



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

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This service improvement project has included the development of resources and processes which support hospital presentations for people with a disability who have complex needs and behaviours, particularly those with Autism and/or Intellectual Disability. The input and involvement of two carer representatives has been instrumental in monitoring, guiding and supporting the development of resources.



Bendigo Health

Photo Library of Hospital Services



### Key developments have included:

- ❖ **The Hospital Passport, for staff to access information about the person's background, abilities and how to approach care**
- ❖ **Guidelines for assisting patients with a disability who present with complex needs and behaviours, including strategies for communication, environmental modification and managing distress**
- ❖ **Photo libraries of hospital and dental services to assist with planning and preparation for admissions and appointments**
- ❖ **An educational video with carers discussing their experiences of supporting a person with a disability to access healthcare services.**



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.