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COMMISSION ON DISABILITIES
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ROBIN TOUSEY-AYERS
Chairperson

Commission on Disabilities Meeting Minutes

City Hall 4th Second Floor Meeting Room II

June 11, 2018

Present: Sally Esposito, Billy Huang, Kurtis Kearney, Iva Long, Tricia Palluzzi, Matthew Ranelli, and Robin Tousey-Ayers

Staff: Michelle Duprey

Absent: Paula Pernal and Jack Tsai

Guest: Susan Haufe, Director of Patient Experience at YNHH and Sue Wright

Meeting called to order at 5:22 p.m. Introductions of the Commissioners take place.

Guest

Michelle stated that representatives from Yale New Haven Hospital (“YNHH”) visited the Commission about a year and a half ago, including Stuart Warner, now retired; and, as a follow-up Susan Haufe & Sue Wright are involved in a part of the transition at YNHH and guests tonight. Michelle stated that both Susan & Sue shall follow-up on the issues of: overall hospital accessibility; bed assignments; and the website at YNHH.

Susan & Sue mentioned that there is a theme of transition at Yale New Haven Health involving patient experience within the last six (6) months. Susan stated the language of experience involves how does the hospital understand its patient’s experience and how does it intentionally shape and design that experience so we can better meet our patient’s and community’s needs. She mentioned that part of this involves strategic measures such as survey information; changing operational functions including the grievance & complaint management, language services, volunteer services, and spiritual care services. Sue stated that they would like to leave the meeting with a clear understanding and path to making accessibility available to everyone in the community.

Sue mentioned that at the last meeting one of the main issues was bed management and the Commission had a tremendous input in the way that YNHH tracks bed assignments. She stated that during every registration at YNHH, an open-ended question is asked about special needs that is electronically filtered into the record and included into the bed management

record. The question contains possible answers from a drop-down pick list. Robin suggested that sensory issues be included on this list. Tricia mentioned about her architectural experiences with medical/hospital facilities. Kurtis mentioned his unfortunate experiences at the Emergency Room facilities at YNHH. Several conversations took place concerning various commission members experiences at/with YNHH, including its website. Susan and Sue mentioned that they are committed to increasing the ease of use and accessibility of YNHH's website. They have created the "Signature of Care" Program to ensure the highest level of care for its patients. Iva asked a question about reconfiguring the parking garages for the handicapped vans. Susan mentioned that parking is always a challenge at YNHH. She stated that many of the valet circles at YNHH were not designed for the type or volume of traffic at YNHH and receive approximately 30,000-40,000 vehicles per month. Sally asked if there were plans to redesign the Chapel Street Emergency Room Campus. Susan responded that she was not aware of any specific plans in the works. Sally also inquired about who was the one main person in charge of accessibility services for the disabled at YNHH. Susan stated that YNHH does not have an ADA Coordinator responsible for these services, but that there are teams of services at YNHH coming together across different lines of services to deliver the same signature of care. Tricia asked who was the individual at YNHH that is responsible for making sure that the design of any new structures follows the ADA. Sue stated that she was not sure. Matthew asked if anyone has followed-up since the last meeting relating to (1) the inventory of bed location & room accessibility; (2) software updates; and, (3) constant patient surges and the obligation to add beds. Susan stated that care is evolving where patients are now leaving YNHH facilities earlier. Susan stated that there is a commitment and there is a real opportunity to partner and pull resources together.

Minutes

The Commission members reviewed the February Minutes. Changes and corrections were made. Sally moved to approve the February Minutes with the corrections. Kurtis seconded the motion, and the February Minutes were approved as amended.

Chairpersons Report

None.

Department Report

Michelle mentioned her an email concerning the inaccessible bathrooms on the new Connecticut Trains – line from Hartford to Springfield. Michelle stated that she organized conference calls with CONNDOT last week. Michelle stated that Disability Rights Connecticut filed a complaint with the Railroad Administration. She stated that the trains with the accessible bathrooms should be retrofitted by this November. Michelle mentioned that the Disability Rights Advocacy is expected to protest this Friday when Gov. Malloy is planning a trip using the train.

Old Business

None.

New Business

Robin mentioned the lawsuit, *Janis v. AFSCME*. Iva explained this case to the commissioners.

Other Business

None.

Public Comment/Announcements

Next meeting September 10, 2018.

Tricia made a motion to adjourn the meeting.

Sally seconded the motion.

Motion to Adjourn the Meeting was approved unanimously at 7:00 p.m.