Disclaimer

The Oregon Office on Disability and Health is funded by the Centers for Disease Control and Prevention (CDC).

The views expressed in this presentation do not necessarily reflect the official policies of the CDC and Dept. of Health.
Women with Disabilities (WWD)

- WWD have the same chance of breast cancer
  - But—some may have higher risk due to:
    - Obesity
    - Delay in having children
    - Excess radiation exposure
    - Delay in diagnosis due to not getting screenings on a routine schedule
Women with Disabilities (WWD) Mammography Data

- WWD get mammography screening 3 times less often than women in general (age 45+)
- Almost 2/3’s of women with severe disabilities are less likely to have a mammogram (aged 65+)
- In Oregon, women with cognitive disabilities are less likely than women without these disabilities to have had a mammogram in the past 2 years
Barriers to Mammography

• Informational:
  – Not provided breast health education
  – Needs are not included in advertisements and pamphlets (sort of ignored)

• CDC’s “Right To Know” health education campaign + materials
CDC’s Right To Know Campaign

- Culturally relevant messages and materials
- Increase breast cancer screening among women aged 40 years and older with mobility impairments
- Reduce the breast cancer screening gap by disseminating materials that increase risk perception and encourage women to be screened
CDC’s Right To Know Campaign

- Poster series
- MP3 recordings
- Banner ads
- Low tech fliers
- Ad slicks
- Tip sheet
- Dissemination guide
- CDC.gov/TheRightToKnow
Barriers Mammography

• Attitudinal:
  – Overwhelmed with other personal health issues
  – Believe they are “immune” to breast cancer
  – Worried about being a burden to staff
  – May have had a previous bad experience
Barriers Mammography

- Physical:
  - Transportation
  - Getting into the building
  - Screening room too small to adjust for equipment needs
Barriers Mammography

• Providers:
  – Do not address the needs of WWD
  – Do not allow enough time for the exam
  – Do not provide accurate screening

Tips for Mammography Staff:

How to Serve Women with Disabilities More Effectively

General Tips for Mammography Staff on How to Serve Women with Disabilities:

Policies and Procedures
Establish policies and procedures that ensure:
- Adequate physical access is provided for women with disabilities throughout the Department and adhere to standards of the American with Disabilities Act
- Appropriate questions are asked while scheduling appointments
- Documentation of issues relating to encounters with women with disabilities
- Training of new personnel on issues relating to women with disabilities

Scheduling
- Ask the patient if she might need special accommodations
- Provide longer appointment times and/or exams conducted by two technologists, when necessary for a patient
- Occasionally, a patient will have traveled a significant distance and will have experienced difficulties obtaining accessible transportation, such as cost. It would be helpful if a radiologist was scheduled to read the mammogram at such an appointment, with results delivered before the patient leaves.

Day of Appointment
- Let the patient know what to expect
- Ask the client what assistance she needs
- Communicate directly with the patient
- Assure the patient that any discomfort experienced during the exam only last a few seconds

On-going Training
- Make all staff members aware of the viewpoints of women with different kinds of disabilities
- Portray women with disabilities as women first

Tips on How to Serve Women with Specific Types of Disabilities:

Blind or Visual Disabilities
- Tell the patient you are in the room before you approach her
- Ask if she would like a sighted guide to walk through the facility with her
- State directions and describe materials clearly
- Provide information in alternative formats (e.g. Braille, large-print, or audio format)
- If the patient has a Service Animal, allow the animal to accompany the patient. Do not pet or talk to it without permission.
Training Mammography Technologists

• August 2009: Eugene OR – 47
  – OODH
• March 2010: Portland OR – 35
  – OODH + Kaiser Permanente
• June 2010: Bend OR – 24
  – OODH + Office of Women’s Health Region X
• April 2011: Hood River OR – 100
  – OODH + Oregon Society of Radiologist Technologists
Training Offered…

• All 4:
  – Panel of 4 women with various disabilities
  – Presentation on Positioning Techniques
  – CEUs (OODH’s = 4.5)

• 2 of 4:
  – Data and Disabilities Etiquette -ppt
  – Front line staff
  – Panel of Mammography Technologists

• 1 of 4 offered:
  – Lunch with local women with disabilities
Four Panelists - Kaiser Permanente
Panel Facilitator
Questions for Panelists

• “Breast cancer” …means to you?
• How much did you know about mammograms…?
• Positive experiences with screening?
• Improvements?
• Advice for the audience?
How to Best Serve Women with Disabilities - ppt
Greeting the Patient

- The patient is greeted warmly by the Receptionist
- The Caregiver feels welcome as well
Paperwork for the Patient

- The patient is given paperwork to fill out
- The Caregiver is available to help
Greeting the Patient

- Patient is warmly greeted by Tech with firm handshake and good eye contact
Wheelchair-friendly dressing room

- It’s great to have at least one dressing room that is made for WWD
Wheelchair-friendly dressing room

- The patient is pleased to have plenty of room to change
- Tech gives patient a gown (that fits)
- Tech gives clear instructions
- Tech asks patient if she needs help changing (when caregiver is not available)
So far—So good!!

- The Patient comes out of dressing room all ready for exam
- Note: The gown is the right size for the patient
Taking information/Giving instructions

• It’s helpful to be at eye level whenever possible.
Instructions

- Give clear instructions and solicit her cooperation
- Ask her what works best for her
CC imaging

• It’s important to have 2 Techs to help with the positioning whenever possible

• After determining the correct height of the Image Receptor, bring the breast ALL the way up and onto the IR
Training Evaluation

• For all 4 trainings:
  – Satisfied to Highly Satisfied: 97%-100%

• For 3 trainings (not obtained from OSRT training)
  – Significant increase in their knowledge of:
    • general disability knowledge and definitions and;
    • positioning techniques.
Outcomes from training
Outcomes from training
Outcomes from training

OHSU Breast Center
Wheelchair
Outcomes from training

Welcome, you are at the clinic.
Bienvenida, estás en la clínica.
Outcomes from training

Thank you for waiting.
Gracias por haber esperado.
Outcomes from training

Taking more pictures.
Vamos a tomar más imágenes.
Outcomes from training

Doctors looking at your pictures.
El doctor/la doctora está revisando las imágenes que tomamos.
Outcomes from training – 6 month follow-up

- Shared with others at their facility
- Ask when making an appointment if assistance or more time is required
- Made physical improvement(s):
  - More accessible dressing room
  - Increased signage – rooms more clearly marked – added Braille
  - Evaluated disabled parking spots
- Talked to facility’s manager about increasing appointment times
Questions?

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Special Thanks!
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