



Building Inclusive Systems: Applying Universal Design to Continuous Quality Improvement

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On a scale of rubber ducky – HOW ARE YOU DOING?



Teaching Foundations: Universal Design Principles and Their Application

- Introduction to Universal Design
- Seven Principles Overview
- Beyond Physical Spaces





Overview of Universal Design



What can I help you with?



Sunday Brunch



To: Dawn Ramirez

Cc/Bcc, From: daniel_rico1@icloud.com

Subject: Sunday Brunch

Hi Dawn,

Do you and Olivia want to join us for



Start to speak when this symbol appears.



Speech to Text

A close-up photograph of two different types of door hardware. On the left is a modern, curved door handle. On the right is a traditional round door knob. Both are made of a brushed metal material. The background is a blurred view of a door and some foliage.

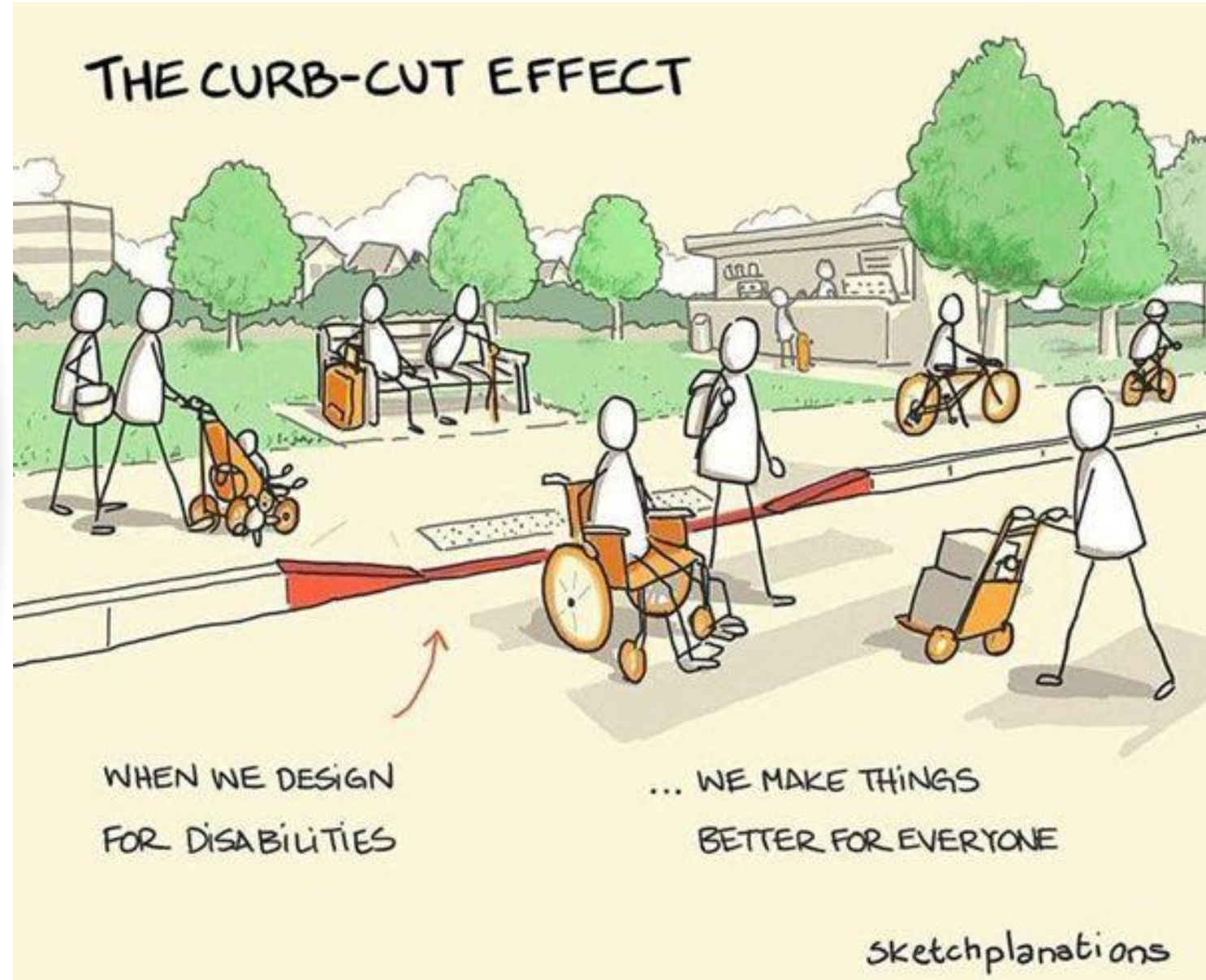
How we open doors!

Door Handle

vs

Door Knob

Why Universal Design?





Seven Principles Framework

The seven principles guide creation of services and processes that are inclusive and user-friendly.



