## National Center on Physical Activity & Disability



Exercise is for  
*every* body!

[www.ncpad.org](http://www.ncpad.org)

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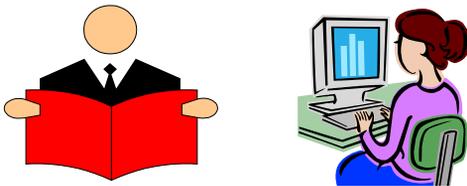
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[www.cdihp.org](http://www.cdihp.org)

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)



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## Can Disability, Chronic Conditions, Health and Wellness Coexist?

[www.ncpad.org/wellness/fact\\_sheet.php?sheet=106](http://www.ncpad.org/wellness/fact_sheet.php?sheet=106)



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