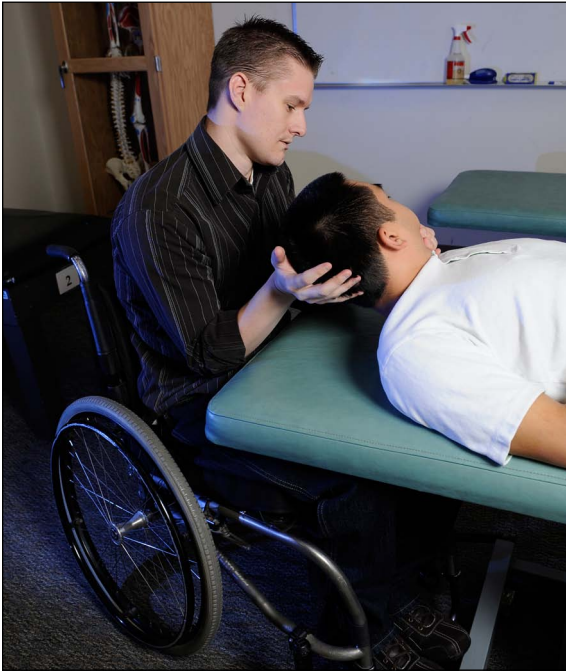




Harris
Family
cdhp
Center for Disability
and Health Policy

Consulting Services



Western
University
OF HEALTH SCIENCES

Harris Family Center
for Disability and
Health Policy

Mission

The mission of the Harris Family Center for Disability and Health Policy (CDHP) at Western University of Health Sciences is to enhance health professions education, and to improve access for people with disabilities to health, health education and health care services.

Western University established CDHP in 1998 in response to the concerns of the disability community. The Center focuses on:

- Improving the capabilities of health care and community service providers to meet the needs of people with disabilities through the integration of disability content into the curriculum of student's education at pre- and post-graduate levels.
- Increasing the number of qualified individuals with disabilities who pursue careers in the health professions through development and implementation of a recruitment program and University support services.
- Supporting people with disabilities in becoming more vocal and active participants in their health care and emergency preparedness.
- Conducting and disseminating research on community-based health education, prevention and health care services, and emergency preparedness for people with disabilities.
- Providing consultation to emergency managers, health care providers, hospitals, organized health systems, and key policy makers to assist in the development of systems and approaches which facilitate "equally effective services for people with disabilities."

CDHP sponsors educational activities and curriculum development for health professionals serving people with disabilities. The Center also conducts applied research to develop continuing education programs for current health care providers. These activities are designed to improve patient care delivery through advocating basic changes in social and policy issues affecting the health of people with disabilities.

Consulting and Training Services

It is important to think about disability broadly. "People with disabilities" are not only wheelchair users and people who are blind or deaf. Many people have significant activity limitations due to asthma, arthritis, or major allergies, but do not consider themselves as a person with a disability. And while some disabilities are visible, others may be hidden, such as heart disease, emotional or psychiatric conditions, and some cognitive disabilities (thinking, learning, and remembering). The number of people who live with disabilities and activity limitations is increasing as the population ages.

CDHP offers expert help to organizations seeking to respond to the needs of clients, constituents, customers, patients, and students with disabilities and activity limitations. CDHP's experts offer consulting and training. They bring depth of knowledge and highly developed consulting skills to the table to develop organizational knowledge, build competencies, and create practices, processes, and procedures that increase access for people with disabilities.

CDHP's consulting and training services build capacities and competencies in:

- Health care services
- Educational access for students with disabilities
- Emergency management and planning



Brenda Premo and June Kailes conduct a health care access workshop

Disasters are always inclusive.
Response and recovery are not,
unless we plan for it!

June Isaacson Kailes
Associate Director

Emergency management

First responders, building managers, employers, public agencies, and health care providers, must be prepared to serve and protect people with disabilities and other activity limitations in emergencies. CDHP provides consultation, workshops, and training to help organizations develop the essential competencies they need to work with people who have disabilities and activity limitations.

