

# Enhancing healthcare access and support for people with a disability and their carers: Working together to improve hospital experiences

People with cognitive disabilities have greater healthcare needs than the general population, are vulnerable to having their needs unmet in the healthcare system, and are at risk of poor hospital experiences and outcomes. It has been suggested that health organisations should make reasonable adjustments to processes and systems to better support people with cognitive disabilities and their carers.

## Consumer participation:

- Parents of young & adult children with profound disabilities were invited to share their experiences and contribute to the project
- The carer voice has been vital in this work, and all stakeholders have been supportive of a carer-led approach
- Carers provide guidance, feedback and suggestions for the development or review of resources



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**BENDIGO HEALTH**

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Surname: \_\_\_\_\_ UR No: \_\_\_\_\_  
Given Name: \_\_\_\_\_  
DOB: \_\_\_\_\_ Sex: \_\_\_\_\_  
(use label if available)

**This is my Hospital Passport**

If I have to go to hospital, this book needs to go with me. It gives hospital staff important information about me.  
It should be kept by my bed and a copy should be put in my file.

Nursing and medical staff please look at my passport before you do any interventions with me.

Name:

Date of birth:

Address:

Language/culture:   
Interpreter required:

This Hospital Passport is based on original work by South West London Access to Acute Group and Gloucester Partnership NHS Trust. **NHS**

The Hospital Passport was completed on: \_\_\_\_\_ Review date: \_\_\_\_\_

## Key resources:

- ❖ **The Hospital Passport**
- ❖ **Guidelines for assisting patients who have complex needs and behaviours**
- ❖ **Photo libraries of hospital and dental services**
- ❖ **An educational video**

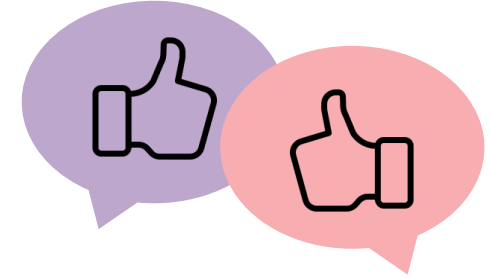
The resources developed emphasise communication access and health equity, which is relevant to all Allied Health clinicians providing care to patients with disability. They also demonstrate the value in co-design and consumer participation for service improvement.



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## Preliminary Outcomes

Carers are reporting better experiences when compared with previous admissions, attributing this to the Hospital Passport:



“Just to see [him] receive the respect and the care that everyone deserves...to get that in a way that was so respectful and so suited to his needs ...was very heart-warming”

“I found it just changed the atmosphere and streamlined the process”

Staff have been responding well to education and the introduction of new resources:

“Helped me understand more about where to find resources and strategies in case of looking after patients with disability”

“This is such a fantastic approach to challenging behaviours”

