Disability Awareness
Learning Objectives

After completing the course, you will be able to:

• Explain the prevalence and types of disabilities within our CalOptima population.

• Identify and explain the legal requirements related to access for persons with disabilities.

• Define the basic rights of persons with disabilities.

• Identify the physical accessibility components at a provider's office that are assessed and reported by CalOptima.

• Define your responsibilities in interacting with members, visitors, patients and their companions with disabilities.

• Use appropriate terminology and proper etiquette when interacting with people with disabilities.

• Identify available CalOptima and community resources.
Course Content

• Definitions: Disability and Functional Limitations
• Americans with Disabilities Act (ADA)
• Olmstead Decision
• Barriers to Access and Care
• Access and Accommodations
• Communication Tips
• Available Resources

Note: Content of this course was current at the time it was published. As Medicare policy changes frequently, check with your immediate supervisor regarding recent updates.
CalOptima’s Commitment

• In June 2011, CalOptima initiated disability awareness and sensitivity training as required by the California Department of Health Care Services (DHCS).

• Disability awareness education continues to be required for all staff and health care providers who care for CalOptima members in any of its benefit plans.

• CalOptima is committed to ensuring that communications, services and programs are accessible to people with functional limitations, including visual, hearing, cognitive and physical disabilities.
### Definitions: Impairment vs. Disability

<table>
<thead>
<tr>
<th>Impairment</th>
<th>Disability</th>
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</table>
| • Alteration of a person’s health status as assessed by medical means  
  • Typically identified with an organ or body part  
  • Ranges from mild (pinky amputation) to severe (terraplegia)  
  • Does not include impact on person’s ability to function in society | • A physical or mental impairment that substantially limits one or more of the major life activities (mobility, cognitive, vision, speech, or hearing)  
  • Birth (congenital) to acquired over lifetime  
  • Visible or hidden |
Definitions: Functional Limitations and Capabilities

**Functional Limitations**
- Difficulty completing basic or complex activities because of a physical, mental, or emotional restriction.
- May be due to behavioral and/or chronic health conditions.

**Functional Capabilities**
- Strengths of a person with a disability to perform certain activities, with or without accommodations.
Who Are People with Disabilities?

• Disabilities span a broad spectrum ranging from mild, to moderate, to severe
• Self-report surveys use the following definitions to gather statistics:

<table>
<thead>
<tr>
<th>Vision</th>
<th>Hearing</th>
<th>Cognitive</th>
<th>Ambulatory</th>
<th>Self-care</th>
<th>Independent Living</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Blindness or serious difficulty seeing even when wearing glasses</td>
<td>• Deafness or serious difficulty hearing</td>
<td>• Serious difficulty concentrating, remembering or making decisions</td>
<td>• Serious difficulty walking or climbing stairs</td>
<td>• Difficulty bathing or dressing</td>
<td>• Difficulty doing errands alone, such as visiting a doctor’s office or shopping</td>
</tr>
</tbody>
</table>
## Disability Statistics

- **U.S. total population of persons with a disability:** 12.7%

<table>
<thead>
<tr>
<th>Vision</th>
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<tbody>
<tr>
<td>2.4%</td>
<td>3.6%</td>
<td>5.1%</td>
<td>6.9%</td>
<td>2.6%</td>
<td>5.8%</td>
</tr>
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</table>

- **OC’s total population of persons with a disability:** 8.6%

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1.4%</td>
<td>2.7%</td>
<td>3.4%</td>
<td>4.5%</td>
<td>2.1%</td>
<td>4.2%</td>
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</table>

Source: U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates
Americans With Disabilities Act (ADA)

“No individual shall be discriminated against on the basis of disability…”

<table>
<thead>
<tr>
<th>Most important legislation for disability rights</th>
<th>Prohibits discrimination</th>
<th>Fundamental Values: Equal Opportunity Integration Full participation</th>
</tr>
</thead>
</table>

• The ADA also requires:
  ➢ Medical care providers make their services available in an accessible manner.
  ➢ Policies, procedures and guidelines be in place regarding non-discrimination on the basis of disability.

