

# *Serving Seniors and Persons with Disabilities*

## **Competency and Sensitivity Training**

# Prospect's Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner.

# Training Goals

This training will help you:

- Gain a level of comfort around issues of disability.
- Be familiar with basic disability rights and etiquette information.
- Know how to apply this information to our job.
- Find available resources.

**Provide excellent customer service to all members**

# Training Objectives

1. Identify Purpose for Training
2. Identify Seniors and Persons with Disabilities (SPD) Members
3. Define Disability and Functional Limitations
4. Identify Types of Accommodations for Members
5. Gain Communication Tips
6. Identify Available Resources
7. Complete Required SPD Competency and Sensitivity Assessment

# Purpose for Training

- Starting June 2011, the California Department of Health Care Services (DHCS) requires Medical Groups to conduct competency and sensitivity training for staff and network providers and their staff who come in contact with members identified as Seniors and Persons with disabilities (SPD).
- Prospect's goal and commitment is to:
  - Serve all of its members with compassion and respect.
  - Ensure that communications, physical spaces, services and programs are accessible to people with special needs, including visual, hearing, cognitive and physical disabilities.
  - Be the member's partner in health care.

# SPD Members

- For purposes of this training, members who are Seniors and Persons with Disabilities (SPD) are defined as Medi-Cal beneficiaries who are eligible for benefits through blindness, age, or disability.
- When checking eligibility, SPD Aid Codes are:

## Aged / Blind / disabled Aid Codes

10, 13, 14, 16, 17, 20, 23, 24, 26, 27, 36, **53**, 60, 63, 64,  
65, 66, 67, 1E, 1H, 2E, 2H, 6A, 6C, 6E, 6G, 6H, 6J, 6N, 6P,  
6R, 6V, 6W, 6X, 6Y

# Defining Disability and Functional Limitations

- **Disability** may be physical, cognitive, mental, sensory, emotional, developmental or some combination of these. A disability may be present from birth or occur during a person's lifetime.
- **Functional limitations** are difficulties completing a variety of basic or complex activities that are associated with a health problem. For example, vision loss, hearing loss, and inability to move one's legs are functional limitations.

# Barriers to Access and Care

- **Disabilities and functional limitations may create barriers to care in the following areas:**
  - **Physical Access** – The ability to get into a building or the area where health care services are offered; and the ability to get onto the equipment needed for procedures and testing
  - **Communication Access** – The ability of the provider and member to communicate and understand the information asked and directions given
  - **Program Access** – the ability to fully take part in health educations, prevention, treatment and other programs offered by the health plan.
- **Be aware that the most difficult barrier to overcome are attitudes toward people with disabilities. Focus on an individual's ability rather than on his/her disability.**



# Reasons for Accommodations

- **Functional limitations may create a need for accommodations, such as:**
  - Physical accessibility
  - Changes to provider office policies
  - Accessible exam or medical equipment
  - Effective communication
  - Health education materials in alternate formats
- **Physical disabilities may seem to be the most obvious, but unseen mobility issues are more common.**
  - For example, a member may experience an issue with his/her physical ability to move around or walk a distance due to hip or knee problems, breathing issues, weakness, etc.
- **Never assume you know the member's disability.**

# Types of Accommodations

- **Physical accessibility may include access to:**

- Building entrances
- Restrooms
- Parking lots
- Doors, doorways and hallways
- Waiting areas and reception desk
- Drinking fountains and water coolers
- Elevators
- Posted signs
- Telephones
- Forms and documents

- **Changes to provider office policies may include:**

- Flexible appointment times
- Longer appointment times
- Providing support to fill out forms
- Providing lift assistance
- Providing print materials in alternate formats
- Allowing service animals

## Types of Accommodations (Cont.)

- Members with limited mobility may need accessible exam or medical equipment. These can include:
  - Height-adjustable exam table
  - Wheelchair-accessible weight scale
  - Height-adjustable mammography equipment
  - Moveable optometry chair

# Types of Accommodations (Cont.)

DO	DON'T
Sit Down	Don't Stand
Relax, speak directly and be attentive.	Don't speak through a caregiver or companion or treat the person as invisible.
Ask before you attempt to help.	Don't start pushing someone's wheelchair unless asked.
Ask how assistive devices and equipment work if you don't know.	Don't touch or move a person's wheelchair, cane, crutches or walker without consent.

# Types of Accommodations (Cont.)

- **Members who are blind or have low vision may use:**
  - A white cane
  - A service Dog
  - A sighted guide (Sighted guide technique enables a person who is blind to use a person with sight as a guide.)
- **These members may or may not need assistance.**

DO	DON'T
Identify yourself.	Don't shout.
Ask before you attempt to help.	Don't move someone's cane without asking. If you move it, tell where it is.
Use sighted guide technique, if asked.	

# Communication Tips

- When talking about disability, avoid negative language and use people-first language

Avoid Negative Language	Use People-First Language
Handicapped person	Person with a disability
Deaf person	Person who is deaf
Wheelchair-bound	Person who uses a wheelchair
Mentally retarded	Person with an intellectual disability

# Communication Tips (Cont.)

- **To help you better communicate with members who are deaf or hard-of-hearing, learn about available technology resources or services, such as:**
  - Assistive Listening Devices/Amplification Technologies
  - Augmentative and Alternative Communication Devices
  - Audio Recordings
  - Captioning
  - Qualified American Sign Language (ASL) Interpreters
  - Qualified Readers
  - Relay Service
  - Speech Reading
  - Video Relay

# Communication Tips (Cont.)

- If you have trouble communicating:**

DO	DON'T
Ask the member how he or she wants to communicate.	Don't assume – which also includes, not to assume someone from another culture understands American Sign Language.
Lightly touch the member or wave your hand to get his or her attention.	Don't shout.
Always speak to and look at the person who is deaf, not the interpreter.	Don't cut off or finish sentences or thoughts.
Speak slowly, clearly and patiently, and give time to respond.	Don't rush or ask the member to hurry.
Ask the person to repeat or spell it out to confirm you understand.	Don't become impatient or annoyed.
Offer paper and a pen.	Don't assume a member can read lips
Use California Relay service, if needed	



## Communication Tips (Cont.)

- **Speech disabilities may be developmental or a result of illness or injury.**
- **Members with speech disabilities may use:**
  - Their own voice
  - Letter board
  - Pen and paper
  - Augmentative and Alternative Communication Devices

# Communication Tips (Cont.)

## Communication Services: California Relay Service

- People who are deaf, hard-of-hearing, deaf-blind or have a speech disability may use California Relay Service to communicate by telephone.
- A TTY is a special device that lets people who are deaf, hard-of-hearing or have a speech disability use the telephone to communicate by typing messages.
- A TTY is required at both ends of the conversation
- To conduct a relay call:
  1. Dial 711
  2. Speak slowly
  3. Speak directly to the caller.

# Communication Tips (Cont.)

## Communication Services: Language Interpreter Services

- **NO-COST** telephone or face-to-face interpreter services are available.

## Communication Services: Materials in Alternate Formats

- Members may request health education materials in alternative formats, such as **Braille, digital, audio or large print**.
- If the request for health education information is needed right away, Prospect can provide an oral translation of key information.

# Available Resources

- For help to schedule an American Sign Language interpreter or for health education materials in an alternate format

Contact toll free Prospect Medical at  
1-800-708-3230 Monday thru Friday from  
8 AM to 5 PM.

- Call the Aging and Disability Resource connection (ADRC) at 1-800-510-2020 or visit [www.adrcoc.org](http://www.adrcoc.org)