CDHP helps organizations involve people with disabilities in planning, response, and recovery activities. CDHP consultants:

- Enhance the ability of emergency managers, planners, and health professionals to better provide services for people with disabilities
- Provide consultation and technical assistance on physical, communication, and program access to facilitate “equally effective service”
- Educate people with disabilities regarding emergency preparedness
- Conduct research on supporting the independence of people with disabilities through models that increase access to community health and emergency services.



Inaccessible shelter set-up prior to CDHP consultation

Customized training

CDHP is adept in developing training to meet client needs. In addition, training packages ready for immediate delivery include:

- Bridging gaps between emergency planners and the disability communities
- Personal preparedness for people with disabilities and activity limitations
- Planning to include people with diverse functional needs – because disasters are always inclusive
- Roles in disaster planning, preparedness, response, and recovery for community-based/faith-based organizations

Health care

CDHP draws upon extensive subject matter expertise to help clients build the capacity to offer accessible health care. Consultants are highly experienced in developing leadership commitment, plus organization-wide ownership and implementation of new policies, procedures, and processes.

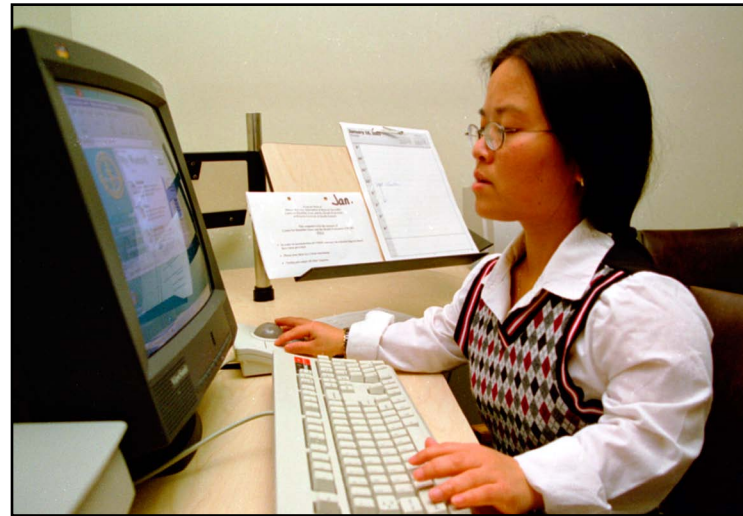
Consultants have proven methods that help client organizations create and sustain accessible care effectively and efficiently. CDHP offers on-site and online consulting; policies, procedures and process training; and generating assessments and recommendations for facilities, access, and accessible inpatient and outpatient medical equipment.



Consulting on accessible medical equipment

Consultants assist organizations in achieving:

- Increased patient and customer satisfaction
- Improved staff effectiveness
- Decreased legal liability



Accessible student work station

ADA compliance involves not only physical access, but medical equipment and communicative access as well.

Physical access includes:

- Facilities access: getting to, into, and through facilities (accessible bus routes and stops, parking, entrances, elevators, service areas, and restrooms)

- Accessible services: (educational programs, treatment rooms, and emergency services)
- Accessible medical equipment: such as scales, examination and treatment tables and chairs, X-ray machines, and monitoring other equipment.

Communication access includes:

- Accessible information: newsletters, regulations, and program information provided in usable formats (primary language, Braille, large print, electronic, and audio)
- Auxiliary aids and services: assistive listening devices, Sign Language interpreters, readers, assistance completing paperwork, and note takers

- Accessible media: websites, as well as captioned and audio described films and videos

To help clients deal with ADA-compliant access, CDHP offers a comprehensive ADA capacity development program.