• CalOptima is committed to providing equal access for members and their companions with disabilities.
The Rehabilitation Act of 1973

• Section 504 — Prohibits discrimination due to disabilities in programs that receive federal funding
  ➢ "No qualified individual with a disability…shall be excluded from, denied the benefits of, or be subjected to discrimination under" any program or activity.
    ▪ Program accessibility
    ▪ Effective communication
    ▪ Accessible construction and alterations

• Section 508 — Requires electronic and information technology to be accessible to people with disabilities, including employees and members of the public
  ➢ Visual and audio outputs, optical aids
  ➢ Accessibility-related software: JAWS (Job Access with Speech)
The Olmstead Decision

• In 1999, the Supreme Court’s decision in Olmstead v. L.C.
  ➢ Required states to provide qualified individuals with disabilities access to home- and community-based services, rather than place them in or keep them in institutions, when:
    ▪ Treatment professionals determine that such placement is appropriate.
    ▪ The affected persons do not oppose such placement.
    ▪ The state can reasonably accommodate the placement, taking into account the resources available to the state and the needs of others with disabilities.
  ➢ The ADA require public entities to administer their services, programs and activities in the most integrated setting appropriate to the needs of qualified individuals with disabilities.
Most Integrated Setting

• Key concept
  ➢ Integrated Setting
    ▪ Refers to a setting that: "enables individuals with disabilities to interact with nondisabled persons to the fullest extent possible..."
    ▪ Term means services and benefits to persons with disabilities should not be separate or different from persons without disabilities unless the separate programs are necessary to ensure that the benefits and services are equally effective.
  ➢ Least restrictive
    ▪ Least restrictive environment is terminology for educational settings -- all other settings use the term "integrated setting".
    ▪ A “least restrictive environment/setting possible” means members are treated in an environment and manner that respects individual worth, dignity, privacy and enhances their personal autonomy.
## Knowledge Check 1

### Match the term with the definition

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
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</thead>
<tbody>
<tr>
<td>1. Disability</td>
<td>A. Difficulty completing basic activities</td>
</tr>
<tr>
<td>2. Impairment</td>
<td>B. Substantially limits life activities</td>
</tr>
<tr>
<td>3. Functional limitation</td>
<td>C. Strengths of a person with disability</td>
</tr>
<tr>
<td>4. Functional capacity</td>
<td>D. Alteration of health status by medical means</td>
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# Knowledge Check 1 Answers

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<tr>
<td>------------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>5. Americans with Disabilities Act</td>
<td>E. Accessible technology</td>
</tr>
<tr>
<td>6. Section 508</td>
<td>F. Civil rights for people with disabilities</td>
</tr>
<tr>
<td>7. Section 504</td>
<td>G. Most integrated setting</td>
</tr>
<tr>
<td>8. Olmstead Decision</td>
<td>H. Program accessibility</td>
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</table>
## Knowledge Check 2 Answers

<table>
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<tr>
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<td>G. Most integrated setting</td>
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</table>
Healthcare access barriers for working-age adults include:

1 in 3 adults with disabilities (18-44 years) do not have a usual healthcare provider.

1 in 3 adults with disabilities (18-44 years) have an unmet healthcare need because of cost in the past year.

1 in 4 adults with disabilities (45-64 years) did not have a routine check-up in the past year.

Source: Centers for Disease Control and Prevention. Disability Impacts All of Us, 2018. [Internet: www.cdc.gov/disabilities]
Barriers to Access and Care

- Persons with disabilities and functional limitations may encounter environmental and attitudinal barriers to care:

  **Physical Access**
  - Ability to get:
    - To
    - Into
    - Through
    - Onto

  **Communication Access**
  - Ability to:
    - Understand what is being asked
    - Use the information given
    - Result in effective communication

  **Program Access**
  - Participate in:
    - Health education
    - Prevention & treatment
    - Community-based programs

- Most difficult barriers to overcome are **attitudes**.
  - Focus on individual’s ability rather than on disability
Accessibility Requirements for Providers

• Intended to meet the needs of any patient to improve program access and health outcomes.