Principle 1: Equitable Use – Diverse Abilities and Accessible Forms

Inclusive Design

Screen Reader Compatibility

Multilingual Accessibility



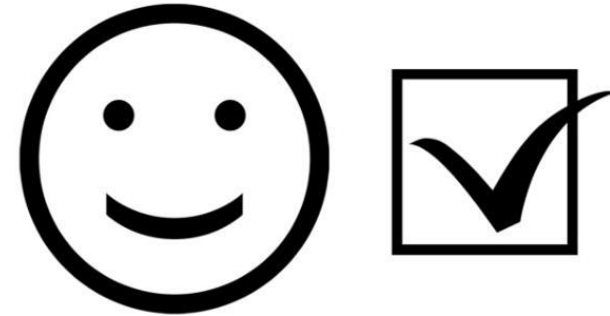
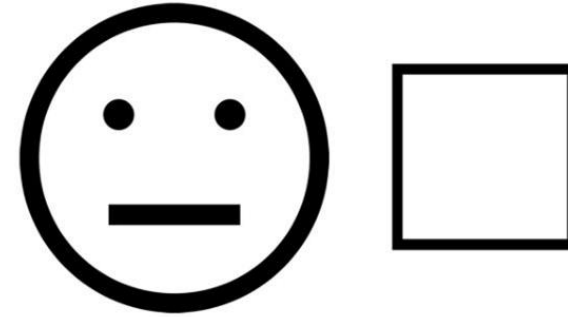
Principle 2: Flexibility in Use – Multiple Feedback Options

