



## Best Practices

# Disability Competent Programmatic Access

1. Have sufficient, properly trained staff to provide timely, responsive primary care.
2. Embrace patient-centered care as the framework of your practice. Include patients in the development of their medical plan, with consideration of their goals, values and healthcare preferences; then adhere to the plan that is agreed upon.
3. Build an organized network of specialists who are experienced in serving individuals with disabilities.
4. Set clinical protocols for the identification and treatment of common secondary conditions.
5. Maintain 24/7 access to health records.
6. Review and monitor all medications, then support and monitor patient compliance.
7. Make sure patients are fully informed and educated about self-care, with clear information and guidelines.
8. Train all care providers to support and coach the patient to identify and define his or her preferences, needs and care goals.
9. Work toward the elimination of bias through honest assessment and skillful training.
10. Create an interdisciplinary team to care for the “whole person;” communicate closely with the patient and each other.
11. Do an initial assessment of all new patients with disabilities, as well as an annual follow-up assessment.
12. Establish protocols and have staff who are trained to manage patient transitions in and out of nursing or rehabilitative care.



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