



# IDA: Improving experience and outcomes for deaf people in healthcare

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# What does IDA do?

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1 in 5 adults in the UK are deaf\* and they experience discrimination and communication barriers in healthcare settings, yet healthcare professionals do not receive formal deaf awareness training. IDA delivers training to equip clinicians with deaf insight and specialist clinical skills to ensure equitable and accessible care for deaf people interacting with healthcare services.

*\*IDA uses “deaf” to describe any person with any level of hearing loss, whilst recognising that individual's personal preference for language may differ*



# Why IDA?



The GMC's outcomes for graduates states newly qualified doctors must be able to “communicate clearly, sensitively and effectively with patients with hearing impairments\*\*”.

IDA has been created by a deaf doctor, using front-line clinical experience and a wide evidence base, delivers specialist clinical skills training in line with GMC requirements to improve clinicians knowledge, competence and confidence with deaf people interacting with health services.

These sessions have a wider benefit to also develop candidates knowledge of disability and its interaction with health and specialist communication skills can be used for a variety of patients with communication support needs.

*\*\*IDA does not use impairment related language, but recognises its use throughout the medical literature*

# TESTIMONIALS

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IDA has delivered training to a wide range of healthcare professionals from medical students, foundation doctors, physicians associates and to organisations including hospital departments, hospices, foundation trust leadership teams and medical school education management groups.

“The tutors with us today were very engaging and I enjoyed being taught by them”- Year 2 London Medical Student

“Thank you for this workshop it was very very essential- it was an invaluable learning experience”- Final Year London Medical Student

“This teaching was really useful, albeit horrifying to learn of the experiences of deaf patients and I know have a much greater understanding of how to communicate with deaf patients”- Foundation Doctor, South Thames Deanery

“All doctors should have to be taught this as part of their training- I can't believe I haven't learnt these things until now”- Surgical consultant, London teaching hospital

# Training offer

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IDA can offer in person or via online platforms such as zoom. Each session can be tailored to meet the needs of the candidates and policies of local organisations as required such as how to access local British Sign Language interpreter provision

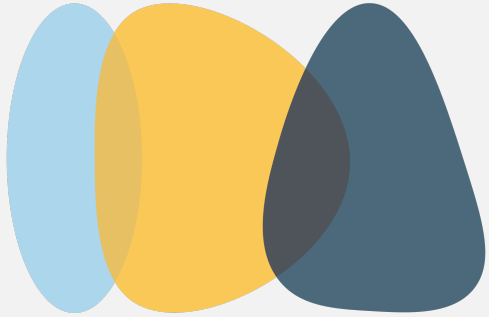
## **1. Introduction to deaf insight and communication skills (1 hour)**

This session introduces candidates to the legal, professional and ethical background to deaf insight. It explores the common misconceptions around deaf culture and language, then explores specialist clinical skills to ensure appropriate and accessible communication with deaf patients. The session concludes and embeds this learning with group work and feedback around a real-life scenario of deaf patient in a clinical environment.

## **2. Applied Deaf insight and communication skills- Scenario Based teaching (3 hours)**

This session includes the content of the introduction course above and explores deafness and disability within the social determinants of health. Candidates will then work through real-life scenarios in groups set according to their professional backgrounds. These are then analysed to assess the legal, professional and ethical issues arising. The session concludes with action plan creation to implement the learning and signposting to local and national resources on deaf insight and communication skills.

*Bespoke sessions may be created on request*



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