Comprehensive ADA Capacity Development Program

CDHP's Comprehensive Americans with Disabilities Act (ADA) Capacity Development Program helps clients deal with access and comply with ADA by:

- Developing leadership commitment with senior management and members of the board. This step creates an infrastructure for ensuring ADA compliance and effective services for all people.
- Creating organization-wide ownership of disability-accessible health care. In this step, consultants work with the client to develop policies, procedures, and processes that take into account organizational structure and culture. Consultants also help employees implement appropriate, feasible procedures.
- Action steps include learning organizational priorities; presenting findings and recommendations; and providing sample policies, processes, and procedures.
- Implementing effective training at multiple organizational levels. In its training courses, CDHP works face-to-face with managers and staff to prepare them for effective interaction with people who have disabilities and activity limitations, and seniors. CDHP also provides targeted training for subsets of employees — from



Accessible patient sign-in area

member services (such as communicating with deaf individuals using a variety of devices, and with people who have speech, cognitive, hearing, and vision disabilities) to clinical staff (such as performing safe transfers, assisting patients with low- or no-vision, using sign language interpreters, and using accessible medical equipment).

NEW – Web-based Training

In addition to customized training and the comprehensive ADA capacity development program, a new web-based training solution is now ready for immediate delivery. *Quality Services for People with Disabilities and Activity Limitations* is a series of five self-paced modules that covers:

- Who are people with disabilities?
- The American with Disabilities Act of 1990: What you must know
- Attitudes and beliefs: People with disabilities and activity limitations
- Decreasing access barriers for people with disabilities and activity limitations
- Accessible medical equipment: What is it, and why use it?



Testing accessibility of dental chair

Educational access for health professions students with disabilities

CDHP can assist health professions colleges and universities create educational access for students and employees with disabilities and other activity limitations through appropriate accommodations. Developing access also includes physical, communication, and equipment access.

At age 24, Jeff was diagnosed with Retinitis Pigmentosa, a degenerative disease of the retina. He lost all vision within ten years. As a teenager, Jeff had contemplated going to medical school, but no one in his family had ever gone to college. “It took my blindness for me to focus and realize that I had the qualities that would allow me to be a physician,” he says. “If I hadn’t become blind, I know I wouldn’t be here today. I would never have become a doctor.”



Jeff Lawler, DO (right), graduate of Western University of Health Sciences

Lawler was invited to interview at four schools, but WesternU’s College of Osteopathic Medicine of the Pacific (COMP) was the only one to accept him into medical school. After completing a four-year residency in psychiatry at Loma Linda University Medical Center, he is now a practicing psychiatrist at Patton State Hospital.

To read about other successful students with disability and activity limitations, go to www.hfcdhp.org.

Who We Are

Brenda Premo, MBA, Director

Brenda Premo is a leader in advocacy for the disability community and has more than 30 years experience in disability policy and program design, development and administration. She served for



14 years as the Founding Director of a not-for-profit Center for Independent Living. She was also a Reagan appointee to the National Council on Disability for four years.

She worked for seven years as Governor Wilson's appointee as Deputy Director and then Director of the State Department of Rehabilitation, and seven years as the Founding Director of the Harris Family Center for Disability and Health Policy (CDHP) at Western University.

June Isaacson Kailes, MSW, LCSW, Associate Director

June Isaacson Kailes is a nationally and internationally known writer, consultant and trainer on disaster issues for people with disabilities.



June's consulting practice began in 1978. She provides counsel, writes, and trains on ADA implementation; health, wellness, and aging with disability; developing and analyzing disability-related public policy; planning barrier free meetings, disability literacy and competency training; reaching the disability markets; customer service and product design; incorporating universal design and usability principles into existing and new environments; and disability specific disaster management issues.

June has received many awards and written more than 85 publications including *A Guide to Planning Accessible Meetings*, *Be a Savvy Health Care Consumer - Your Life May Depend on It!* and *Health, Wellness, and Aging with Disability*.

June served as the Executive Director of the Westside Center for Independent Living in Los Angeles. President Clinton appointed her to the United States Access Board where she served two consecutive four-year terms and led the Board as its Vice Chair and Chair.

