



Accessibility Services



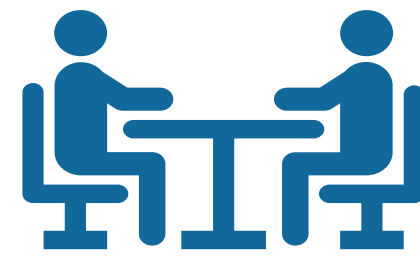
Mission

The Office of Accessibility Services will ensure that everyone has equitable access to cancer care services at Dana-Farber. Inclusivity, accommodation compliance, and support is provided to patients, care partners, and staff who have disabilities.

Impact



Disability competent workforce and employer



Improved provider patient relationship



Accessibility compliance



Enhanced patient experience

Scope of Services

Patient Access

- Patient Accommodations & access support
- Clinical care coordination and collaborations
- Community & resource collaborations

Education & Mentorship

- Provider & staff education
- New employee training
- Disability champions ALLYship network
- Disability informed lunch & earns

Employee Support

- Collaboration with ID&E employees with disability resource Group
- Staff accommodations
- Recruitment of Individuals with disabilities

Policy & Systems Improvement

- Disability identity & accommodations in EPIC for improved data collection
- Digital accessibility
- Policy & compliance

Vision

Accessibility Services ensures a fully inclusive healthcare environment where patients, staff and care partners with disabilities can access and receive equitable cancer care without barriers.

Goals

We will achieve our vision by:

- **Routinely and systematically collecting** disability identity and accommodations information from patients
- **Connecting patients to requested accommodations**
- **Providing disability competent care educational training** to staff with options for live in-person, simulation-based and on-demand training
- **Establishing a robust network of disability champions & ALLYs**

Implementation Plan

