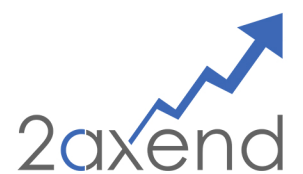


# Healthcare Providers Self-Assessment Tool

18 questions to gain insight and identify next steps for action.



# Healthcare Providers Self-Assessment Tool

For each of the statements below, check the box that reflects your opinion.  
At the end, you will add them all up and find out what to do next.

## PRIORITIES AND FUNDING

In my view, our organization:	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE
1. Has leadership "buy-in" and commitment, as well as dedicated funding, to explore diversity, equity, inclusion and accessibility and their impact on the delivery of healthcare services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Leads by example by prioritizing diversity, equity, inclusion and accessibility during all planning activities (e.g. strategic planning, budget planning, program planning, and recruitment and staffing).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Promotes a sense of shared ownership and responsibility throughout the organization for providing inclusive, accessible and equitable care, rather than placing responsibility on one group (e.g., Diversity, Equity, and Inclusion committee or language services department).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## COMMUNICATION ACCESSIBILITY

In my view, our organization:	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE
4. Describes patients' rights to effective communication and auxiliary aids and services in the Patient's Bill of Rights and other related documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Lists accommodations provided and contact information for individuals who coordinate these accommodations on the organization's website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Provides Deaf and hard of hearing patients with comprehensive auxiliary aids and services (e.g. interpreters, video phones, captioned and amplified phones and real-time captioning).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Healthcare Providers Self-Assessment Tool

## COMMUNICATION ACCESSIBILITY (CONTINUED)

In my view, our organization:	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE
7. Tracks Deaf and hard of hearing patients' communication needs and preferences in the organization's electronic health record system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Offers patients the option to request accommodations via the organization's website and/or mobile app.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Ensures public areas and patients' rooms include alternatives to auditory alerts, such as vibrating pagers and strobe lights.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Ensures all advertising, promotional and informative videos are captioned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## TRAINING

In my view, our organization:	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE
11. Provides mandatory onboarding, leadership orientation and ongoing disability sensitivity training for employees, providers and volunteers involved with the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Incorporates training that discusses how to deliver culturally appropriate, sensitive and responsive healthcare services to Deaf and hard of hearing individuals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Integrates training on Deaf and hard of hearing patients' legal rights to language access and providers' legal obligations to accommodate those rights under the Americans with Disabilities Act and other disability-related policies and legislation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Delivers training that addresses various communication challenges and barriers Deaf and hard of hearing individuals encounter in healthcare settings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Healthcare Providers Self-Assessment Tool

## TRAINING (CONTINUED)

In my view, our organization:	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE
15. Incorporates training that discusses the various types of technological accommodations that Deaf and hard of hearing individuals may prefer to use in healthcare settings (e.g. video remote interpreting, realtime captioning services, transcription apps, amplified telephones and pocket talkers).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Equips team members with best practices to consider when working with in-person and video-based sign language interpreters.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## COMMUNITY ENGAGEMENT

In my view, our organization:	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE
17. Includes representation from the Deaf and hard of hearing community on advisory boards and committees, focus groups, and panel discussions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Promotes Deaf cultural awareness and sensitivity in consortiums, affiliations, clinical integration networks and regional collaborations, as well as partnerships with other organizations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<p>Find out what your score means on the next page.</p>	Total strongly agree checks:	Total agree checks:	Total neither checks:	Total disagree checks:	Total strongly disagree checks:
	<b>x4</b>	<b>x3</b>	<b>x2</b>	<b>x1</b>	<b>x0</b>
	=	=	=	=	=
	Add up all of your subtotals to get your final score.				

Final Score: \_\_\_\_\_



# If you scored...

## 58-72

### LEADING BY EXAMPLE



#### YOU SHOULD:

##### Build on your strong foundation.

Your organization is positioned to deliver patient-centric care to Deaf and hard of hearing patients. Don't stop there, ask these questions:

- How satisfied are our patients?
- Are there opportunities for improvement?
- What are other organizations doing that we aren't doing?

#### HOW WE CAN HELP

Deaf and hard of hearing patients benefit the most when healthcare organizations are prepared to satisfy Deaf and hard of hearing individuals' cultural, social, and linguistic needs in clinical settings.

We can help you optimize experiences for this community with customized training, strategic planning, assessments, and consulting services.

## 37-57

### LOOKING FOR A BUILDER



#### YOU SHOULD:

##### Prioritize opportunities.

Your answers indicate your organization has several gaps and room for improvement.

As these can impede your organization's ability to mitigate risk, stay compliant and the quality of services provided, it is important to prioritize opportunities that will build on your existing capabilities.

#### HOW WE CAN HELP

We will work with your team to define and prioritize challenges that impact Deaf and hard of hearing individuals' overall patient experience and continuum of care.

From there, we will design customized strategies and learning experiences to give your healthcare organization the boost it needs to achieve improved clinical outcomes.

## 0-36

### BEHIND THE EIGHT BALL



#### YOU SHOULD:

##### Glove up.

You identified your organization needs support. When considering Deaf and hard of hearing individuals' patient experiences, it may be easier to go back to the drawing board.

**Our recommendation:** As you look to position your organization for success, add the right experts to your team.

#### HOW WE CAN HELP

We can help you improve Deaf and hard of hearing patients' experiences by focusing on critical elements that impact their experience, including accessibility planning, inclusive design, risk management and Deaf cultural awareness.

**Bonus:** With this area of focus, your organization will be better positioned to support anyone that walks through your doors.