

Accessibility Audit of a Health Care Institute in India: Are People with Disabilities Being Provided their Rights?

Ruchi Garg

Assistant Professor , Hospital Administration, AIIMS, Jodhpur, India

Yatin Talwar

Resident, Hospital Administration, AIIMS, Jodhpur, India

Neeraj Garg

Associate Professor, Department of Hospital Administration, Armed Forces Medical College, Pune, India

Divya Bhandari

Assistant Medical Superintendent, Paras Hospitals, Gurgram, India

Abstract

Background: Poor accessibility of health care facilities is a major barrier for differently abled people when seeking health care. Yet, accessibility is rarely audited. This study reports findings from the first assessment of the accessibility in a health care institution of national importance. This study also assumes importance from various laws and legislation that assure equality and rights for people with disabilities (PWDs). Keeping the objectives in mind, this study was performed with an aim to study the situational analysis of the health institution of national importance for assessing the compliance of hospital premises for being disabled friendly, to find any lacunae, and to suggest remedial measures based on the study finding. The aim was to conduct a content and quality review of research into the hospital experiences of PWD and to identify gaps.

Methods: This was a hospital-based cross sectional study done in a period of 30 days. The gap analysis was performed with validated checklist provided by Central Public Works Department, Government of India (CPWD).

Results: Out of total 126 pointers, 45 pointers were found to be totally compliant, 30 pointers were found to be partially compliant, and remaining 51 pointers were found to be not applicable to the hospitals.

Conclusion: This assessment of the accessibility of health care facilities showed that it is feasible to undertake these audits on a large scale, and these audits should be repeated in other settings. It highlights important gaps in accessibility, increasing the risk of the violation of the right to health of PWDs.

Keywords

Safe Hospitals, Kayakalp, Swachh Bharat Abhiyaan, Disable friendly hospitals, Right to access.

