

Disability Friendly Services in Health Care Facilities

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WHO AM I?

I am Raisa Khaled

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- Intern for State Senator Dr. Saud Anwar

LET'S HYPOTHESIZE...

Scenario: You go to doctor's office for a special X-Ray that is crucial for a diagnosis

- The doctor says:

“Nope, can't do it. Might be good for you, but it's not convenient for me.”

- How would you feel?
 - Here are some words for you: Enraged, oppressed, marginalized
- **11%** of Connecticut's population face this scenario

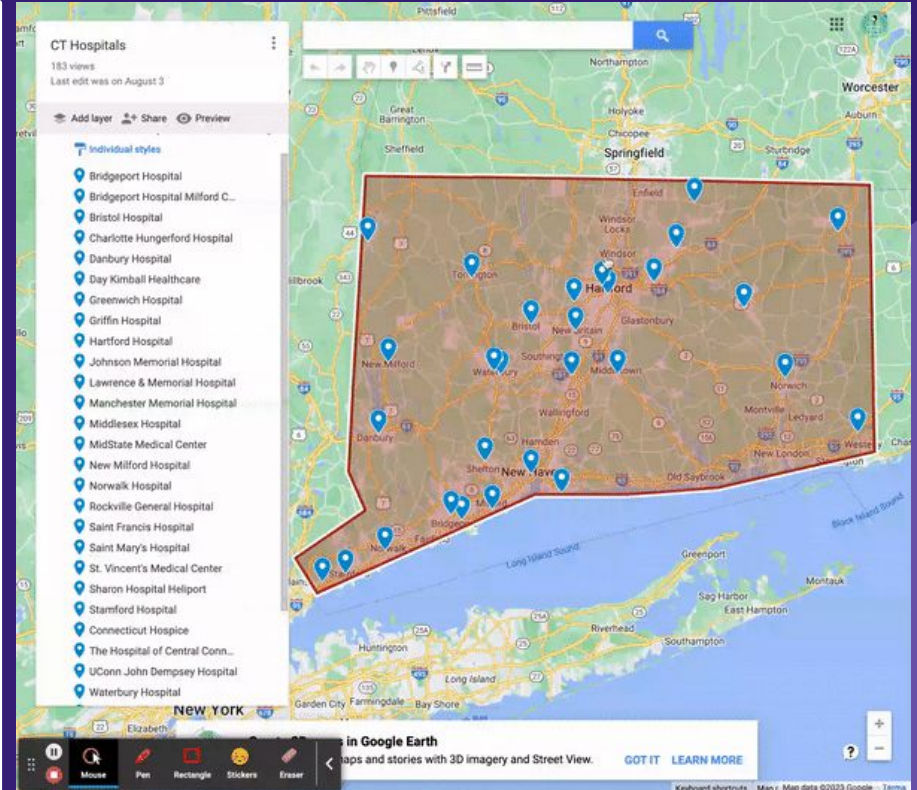
WHAT I DID:

1. Investigated the 29 hospitals in CT
2. Contacted medical professionals
3. Spoke with remarkable people with disabilities

We need to create policies for disability friendly services in health care facilities and ensure appropriate medical diagnostic equipment.

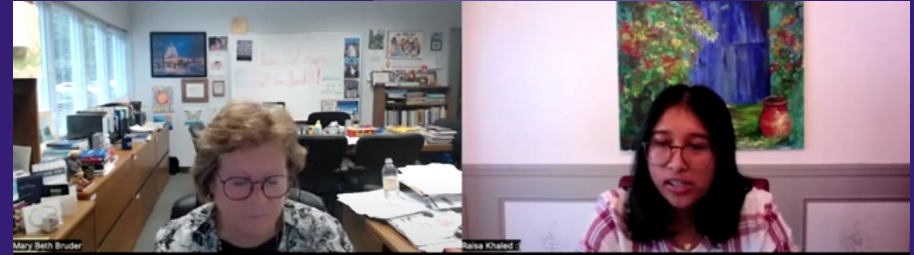
THE MAP

- I made a website with a map of hospitals in CT
- If you click each location, you can see description of hospital and what accommodations for people with disabilities they claim to have
- The information they provided can be misleading → hospitals want to be portrayed in good light



THE INTERVIEWS...

- Interviewed people with disabilities from New Horizons Village
- Interviewed Medical experts
 - Dr. Peter Deckers: former dean of UCONN health
 - Dr. Mary Beth Bruder: professor at UCONN health, works for Center for Excellence in Developmental Disabilities (CEDD)



JAY TULIN

- Caretaker of late wife, Nancy
- Nancy was in wheelchair for disability + disease + weight issues
- Nancy went to doctor's office, doctor said:

“You can't get on my exam table, you'll break it!”

RACHEL

- Has cerebral palsy
- Never saw wheelchair scale at any doctor's office
 - Except one time, but they didn't use it
- Never received proper mammogram
 - Except one when there was a properly trained technician

“I can't remember the last time I was on an exam table.”

SUZANNE

- Given ultrasounds instead of mammograms ← ultrasounds are not the right process for breast examination, mammograms are
- Doctor's office even said:

“We no longer take wheelchairs. If you can't talk in for the visit, we can't have you here.”

JAMIE

- Never taken onto an examination table
- Doctors told him that

“Blood work tells you everything.”

This is not true.

- Sores/crucial issues cannot be checked

THERE ARE SO MANY SIMILAR STORIES...

- Inaccessible mammograms, lifts, or special scales are examples of technical limitations and disadvantages
- Most common complaints: not enough wheelchairs in doctors' offices and medical professionals who are not trained well enough to accommodate people with disabilities

OUR NEXT STEPS...

- We must make legislation/rules that health care institutes must abide to
- Inequity in healthcare is too prevalent



THANK YOU!

- Check out the website, “Disability Friendly Services in Hospitals (DFSH)” ← full interview dissection video, map, and testimonies on website
 - <https://sites.google.com/view/ct-dfsh/home>
- If we have time...