• Two areas:
  - Physical access
  - Effective communication
Physical Access

• Facility Site Review (FSR)
  ➢ DHCS requirement MMCD PL 12-006 requires California plans “to assess the physical accessibility of provider sites, including specialist and ancillary service providers that serve a high volume of seniors and persons with disabilities.”
  ➢ Required for all Medi-Cal contracted providers
  ➢ FSR survey
    ▪ CalOptima coordinates with all providers to complete the survey on a regular basis
    ▪ Uses the DHCS Physical Accessibility Review Survey Attachment C (PARS)
  ➢ Results of FSRs are available to members through the CalOptima website and the provider directory.
CalOptima’s Provider Directory

- Members can identify areas of physical accessibility in an office when they search in the Provider Directory and review the office profile.

- P = Parking
- EB = Exterior Building
- ET = Electronic Table
- IB = Interior Building
- R = Restroom
- E = Exam Room
- T = Exam Table/Scale

Accessibility: EB, ET, E
Effective Communication

• Providers and members need to get, understand and use health information to improve health outcomes.
• No cost to members for auxiliary aids and services
Reasonable Accommodations and Access

Accommodations:
- Adjustments made to the environment or policies to enable access to services & programs

Provided for:
- Members with disabilities
- Seniors

Provided by:
- CalOptima
- Providers
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
  ➢ Member and health education materials in alternate formats

• Physical disabilities may be more obvious, but unseen mobility issues are more common.
  ➢ For example, a member may experience an issue with physical ability to move around or walk a distance due to hip or knee problems, breathing issues, weakness, etc.

• Never assume to know the member’s disability.
Identifying Accommodation Needs

- An **Accommodation Checklist** (two-page form) can be obtained from CalOptima
  - The checklist should be completed by office staff with assistance from the member, member’s caregiver or authorized representative **prior** to the appointment.
  - The information from the checklist should be used to prepare appropriate accommodations.
  - Place the checklist in the member’s medical or electronic record for easy access and future use.

The checklist can be downloaded at [www.caloptima.org](http://www.caloptima.org)
Provider Accommodations

Physical
- Larger Exam Rooms
- Transfer and lift assistance
- Height adjustable exam tables
- Wheelchair accessible scales
- Accessible mammography

Communication
- Smart Phones
- Large Print
- American Sign Language
- Assistive Listening Devices
- Video Relay

Policy Changes
- Flexible & longer appointments
- Permit Service Animals
- Staff trained in Disability Awareness
- Support filling out forms
- Low literacy materials
Types of Physical Accommodations
Types of Accommodations (cont.)

• The Deaf and Disabled Telecommunication Program (DDTP) provides access for all deaf and disabled Californians.

• CalOptima uses TTY for people with a hearing or speech impairment (deaf, hard-of-hearing, deaf-blind or speech disability) to call persons with disabilities by dialing 711 or the following:

California Relay Service (CRS)
1. TTY user dials 1-800-735-2929 and communicates by typing to the Relay Operator, who replies by typing.
2. Voice user dials 1-800-735-2922 and communicates by voice to the Relay Operator, who replies by voice
• User should **speak slowly**.
• User should **speak directly** to the caller.
Types of Accommodations (cont.)

- Auxiliary aids and services for speech impaired
  - Speech disabilities can be:
    - Developmental
    - Result of illness or injury
    - No speech
    - Difficult to understand
  - Members with speech disabilities may use:
    - Their own voice
    - Letter board
    - Pen and paper
    - Augmentative and alternative communication devices
    - Speech generating devices (SGDs) “talk” when certain letters, words, pictures, or symbols are selected
    - Speech-to-speech relay service (STS)
      - A call that uses a specially-trained communications assistant
Language Interpreter Services

- CalOptima has the responsibility to ensure effective communication

  - Members cannot be required to provide their own interpreter
  - Members’ companions should only be used for interpreting for two reasons:
    - Emergencies where a qualified interpreter is not available and the safety of the individual or the public is at risk.
    - If the member requests and the companion agrees to provide interpretation in appropriate situations (this does not apply to minors).
  - Minors should not be used as interpreters.
Types of Accommodations (cont.)

