

Disability Awareness and CUEs for Quality Interactions

Audience: All employees who work in a healthcare setting

Accreditation Available: 1 CME, CEU, or CCM Credit

CE Information: qualityinteractions.com/accreditation

About This Course

The U.S. is an incredibly diverse country, and the 56.7 million people living with disabilities are an important part of that diversity. This course applies our person-centered approach to specific issues and challenges frequently encountered when providing services to individuals living with disabilities that include hearing, visual, speech, physical, and cognitive impairments.

Interactive exercises and case-vignettes create an engaging course that builds learner awareness of various disabilities; discourages assumptions and stereotypes by promoting respectful inquiry; and provides etiquette guidelines for quality interactions. This course also covers Americans with Disabilities Act (ADA) requirements, reasonable accommodations, and compliance.

Learning Outcomes

- Explain basic concepts and legal issues, including requirements of the Americans with Disabilities Act (ADA).
- Apply skills learned to be able to show respect for people with disabilities.
- Evaluate different types of disability and what accommodations may be necessary in the workplace or when providing services to people with disabilities.
- Practice effective communication strategies to engage in a way that is respectful of people with disabilities.

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INTERACTIONS**
The key to high-value healthcare

