Care for accessibility in Healthcare

Monique van der Heijden - Accessibility Foundation
Imagine you’re ill...

- Internet
- Websites hospitals/healthcare
- Personal electronic medical record
- E-health apps
Information and facilities for all available?

• For all needs, abilities, backgrounds, education?

• Inclusive design?

• 15%-25% population has a disability
When you don’t know, you don’t care

• Monitor Accessibility to create awareness and urgency

• Monitor 2016 all branches
Why a Monitor Healthcare

• Everyone needs access to good healthcare
• Focus on independence / self-support patient
• Your health is private
• 15%-25% of the population has a disability
• Technological developments
Legislation demands accessibility

Convention on the Rights of Persons with Disabilities (CRPD, 2016 in NL)

Law equal treatment on grounds of disability or chronical illness (2017)

Standards framework
WCAG 2.0 & EN 301 549
Research ‘Monitor Healthcare’

• Quantity and quality research
  • More than 16,000 websites

• Technical research
  • 8611 automatic, 63 manual

• Focus on the organisation
  • 82, 62, 11
A need for digital care in healthcare

• No surprises

• Good time for change

• Presentation of our research to the Dutch secretary-general of Ministry of Health
What would we like to achieve in 2018
What can you do?

• Inclusive design & development according to international standards
• User participation
• Increase awareness
Thank you!

• You’re welcome at the presentation of our research:

  • January 24 from 10.00 - 12.00 AM
  • St. Antonius Ziekenhuis, Utrecht