Language Interpreter Services

• **No-cost** telephone or face-to-face interpreter services

  ➢ Available to CalOptima members (no authorization is needed).
    ▪ Schedule face-to-face interpreter and American Sign Language (ASL) services one week in advance.
  ➢ Health network members need to contact the member’s assigned health network for language and interpreter services
Members may request health education materials in alternative formats: Braille, digital, audio or large print.

- A health education topic in an alternative format for the member may be requested by calling CalOptima’s Customer Service.
- Members can call CalOptima’s Health Education/Disease Management Library phone line and listen to a variety of health topics in audio format.
- If health education information is needed right away for a member, CalOptima can be contacted to provide an oral interpreter for key information.
- Alternative format requests to CalOptima may take up to 21 days.
Knowledge Check

1. Language interpreters are available only if a member pays for it.
   a) True
   b) False

2. Which of the following is not an accommodation needed during a member’s office visit:
   a) Physical accessibility
   b) Assistance with meals
   c) Accessible medical equipment
   d) Effective communication
   e) Health information in alternative formats
   f) All of the above
Knowledge Check Answers

1. a) False
2. b) Assistance with meals
CalOptima Model of Care

Member

- Medicare
- Medi-Cal
- OneCare Connect

- Specialist Care
- Primary Care
- Hospital Services
- Short-Term Nursing Care
- Home Health
- Hospice
- Durable Medical Equipment
- Nonemergency Medical Transportation
- Specialty Mental Health
- Dental (Denti-Cal)
- In-Home Supportive Services
- Multipurpose Senior Services Program
- Community-Based Adult Services
- Worldwide Emergency Care, Vision Care, Fitness Benefit and Transportation (to and from the gym)
- Long-Term Nursing Care
- Dialysis
- Medications
- Physical/Occupational/Speech Therapy
- Behavioral Health
- Personal Care Coordinator
Model of Care Promotes Access to Care

- Health Risk Assessment (HRA) identifies and assesses:
  - Chronic and severe health conditions
  - Mental health and cognitive function
  - Cultural and linguistic needs
  - Health literacy
  - Visual and hearing needs, preferences and limitations
  - Limitations to activities of daily living
  - Need for referrals to community services or support services
  - Access barriers and accommodation needs
  - Care management level
Model of Care Promotes Access to Care (cont.)

• An Interdisciplinary Care Team (ICT) develops an Individual Care Plan (ICP)
  ➢ Composed of the member, primary care provider (PCP) and others key care team members as needed
• The ICT takes the members’ needs into account, including functional limitations, functional capabilities, and required accommodations, based on evidence-based practices.
• The ICT is encouraged to build a trusting relationship with members as persons with disabilities know their needs best.
• “Dignity of Risk” is a member’s right to make informed choices about their health and life, even if the ICT believes these choices put the person’s health or longevity at risk.
Model of Care Promotes Access to Care (cont.)

• Results in a finalized ICP that includes the member’s prioritized goals and potential barriers.
  ➢ Dynamic and person-centered plan of care for all members:
    ▪ Includes comprehensive input from the member, member’s caregiver, PCP, specialists and other providers according to member’s wishes
    ▪ Identifies member strengths, capacities and preferences
    ▪ Provides additional care options, including transitions of care settings
    ▪ Identifies long-term care needs and the resources available

• Members or caregivers are encouraged to contribute to the initial and re-assessment care plans.

• A member-friendly ICP is given to the member.
Recovery Model

Two other important concepts in caring for the member:

1. Recovery Model
2. Independent Living

Recovery Model:

- A holistic approach widely accepted and used in behavioral health that focuses on personal strength and empowerment to make changes.
- Member’s care team will consider a member’s medical, psychosocial and behavioral needs when developing a plan of care.
Independent Living

- **Choice**: Fully participate in their communities
- **Autonomy**: Live in their own homes with dignity and support; Experts in their own care
- **Control**: Control their own lives
- **Advocacy**: Empowerment in all aspects of their lives

Knowledge Check

1. When an Individual Care Plan (ICP) is developed for a member it must take the members’ needs into account, including required accommodations.
   a) True
   b) False

2. CalOptima strives to ensure that members with disabilities get accommodations to meet their:
   a) Physical needs
   b) Health care needs
   c) Psychosocial needs
   d) Language needs
   e) All of the above
3. Resources to assist with language interpreter services, health education materials in alternative formats and a copy of the Accommodations Checklist can be found on:
   a) CalOptima's website at www.caloptima.org
   b) At the library
   c) At the local Social Services office
Knowledge Check Answers

1. a) True
2. e) All of the above
3. a) CalOptima's website at www.caloptima.org
Communication Tips

- When talking about a disability or with a person with disabilities, focus on the person, not the disability, avoid negative language and use people-first language.

