

Monitoring tool for joint monitoring visits

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| <p>1. Daily procedures: please, reflect on daily activities that the health center (including outreach services) undertakes on disability inclusion (specifically, what is the health doing for prioritization of patients with disabilities, how are patients with disabilities registered, which visual tools for directions are used, how does medical team update staff on inclusion and other activities).</p> |
| <p>Steps that health center took for mainstreaming disability inclusion in daily activities:</p> |
| <p>Challenges that the health center have in mainstreaming disability inclusion in daily activities:</p> |
| <p>Improvements that health centers shows in mainstreaming disability inclusion in daily activities:</p> |
| <p>2. Inclusive communication: please, reflect on the capacity that the medical staff (including outreach staff) is developing/has developed in regard to inclusive communication</p> |
| <p>Which trainings/tools did the medical staff use so far for improving its capacity in inclusive communication?</p> |
| <p>Which gaps does the medical staff still show in their communication with patients with disabilities?</p> |
| <p>What has been improved in the capacity of medical staff to communicate inclusively since your last monitoring visit?</p> |
| <p>3. Attitude: please reflect on the attitude change among the medical staff (including outreach staff) to patients with disability.</p> |
| <p>How aware is the medical staff about disability inclusion and social approach to it? Note what you have observed.</p> |
| <p>Which exclusive attitudes does the medical staff (incl. outreach staff) still show to patients with disabilities?</p> |
| <p>What has been improved in staff's attitude to patients with disabilities since your last monitoring visit?</p> |
| <p>4. Accessibility: please, reflect on the initiatives that health center takes in improving its physical infrastructure.</p> |
| <p>Which actions did the health center take in building up/adopting its infrastructure, or providing patients with disabilities with assistive devices during their visit of health center (like wheel chairs, adjustable beds etc.)?</p> |

What are the most visible barriers in the infrastructure that remain still a challenge for the health center to address?

Does the medical staff allocate part of its budget for accessibility modifications? Are there any constraints?

5. Inclusive management: please, reflect on the commitment of health center management to disability inclusion.

Did the management participate in any trainings/awareness session (other activities) related to disability inclusion?

Which concrete steps did the management take for mainstreaming disability inclusion at their health center (did it adopt policies, tools etc.) since your last monitoring visit?

Which constraints do you observe with the management in regard to disability inclusion since your last monitoring visit?

6. Partnerships: please, reflect on types of partnerships that the health center developed for strengthening its disability inclusive practices.

Which organizations (DPOs, CBOs, NGOs etc.) does the health center involve in the development of lessons on disability inclusion?

What constraints did you observe in partnerships between health center and disability related organizations?

What has the health center improved in its relationship with disability related organizations since your monitoring visit?