

2016-2018



DIAGNOSTIC SERVICES
MANITOBA

Diagnostic Services Manitoba Accessibility Plan

We welcome input into our detailed accessibility planning process. If you wish to share your personal experience or those of your family please contact Client Services at 1-866-633-1787 or dsmclientservices@dsmanitoba.ca

Results That Matter

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Message from DSM Chief Executive Officer, Jim Slater

In a world that is more accessible than ever thanks to technology, innovation and information, there are still barriers that are preventing basic and everyday access for many in our community. As a key partner in Manitoba's health care system, DSM wants to ensure the accessibility of our services to all by identifying and removing barriers that pose a risk of lessening the care and customer service that we provide. DSM's Accessibility Plan builds on our commitment to provide a patient-centred environment for Manitobans. As well as ensuring the highest standard of patient safety and quality services, a patient centred environment is one that is accessible, mindful, understanding, empathetic, respectful and responsive. These are qualities we hope will be reflected in our plan and in our services. We look forward to ongoing feedback that will serve to strengthen our evolving action plan so that we can continue to improve accessibility at all points of access to our services and information.

The Accessibility for Manitobans Act (AMA)

According to Statistics Canada, nearly one in six Manitobans is disabled by barriers where they work, live and play and this number will grow as our population ages. The Accessibility for Manitobans Act (AMA) became law December 5, 2013 and legislates Manitoba's efforts toward improving accessibility in all aspects of service, business and life.

An accessibility barrier is anything that limits or prevents a person from receiving information, goods and services, accessing events and space, or participating in events or activities. Barriers may be structural/architectural, technological, systemic, related to information and communication or attitudinal. A greater understanding of existing barriers to accessibility will foster our ability to remove those barriers.

Under the AMA the Manitoba government will develop mandatory accessibility standards, each of which will address barriers for Manitobans in key areas of daily living. The first standard, the Accessibility for Customer Services, came into effect November 2015. The following standards will be introduced gradually in the coming years: employment, transportation, Information and communications, the built environment.

For more information on the AMA and its standards, please visit www.accessibilitymb.ca.

DSM Statement of Commitment to Accessibility

DSM believes in inclusion and that it is important for every Manitoban, regardless of age, ability or other factors, to have access to information, services and properties that support and contribute to health and wellness. We are committed to improving accessibility in our facilities across the province and to upholding The Accessibility for Manitobans Act. Identifying, removing and preventing barriers to accessibility are key to DSM's vision of providing a patient-first environment.

DSM is committed to providing accessible working environments for our staff. The AMA and our Accessibility Plan build on our existing policies that guide the provision of workplace accommodations for staff.

DSM's laboratory and diagnostic imaging services are located within hospitals and health care facilities of Manitoba's regional health authorities (RHA). As such we are committed to working with our RHA partners to ensure that the accessibility standards of the AMA are met and to remove and prevent barriers for patients and their families who are accessing health care services. DSM's Accessibility Plan will follow the plan developed for each region and facility in which we operate laboratories, phlebotomy (blood and other sample collection services) services and diagnostic imaging centres. We will develop our own overarching provincial policies and will adhere to the accessibility policies of each regional health authority in which our facilities are located.

Overview of Programs, Services and Structure

Diagnostic Services Manitoba is Manitoba's public sector diagnostic health care service provider responsible for the province's public laboratory services and for rural diagnostic imaging services. Each DSM site is a point of access for patients to a comprehensive range of diagnostic testing in Clinical Biochemistry and Genetics, Hematology, Immunology, Microbiology, Pathology, Transfusion Medicine and Diagnostic Imaging. We serve communities across the province, aiming to provide all

Manitobans, no matter where they live, with high quality diagnostic tests and procedures. More than 75 per cent of treatment decisions are based on the results of diagnostic testing. DSM is proud to provide the 'Results That Matter' upon which doctors make their diagnoses and base their treatment decisions for Manitobans.

A team of more than 1,700 medical, technical, laboratory, imaging and support staff provide services at 82 points of access across the province that are located mostly within health care facilities operated by the regional health authorities.

DSM operates under the direction of a Board of Directors, which in turn is accountable to the Minister of Health

DSM's Vision

To create a patient-first environment that provides quality laboratory and diagnostic imaging services supporting the health care needs of all Manitobans.

DSM's Mission

Provide a provincial leadership role in Medical Laboratory and Imaging Services for the province of Manitoba.

DSM's Declaration of Patient Values

We are committed to patient-centred care and the provision of innovative and collaborative diagnostic services with integrity and accountability.

Overview of DSM Disability Management Program

Guided by the requirements of Human Rights Law and Workers' Compensation Act, DSM's Disability Management Program (DMP) is in place to assist employees in resuming their former job functions, or to provide job functions as similar as is reasonably possible following a temporary or permanent disability. Preventative measures, such as ergonomic assessments, are offered through the DMP and workplace accommodation process.