<table>
<thead>
<tr>
<th>Use People-First Language</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Person with a disability</td>
<td>Person who is deaf</td>
</tr>
</tbody>
</table>

Avoid Negative Language:
Handicapped person, blind person, wheelchair-bound or mentally retarded
Communication Tips (cont.)

If you have trouble communicating:

| Ask the member how he or she wants to communicate | Speak slowly, clearly and patiently, and give time to respond |

Don’t:
Assume — which also includes not assuming someone from another culture understands American Sign Language.
Rush or ask the member to hurry.
Communication Tips (cont.)

When assisting a member with limited mobility:

| Sit down | Relax, speak directly and be attentive | Ask before you attempt to help | Ask how assistive devices and equipment work if you don’t know | Move furniture or objects |

Don’t:
Stand; speak through a caregiver or companion or treat the person as invisible; start pushing someone’s wheelchair unless asked; touch or move a person’s wheelchair, cane, crutches or walker without consent.
Communication Tips (cont.)

- Members who are blind or have low vision may use:
  - A white cane
  - A service dog
  - A sighted guide (a technique that enables a person who is blind to use a person with sight as a guide)

These members may or may not need assistance

<table>
<thead>
<tr>
<th>Identify yourself</th>
<th>Ask before you attempt to help</th>
<th>Give specific directions</th>
<th>Use sighted guide technique, if asked</th>
</tr>
</thead>
</table>

Don’t:

- Shout; move away without excusing yourself first; pet or distract a guide dog; move someone’s cane without asking
- If you move it, tell where it is.
Members who are deaf or have hearing loss may need consideration:

<table>
<thead>
<tr>
<th>Speak clearly and slowly, use more facial expressions and body language</th>
<th>Offer pen and paper</th>
<th>Ask if a sign language interpreter is needed</th>
<th>Make eye contact and speak directly to the person, not the interpreter</th>
<th>Make sure written materials are available</th>
</tr>
</thead>
</table>

Don’t:
Shout; assume the member will not speak; assume an interpreter is needed or wanted; look down, read or mumble.
Members with speech disabilities may need consideration:

<table>
<thead>
<tr>
<th>Allow them to say what they want to say</th>
<th>Be polite</th>
<th>Ask them to repeat or rephrase, or offer a pen and paper</th>
<th>Be considerate</th>
</tr>
</thead>
</table>

Don’t:
Finish their sentences or cut them off; mimic or mock their speech; assume you know what they are saying; or be patronizing.
Communication Tips (cont.)

Members with cognitive disabilities may need consideration:

| Listen to ensure understanding | Change words you use | Keep it simple. Break ideas into small pieces that can be more easily remembered | Be considerate |

**Don’t:**
Get frustrated; use complicated language or technical terms; speak for long periods of time; or be patronizing.
**Communication Tips (cont.)**

Members with learning disabilities may need consideration:

| Put instructions and important information in writing if member has short-term memory issues | Use hands-on training | Provide a quiet environment | Be considerate |

**Don’t:**

Assume member will remember; use complicated language or technical terms; enable distractions for you and the member; or be patronizing.
Communication Tips (cont.)

<table>
<thead>
<tr>
<th>Members with mental health and/or substance abuse conditions may need consideration:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Know how to get help in the event of a crisis, remain calm and offer support</td>
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**Don’t:**
Ignore what members say; get frustrated; use complicated language or technical terms; speak for long periods of time; assume member will remember; or be patronizing.
Available Resources

• To schedule a language interpreter or American Sign Language interpreter:
  ➢ Contact the member’s assigned health network, if the member is in a health network.
  ➢ Call CalOptima’s CalOptima Customer Service department
    ▪ 24 hours a day, 7 days a week.
    ▪ Local: 714-246-8823
    ▪ Toll-Free: 855-705-8823
    ▪ TDD/TTY: 800-735-2929

• To request printed member or health education materials in alternate formats, contact CalOptima’s Customer Service.
Available Resources (cont.)

