



PRIMARY AND SPECIALTY CARE PRACTITIONERS Medical Staff

**Serving People with Disabilities
And Seniors**

TOPICS FOR PRIMARY AND SPECIALTY CARE PRACTITIONERS Medical Staff



- Profile of Medi-Cal seniors and people with disabilities
- Problems and barriers accessing care and priority solutions
- Adopting policies and procedures
- Coordinating accommodations with the front office staff

What is Disability?



The interaction of physical,
sensory, or cognitive
impairment with environmental
factors

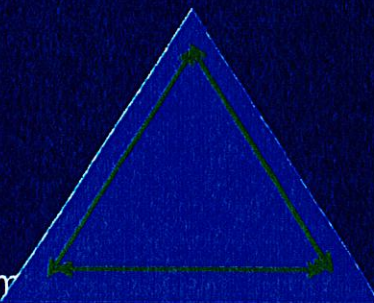
Definition of Disability



Interaction of Impairment with
Environmental Factors

Chronic conditions, diseases, disability

Functional
Limitation
Accompany



Profile of Medi-Cal Beneficiaries Who Are Seniors



Disability, functional impairment and chronic conditions co-exist and cut across age among Medi-Cal beneficiaries

Profile of Medi-Cal Beneficiaries with Disabilities



- 70% who have disabilities live w/ two or more chronic conditions
- About 25% have four or more chronic conditions
- 30% of beneficiaries with disabilities receive treatment for mental health conditions annually

Health Disparities & Medi-Cal Beneficiaries with Disabilities



- Among 70% with multiple chronic conditions -- 16% have diabetes compared with 7% of gen. pop.
- 30% are overweight or obese compared with 19% of gen. pop.
- 40% smoke compared with 22% of gen. pop

Health Care Disparities -- Medi-Cal Beneficiaries with Disabilities



- Women – fewer Pap tests and mammograms
- Overall -- Less participation in prevention programs

Priorities for Effective Communication

People Who Are Deaf, Hard-of-Hearing

- Qualified ASL interpreters
- Relay service
- Assistive listening device
- Text message
- Email
- Captioning

Priorities for Exam and Diagnostic Equipment

People with Ambulatory/balance Impairments

- Height adjustable exam tables
- Wheelchair accessible weight scales
- Adjustable mammography equipment
- Moveable optometry chairs

Other Priorities for Modification of Policies

People with Various Functional Limitations

- Providing assistance filling out forms
- Providing lifting assistance
- Providing print materials in alternative, accessible formats
- Allowing service animals

Sample Policies and Procedures

Accommodating Seniors and People with Disabilities—Model Policies and Procedures for Primary and Specialty Care Providers

- Americans with Disabilities Act Compliance
- Accommodations for Seniors and People with Specific Disabilities
- Standard Patient Information Materials Produced in Alternative Formats
- Disability Awareness Staff Training
- Accommodations Check Sheet
- Grievance Policy

Handouts/Resources



- **Accommodation Check Sheets for Patients with Disabilities**
- **Accommodating Patients with Disabilities: Model Policies and Procedures**
- **Tax Incentives for Providers**



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