

## Goal Exceeded for Disability-Competent Health Care Provider Training and Curriculum Expansion in Progress

To improve access to high quality health care for people with disabilities, the New Hampshire Disability & Public Health Project (NH DPH) developed and has promoted a free, online, and on-demand training for health care providers and other professionals. The one-hour training, [\*Responsive Practice: Providing Health Care and Screenings to Individuals with Disabilities\*](#), helps providers recognize barriers people with disabilities face when accessing health services and acquire strategies to provide culturally competent, responsive care. Participants may receive professional development credit for the training.

In July 2018, NH DPH set a goal to train at least 200 health care professionals by the end of March 2019. We have exceeded the goal, and many of the 360 participants to date have shared what they appreciated about the training:

- “the convenience of online access;”
- “seeing through the patients’ perspective;”
- “listening to live people who shared their own experiences;” and
- “hearing and seeing direct / everyday examples.”

Participants have indicated that after taking the training, they intend to:

- “focus on person-centered communication;”
- “allow extra time for patients;”
- document patients’ charts to include what works well for future visits;
- avoid making assumption about a person’s level of comprehension;
- “ask more questions so I can meet the needs of specific patients;” and
- “provide communication in multiple formats.”

Training participants have requested more information about diversity in communication. In response, NH DPH is developing two, short supplemental training modules. Currently in production, the first of these will explore the first-hand perspectives of patients with disabilities and their use of different communication styles and technology.

*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.*

Institute on Disability/UCED