Mary Lou Breslin, Disability Policy Analyst and Educator

Mary Lou Breslin co-founded the Disability Rights Education and Defense Fund (DREDF), a national disability rights law



and policy center. She has served as DREDF's Deputy and Executive Director, and President and Chair. She spearheaded the organization's leadership in the enactment of the 1990 Americans with Disabilities Act (ADA), Fair Housing Amendments Act, and the Civil Rights Restoration Act.

During her career she has consulted, trained, and lectured on diverse disability and related civil rights topics.

Mary Lou is an adjunct faculty member with the Executive Master of Management and Disability Services program at the University of San Francisco (USF) McLaren School of Business. She serves as editor and researcher with the Disabled Persons Independence Project of the Regional Oral History Office of the Bancroft Library, University of California at Berkeley, and Senior Policy Advisor with DREDF.

Bobbie Wunsch, MBA, Pacific Health Consulting Group

Bobbie Wunsch is a health care consultant with over 30 years experience. As a partner of Pacific Health Consulting Group, she specializes in the restructuring and financing of health care delivery organizations, primarily safety net providers.



Bobbie provides strategic planning services to community clinics, county health and local Medicaid managed care organizations, public hospitals, ambulatory care centers, and health care financing organizations. She focuses on issues such as restructuring through mergers or affiliations, program development, redesigns for improved effectiveness and efficiency, and cooperative business ventures. She also provides meeting facilitation for a wide variety of health-related organizations.

Clients

CDHP works nationwide with a broad array of clients, including:

Managed care

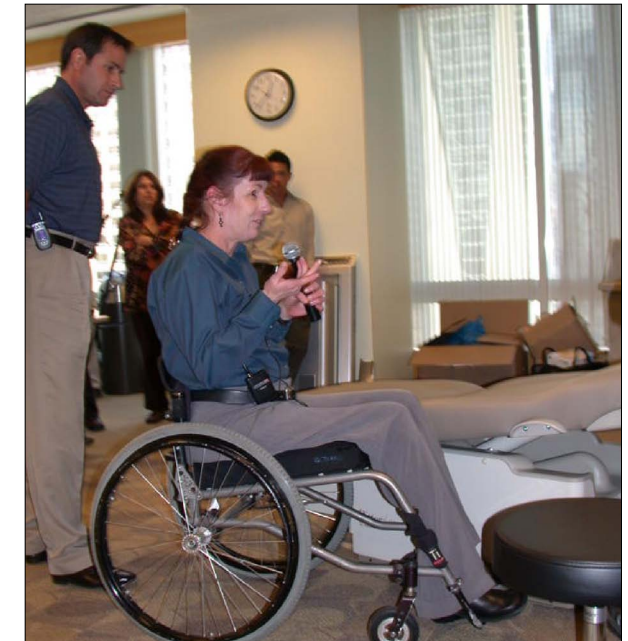
- Health Net
- Inland Empire Health Plan
- L. A. Care
- Los Angeles County Community Clinics
- Molina Healthcare

Medical centers

- Brigham Women's Hospital
- Massachusetts General Hospital
- Sutter Health
- University of California, San Francisco Hospitals
- Washington Hospital Center

Health professions colleges and universities

- Various educational institutions (confidential consultations)



Conducting training on accessibility

Government agencies

- U.S. Department of Homeland Security
- National Institute on Disability and Rehabilitation Research
- California Department of Social Services
- California Department of Developmental Disabilities
- City of Portland, Oregon

Health care foundations

- Blue Shield Foundation
- California Wellness Foundation
- California Healthcare Foundation
- Scan Foundation
- The California Endowment

Contact Us

For more information about our consulting services or to discuss your organization's needs, contact the Harris Family Center for Disability and Health Policy at 909-469-5441 or bpremo@westernu.edu.



June Kailes and Brenda Premo confer



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