- CalOptima’s Provider Resource Line at 714-246-8600
- CalOptima’s website is www.caloptima.org
  - Resources for providers and staff found under Providers/Manuals, Policies and Resources/Provider Trainings/Seniors and Persons with Disabilities Training and Resources
- Aging and Disability Resource Connection of Orange County (ADRCOC) at 800-510-2020 or visit www.adrcoc.org
Available Resources (cont.)

- Centers for Disease Control and Prevention, Disability and Health [www.cdc.gov/disabilities]
- Deaf and Disabled Telecommunications Program (DDTP), 1-800-806-1191 [http://ddtp.cpuc.ca.gov]
- California Telephone Access Program [www.youtube.com/watch?v=9j3lwGUVs0c]
- California Relay Service (CRS) [http://ddtp.cpuc.ca.gov/default1.aspx?id=1482]
- Video Relay Service Call Example [www.youtube.com/watch?v=ctq5uPDvZI&feature=youtu.be]
1. An example of people-first language is:
   a) Handicapped man
   b) Nut case
   c) Person who uses a wheelchair

2. When communicating with members with disabilities, you should:
   a) Be patient and listen carefully
   b) Ask the member to repeat themselves, if needed
   c) Use Speech-to-Speech Relay, if necessary
   d) Call CalOptima for help right away
   e) a, b and c
   f) a, b, c and d
3. A member may request CalOptima materials or health education materials in alternate formats (e.g., language of choice, Braille, audio tape, etc.) by contacting:
   a) Any Orange County community agency
   b) CalOptima Customer Service
   c) Local adult education program
   d) Materials in alternative formats are not available to CalOptima members

4. A cognitive disability refers to a person's ability to plan, comprehend, and reason or apply social and practical skills in everyday life. When speaking to a person with this type of disability, using complicated language or technical terms is the best way to help them understand.
   a) True
   b) False
5. Case Study

Debbie, age 30, has moderate-severe quadriplegia cerebral palsy, uses a power wheelchair and speech generating device, and needs personal hygiene assistance. She has a new PCP and is scheduled for her first appointment. However, her caregiver will not be able to accompany her to the appointment.

What are some accommodations the provider office staff should consider for Debbie’s appointment?

a) Complete the Accommodations Checklist for Seniors and Persons with Disabilities with Debbie over the phone to identify her accommodation needs prior to her appointment.

b) Transfer and lift assistance

c) Wheelchair accessible scale

d) Longer appointment time

e) Assistance with paperwork

f) All of the above
Knowledge Check Answers

1. c) Person who uses a wheelchair
2. e) a, b and c
3. b) CalOptima Customer Service
4. b) False
5. f) All of the above
Authorities

• Title 29, United States Code, Section 794 (section 504 of The Rehabilitation Act of 1973)
• Americans Disabilities Act of 1990
• DHCS Facility Site Review (FSR), Physical Accessibility Review Survey (Attachment C – “29 elements”)
• Cal MediConnect CMS/DHCS/CalOptima 3-way Contract
• Department of Health Care Services (DHCS)
• Welfare and Institutions Code, Section 14182 (b) (5)
References

• CalOptima Policy AA.1250: Disability Awareness and Sensitivity, and Cultural Competency Staff Training
• CalOptima Policy CMC.1003: OneCare Connect Staff Education and Training
• CalOptima Policy CMC.4002: Cultural & Linguistic Services
• CalOptima Policy EE.1103: Provider Education and Training
• CalOptima Policy GG.1323: Seniors and Persons with Disabilities and Health Risk Assessment Policy
• CalOptima Policy GG.1324: Seniors and Persons with Disabilities Comprehensive Case Management
• CalOptima Policy GG.1608: Full Scope Site Reviews
• CalOptima Policy MA.1001: Glossary of Terms
• CalOptima Policy MA.7007: Access & Availability Standards
• CalOptima Model of Care
CalOptima’s Mission

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