Accommodation of Preferences

Online Feedback Option

Traditional Feedback Option

Verbal Feedback Option

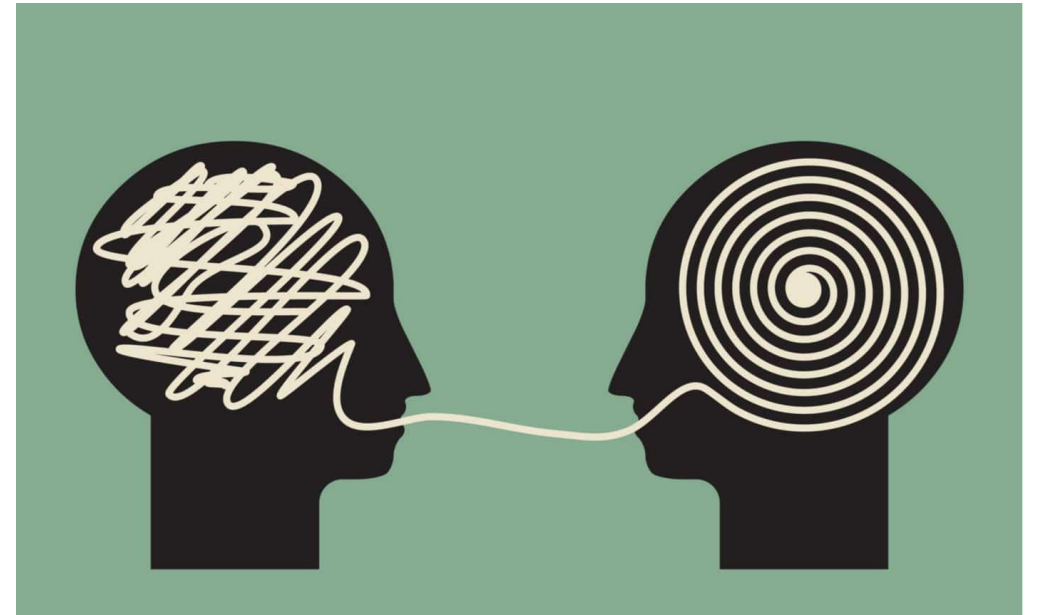


Principle 3: Simple and Intuitive Use – Clear Instructions

Ease of Understanding

Use of Plain Language

Inclusive Design



Principle 4: Perceptible Information – High-Contrast and Visual Symbols

Effective Communication Design

Use of High Contrast

Visual Symbols Importance

Brand & Social Media
Logo Collection

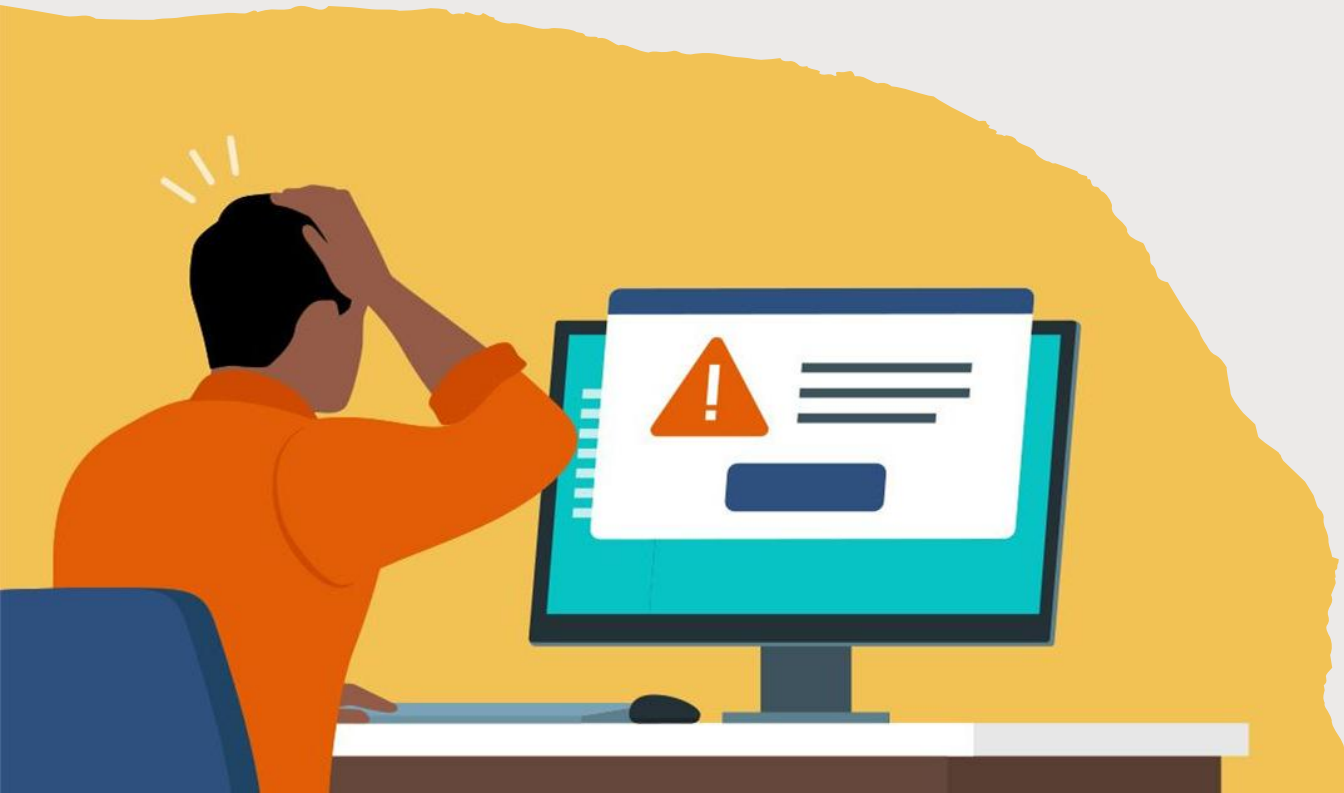


Principle 5: Tolerance for Error – Minimizing Hazards

Minimizing Hazards

Error Consequence Mitigation

Confirmation Prompts



Principle 6: Low Physical Effort – Efficient Processes

Comfortable and Efficient Use

Automation of Routine Tasks





Principle 7: Size and Space for Approach and Use – Accessibility

Adequate Space for Access

Inclusive Arrangement of Information



Barrier Break

Goal: Identify barriers in your systems and match them with a Universal Design principle.

Mapping Universal Design Principles to the CQI (PDSA) Cycle



Integrating Universal Design in the Planning Phase: Equitable Use, Flexibility, and Simplicity

Equitable Use

Flexibility in Use

Simple and Intuitive Use

PLAN

- **Define the change.**
- Make predictions about what will happen as a result.
- Design a way to test the change on an appropriate scale.

Applying Universal Design in the Do Phase: Perceptible Information, Tolerance for Error, and Low Physical Effort

Perceptible Information

Tolerance for Error

Low Physical Effort

DO

- Carry out the change.
- Collect data and document how change was implemented.

Universal Design in the Study Phase: Equity, Accessible Information, and Openness to Barriers

Equitable Use

Perceptible Information

Tolerance for Error



Universal Design in the Act Phase: Flexibility, Size and Space, and Ongoing Equity Monitoring

Flexibility in Use

Size and Space for Approach

Ongoing Equity Monitoring





Barrier Break

Goal: Identify barriers in your systems and match them with a Universal Design principle.

Create a Checklist for CQI Initiatives

- Equitable Use:** Have we included the voices of the people who will be most impacted? Are there groups missing from the table?
- Flexibility in Use:** Have we given people multiple ways to engage, such as in-person, online, or one-on-one conversations?
- Simple and Intuitive:** Are our goals and instructions communicated in plain, clear, jargon-free language?
- Perceptible Information:** Are we sharing findings in multiple formats, such as reports, visuals, translations, so everyone can understand them?
- Tolerance for Error:** Have we built in pilot testing and safety nets so that mistakes become opportunities to learn, not causes of harm?
- Low Effort:** Have we simplified processes to remove unnecessary barriers for staff and participants?
- Size and Space:** Have we created both literal and figurative space for everyone to access, engage, and contribute to the work?



Thank you

Helpful Links

Centre for Excellence in Universal Design

<https://universaldesign.ie/about-universal-design>
<https://universaldesign.ie/communications-digital/web-and-mobile-accessibility/web-accessibility-techniques/design-accessible-digital-content-introduction-and-index/use-accessible-design-to-communicate-information/design-and-implement-accessible-tables-and-graphs>

Section 508

<https://www.section508.gov/develop/universal-design/>

Urban Institute

<https://www.urban.org/research/publication/do-no-harm-guide-centering-accessibility-data-visualization>