Accessibility Partnerships

DSM has been an active participant on the Winnipeg Regional Health Authority Accessibility Planning Committee since September of 2015.

DSM is also a participant in a provincial working group that has representation from all the regional health authorities, Manitoba Health and the Disabilities Issues Office (DIO) as well as a provincial Language Access Interpreter Services Committee that aims to improve awareness and reach of interpreter services province-wide.

DSM's laboratory and diagnostic imaging services are located within hospitals and health care facilities of Manitoba's regional health authorities. As such we are committed to working with our RHA partners to ensure that the accessibility standards of the AMA are met and to remove and prevent barriers for patients and their families who are accessing health care services.

Accessibility Achievements

- Introduced an Accessibility page on our website – www.dsmanitoba.ca/accessibility
- Implemented an Accessibility survey through our website, also available in an alternate format
- Confirmed need for Hard of Hearing Kits (developed by the Hard of Hearing Association) with Provincial DI Working Group, obtained kits and plans in development for implementation, staff education and use

Accessibility Barriers

- Staff unaware of how to best interact with people with accessibility issues, including addressing those with support people
- Website not fully compliant with all accessibility standards
- Alternate formats of communication not actively offered/promoted
- Some patient forms do not meet print standards for accessibility
- Removal of hearing aids is required to undergo some diagnostic imaging procedures, which may result in patient safety and communication issues
- Restrictions of some diagnostic imaging procedures create challenges for patients with difficulty standing

DSM will continue to gather feedback regarding potential service barriers from staff and patients through Accessibility Survey responses as well through the additional staff awareness and engagement activities that are planned for the coming year.

Policies

In partnership with each region’s Accessibility Coordinator/Program DSM will review accessibility issues and policies and support the removal and prevention of barriers to our health care services.

Actions

DSM’s first Accessibility Plan focuses on actions related to the Customer Services Standard, the first of five standards to be introduced under the AMA. Our Accessibility Plan remains a work in progress to continue to be refined as we learn more about existing and potential barriers and how to best incorporate accessibility into our operations and services.

Action	Timeline	Accountability
Develop a plan to promote our accessibility survey among staff and our patients/public and implement the tactics of that plan	Winter 2017	Communications & Accessibility Coordinator
Establish a provincial Accessibility Working Group with province-wide representation of DSM staff	Winter 2017	Accessibility Coordinator
Establish linkages for DSM staff to participate in the accessibility planning groups within their region	Winter 2017	Accessibility Coordinator
Develop an overarching Accessibility Policy that will guide our provincial operations	Spring 2017	Accessibility Coordinator

Develop an overarching policy that addresses the AMA's Customer Service Standard	Spring 2017	Accessibility Coordinator/Client Services
Work with the WRHA to access and adapt their training modules on the AMA and the customer service standard	Summer/fall 2017 (pending access from WRHA)	Accessibility Coordinator/Training
Implement DSM modified training modules to staff through our online training system and identify the need for mandatory retraining on a three-year cycle	Fall/winter 2017 (pending timeline of above)	Accessibility Coordinator/Training (Competency Working Group)/Human Relations
Improve awareness of our accessibility offerings to our patients at the point of service and online, including linking to regional accessibility plans from our website	Fall/winter 2017 (earlier for online information)	Accessibility Coordinator/ Communications
Establish a plan to review and revise inventory of clinical information/forms for readability and font size	Winter 2017	Accessibility Coordinator/ Client Services/ Operations/Discipline Teams/ Communications
Establish and plan to review and revise inventory of non-clinical information (public relations materials) for readability and font size	Winter 2017	Communications/ Client Services/ Human Resources
Educate diagnostic imaging staff and create patient awareness on the use and availability of Hard of Hearing Kits during diagnostic imaging procedures	Fall 2017	Accessibility Coordinator/ Client Services/ Communications

Create awareness for staff and patients of availability of Language Access and Interpreter Services as this program is rolled out across each health region	Fall 2017	Accessibility Coordinator/ Client Services/ Communications
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Review and Monitoring of DSM’s Accessibility Plan

DSM’s Accessibility Plan is a living document that will be updated and revised as we continue to learn new information about barriers and take new actions to address them. Our commitment to Accessibility will be monitored by the Senior Executive Team.

Feedback

Diagnostic Services Manitoba wants to hear your feedback on accessibility issues. Please take our Accessibility Survey or contact our Client Services Department with any questions, comments or concerns related to this Accessibility Plan.

Accessibility Survey: <http://dsmanitoba.ca/accessibility/> or request an alternate format by contacting Client Services:

DSM Client Services
1-866-633-1787
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