

Healthcare Providers Improve Disability-Competent, Responsive Care

Healthcare providers are learning strategies of accessible, patient-centered care from the New Hampshire Disability & Public Health Project (NH DPH) training, [Responsive Practice: Providing Health Care and Screenings to Individuals with Disabilities](#). Participants report shifting ideas away from the medical-model toward the social-model of disability, which emphasizes more inclusive environments for people with disabilities. After training, providers have listed specific ways that they could offer more accessible, disability-competent care:

- Create personalized care plans ahead of time;
- Speak directly to the patient and respect their autonomy;
- Communicate more effectively using different methods; and
- Treat every patient individually.

Since free online training started in 2018, 1,265 people have participated, and 325 have earned continuing education credit. In New Hampshire and around the nation, partners have incorporated the training into their own programs. Evidence of the training's effectiveness was documented with an evaluation study that was recently submitted to a peer-reviewed journal for publication.

"My office has used a clip from *Responsive Practice*... I've looked for videos of this sort, and the *Responsive Practice* videos are the best out there."

- Michelle, Northwest ADA Center

NH DPH's follow-up training, [Responsive Practice: Accessible & Adaptive Communication](#) has been taken by more than 270 participants, and 101 have received continuing education credit.

Participants have appreciated the new module:

- "...meaningful information from self-advocates"
- "[I] always felt very uncomfortable about asking how communication devices work. It was helpful to see that it is okay to ask."
- "...new ideas to help patients with disabilities be more comfortable"

NH DPH is supported by cooperative agreement DD000007 from the Centers for Disease Control & Prevention (CDC). Its contents are the responsibility of NH DPH and do not necessarily represent the views of CDC. Alternative formats available on request.

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