



OPERATION HOUSE CALL

*Maura Sullivan, MPA, LEND fellow
Parent Instructor*

*Director of Government Affairs
Director of Operation House Call*

The Arc of Massachusetts



Our Impact

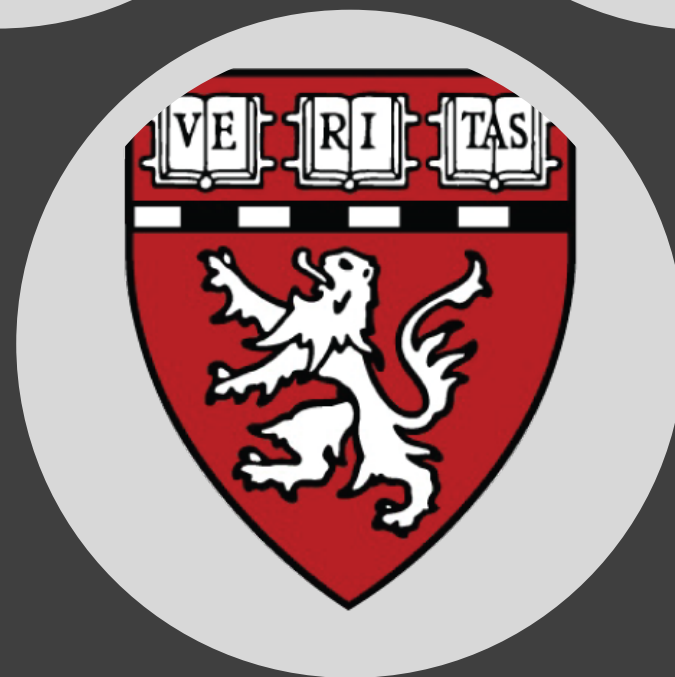
- 1,300 plus medical and graduate nursing students trained each year
- Over 250 volunteer families in Massachusetts welcome students throughout the year for “in home” experiential learning
- Grows confidence and interest in future doctors
- Shifts implicit bias that affects treatment and assessment





4 Components, flexible model

- Didactics
- Panels of individuals and families and experts
- Home visits (now virtual)
- Self-reflections essays on privacy protected forums



Examples of Learning Objectives

Communication
and Trust

Intersectionality
and Culturally
Competent Care

Monitoring Bias
and Diagnostic
Overshadowing

Accommodations
and Tips

A black and white photograph of a person lying in a hospital bed, looking thoughtful. Medical equipment is visible in the background.

Changing culture



Learning directly from families and individuals
Experiential learning can decrease bias

The WITH Foundation and The Arc's - Emergency Department Training in Culturally Competent Care for Adults with IDD

- Covid-19 pandemic exacerbated the existing health disparities and access issues for people with disabilities
- MA team is training hospital emergency departments and hospital staff through parent instructors, self-advocates and experts
- National dissemination of the website training by end of 2021



Barriers/Opportunities

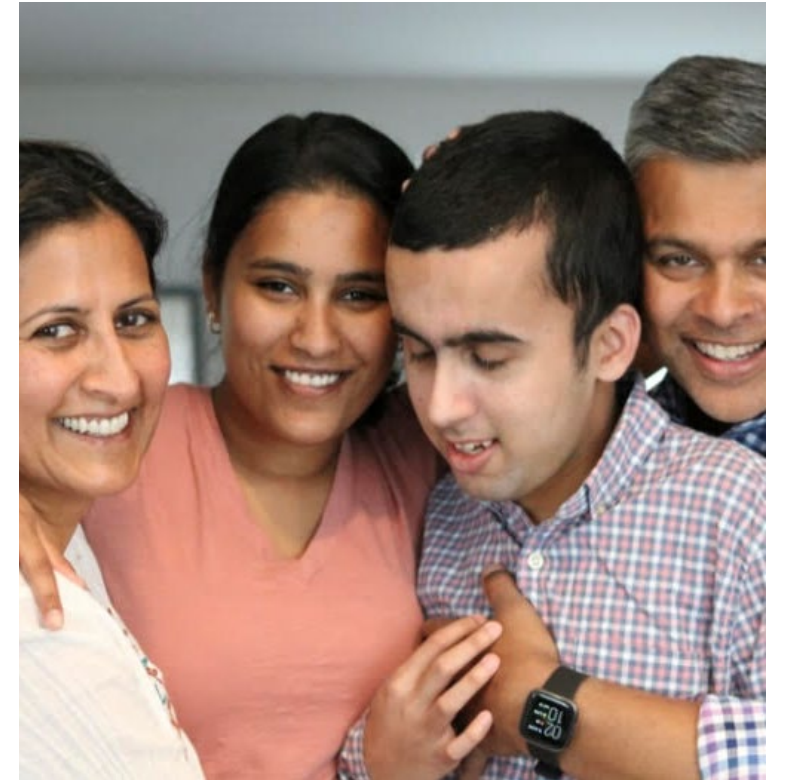
Sustainability

Medical students are hungry to learn, enthusiastic

Health equity movement

ADA compliance/corrective action

Families make great teachers



Questions
