

Supporting Effective Communication and Pathways in healthcare for people with disability : a HealthPathways approach

Focus Group Facilitator - Craig Greber (UC)
Focus Group Co Facilitators - C Moore and Lou Bannister (WWDACT)

An I-Day grant received by the ACT & NSW HealthPathways program funded 3 focus groups held in Civic, Woden and Belconnen.

The aim of the focus groups was to identify practical ideas for providers to improve the experience and the climate surrounding access to healthcare for people with disability.

Identified barriers for people with disability when accessing healthcare



Physical Environment and Accessibility



Awareness



Communication



Relationships



Empowerment

“Good practice for people with disability is actually good practice for everyone”

Keep doing and start doing

Challenge assumptions



Be flexible with consultation times and duration. Consider home visits, provide opportunities for clients to share their access barriers and needs such as billing options



Communicate check for understanding and communicate directly with the client and include the support person



Engage in two-way conversations and invest in partnerships that promote a continuity of care



Raise awareness of the additional physical and access barriers in healthcare settings. Space for wheelchairs, accessible bathrooms, lighting and aromas, adjustable beds, parking



Utilise resources communication boards and apps, plain English and pictures to support effective communication with all clients.

Stop doing



Asking questions to the carer more than the patient



Making assumptions about client accessibility and communication needs and capacity to make informed choices about their health needs

“we are the experts of our own bodies”



Rushing the client through the reception, consultation and billing process



Talking about disability access needs and simply say access needs.