

Workshop Notes - Welcome

Workshop Overview

Point 1: Introduction of Workshop Author: June Isaacson Kailes

- A. June Isaacson Kailes is Associate Director of the Harris Family Center for Disability and Health Policy (CDHP)
- B. CDHP is on the campus of Western University of Health Sciences, Pomona, CA

Point 2: Access Needs Continue to Be Under-addressed

- A. Those who benefit from access to quality health care services make up a much larger and diverse group than is commonly believed
 - Parents, grandparents, relatives, friends, colleagues, children . . . and maybe someday even you!
 - Valuable aging health care workers
- B. Accessibility needs are under-addressed in health care planning

Point 3: How Health Care Workers Will Benefit from the Workshop

- A. This workshop will strengthen the awareness, competency, and ability of health care workers to provide accessible health care services
- B. If you are a health care worker whose duties bring you in contact with the public in a health care setting, then this workshop is for you
 - Managers
 - Call center/member services workers
 - Front office workers, such as receptionists, administrative assistants, patient information aides, and volunteers
 - Members of a clinical team, such as doctors, nurses, therapists, technologists, technicians, social workers, and aides
 - Security workers
 - Food workers
 - Retail shop workers
- C. Online delivery of this workshop will benefit busy workers
 - Workshop Website is accessible “anywhere, anytime”
 - Work at your own pace
 - Choose audio, video, or text formats of workshop content
 - Review workshop as often as you like

Point 4: Overview of Workshop Parts 1-4

- A. The workshop is divided into four parts: approximately three hours to complete
- B. Part 1 defines “disability” and “activity limitations” and looks at how common disability is, as well as how it increases with age
- C. Part 2 looks briefly at the Americans with Disability Act of 1990 and how it impacts health care services
- D. Part 3 considers attitudes and beliefs some people have toward people with disabilities and activity limitations

- E. Part 4 explores issues involving the “hassle factors” involving physical, communication, and medical equipment access**
- F. Each part is followed by a quiz to test what you have learned**
- G. A final assessment exam at the end of the workshop is available to individuals whose organizations may offer a certificate of workshop completion**
- H. Additional resources are also available on the workshop Website**

Point 5: Thoughts to Consider While Completing the Workshop

- A. Consider one central principle as it relates to quality services: “If you believe it is unfixable, then it won’t be fixed! If you believe it is fixable, then it can be fixed!”**
- B. Charles R. Swindoll: “We are all faced with a series of great opportunities brilliantly disguised as impossible situations.**
- C. June Isaacson Kailes: “Planning for access is one more way to embrace and accommodate diversity.”**

**TO CONTINUE WORKSHOP TRAINING:
SELECT PART 1 UNDER “HOME”**