

## Introduction

### Client: IWK Health

- The IWK Health Centre is a vital institution in Nova Scotia dedicated to providing exceptional care to its community.
- Our group set out to find opportunities to improve accessibility compliance to meet changing standards and to take advantage of funding opportunities.

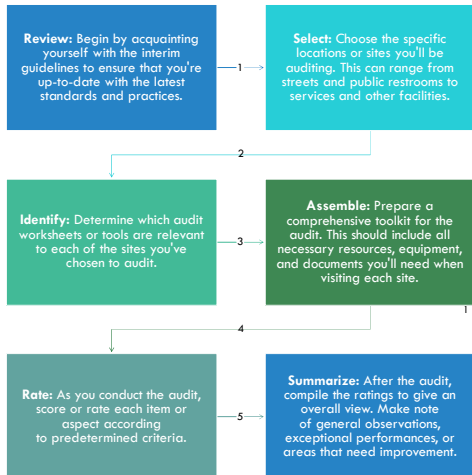
### Objectives

- Optimize spending needed to renovate the IWK main campus so that "Accessibility" for everyone is met.
- To ensure scalability of the renovations made so that it can be applied to other areas needed in the future.

### DMAIC Approach

- Definition:** Project charter
- Measurement:** patient volume by clinic, accessibility requirements by clinic, accessibility ratings
- Analysis:** current accessibility rating, desired accessibility rating, optimizing within constraints
- Implementation:** Provide detailed recommendations, breakdown of areas in need of improved accessibility, paving the way for a construction project in the future
- Control:** Provide recommendations on how to maintain optimal accessibility after the renovations are complete

## 6 Step Process for Conducting Audit



## Scorecard Implementation and Results

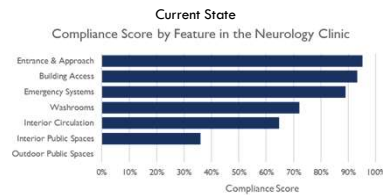
### Accessibility Scorecard

- A comprehensive scorecard for clinic accessibility based on Nova Scotia provincial standards and Rick Hansen Foundation criteria, with a minimum acceptable threshold for accessibility of 80%
- Areas for improvement were identified such that IWK Health would be ready to quickly plan improvement projects as soon as funding becomes available
- Detailed dimensions were taken, and comments were provided to collect all the necessary details and gain understanding of the problem
- The robust scorecard and process allows for the scaling and implementation of this methodology to tackle similar issues in other clinics, as has been done as a part of this project

4.1 Reception Area and Service Counter	Score	Goal	Min	Max	Comment
Is there an accessible path to reception desks, service counters, and waiting areas? 4.1.1 Is the path clear of obstacles?	2	3	3	3	path width varied between 300mm, door width 800 mm. Wheelchair might have difficulty getting into waiting area where the service counter is.
Is the reception desk highly visible and easily located on a direct route from the entrance? 4.1.2 Direct route from the entrance? 4.1.3 Is there at least one lowered accessible counter surface within 100-600 mm? 4.1.4 Is it the best?	2	3	3	3	there are signs from the elevator indicating where the waiting space is. The waiting room is not directly visible from the elevator, but there are no obstructions in the corridor on the way there. Note the width of the entrance door to the waiting room from the elevator.
Does the accessible counter area provide knee space at least 4.1.4 480mm deep where physical action or exchange takes place? 4.1.5 Does clear, unobstructed identification signage indicate 4.1.5.1 function of the service desk? 4.1.5.2 If there is waiting area, are a variety of seating options provided—such as with and without armrests, seats with backrests, and clear floor space for users of mobility aids to 4.1.5.3 position themselves and their equipment? 4.1.5.4 Is the area for seating area unobstructed and direct from the entrance to the waiting area?	0	3	3	3	service counter is not wheelchair accessible. It is too high, no knee space. The counter is 255 mm deep, bottom edge of service counter is 125 mm from the floor. The service counter is not currently used. There is a clear plastic panel that surrounds the reception desk, and it is easy to be repositioned despite the barrier. This is not quite applicable because physical action and exchange do not take place.
Does the accessible counter area provide knee space at least 4.1.4 480mm deep where physical action or exchange takes place?	1	3	3	3	no, but there is only one service desk in the waiting room, and there are signs directing patients to the waiting room.
Does the accessible counter area provide knee space at least 4.1.4 480mm deep where physical action or exchange takes place?	3	3	3	3	yes, there are seats with and without armrests, as well as seats for children.
Is the area for seating area unobstructed and direct from the entrance to the waiting area?	3	3	3	3	yes, the seating area is unobstructed.

### Scorecard Breakdown:

- Yes (+3): Condition is consistently met.
- Most of the time (+2): Condition is often met but with some exceptions.
- Some-times (+1): Condition is occasionally met.
- No (0): Condition is never met.
- N/A (not scored): Condition is not applicable.
- Rick Hansen Foundation Certification: The standards of the Rick Hansen Foundation has been Implemented, ensuring our scorecard aligns with best practices for accessibility.



### Power BI Dashboard

- A power BI dashboard was developed to allow audit results to be easily summarized in reports and to be used as justification for proposed construction projects as solutions are developed.
- The tool features pie chart, bar charts and tables that summarize the complete audit results for all of the clinics in a way that is easy to use. The dashboard allows a user to search accessibility summaries for any of the 7 part of the 5 spaces that we audited, as well as allowing the option for updates if more spaces are added to the audit.



## Solution Example: Dentistry

### Current State

- The clinic did well in the Entrance and approach and the Interior Public Spaces sections of the audit, yet fell behind due to problems such as object protrusion, door width and washroom accessibility.
- Current overall compliance score: 67%



### Solution 1 - Quick Implementation

- Objective: Prioritize convenience and minimize construction.

#### Key Features:

- Signage Improvements:** Enhance wayfinding through improved signage, including clear accessibility indicators.
- Amenities Installation:** Install essential amenities, such as coat hanger, towel dispenser/hand dryer, and emergency call systems.
- Bathroom Upgrade:** Add power door operator, emergency call system.
- Entrance Accessibility:** Highlight accessibility with proper signage at entrances.

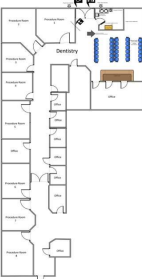


### Solution 2 - Balanced Solution

- Objective: Enhance convenience, safety, and accessibility while balancing cost-effectiveness.

#### Key Features:

- Signage Improvements:** Enhance wayfinding through improved signage, including clear accessibility indicators.
- Amenities Installation:** Install essential amenities, such as coat hanger, towel dispenser/hand dryer, and emergency call systems.
- Bathroom Upgrade:** Add power door operator, emergency call system.
- Entrance Accessibility:** Highlight accessibility with proper signage at entrances.



Area	Current	Solution 1	Solution 2
Entrance and Approach	84%	100%	100%
Circulation	79%	91%	91%
Interior Doorways	76%	92%	92%
Public Washrooms	61%	78%	92%
Interior Spaces	83%	96%	96%

## Conclusion

- Created a Power BI dashboard for easy viewing of clinic ratings and identification of non-compliant areas.
- Developed an Excel scorecard system to assess clinic accessibility and track progress.
- Completed accessibility audits and provided solutions for Orthopedic, Shared, Dentistry, and Neurology clinics.
- Empowered the client with actionable insights and tools for ongoing improvement.