



# North Carolina Institute of Medicine

**TASK FORCE MEETING AGENDA**  
**Friday, April 5<sup>th</sup>, 2019**  
**North Carolina Institute of Medicine, Morrisville, NC**  
**10:00 am – 3:00 pm**

**Call In & Zoom Meeting Instructions:**

Please join our Zoom Meeting at: <https://unc.zoom.us/j/636710513>

Zoom Meeting ID: 636710513

Conference Number: 877-951-6965 | Participant Code: 77582088

First Zoom Meeting or Technical issues? Please Visit: [Zoom Support](#)

**Timeline:**

**10:00 – 10:15 AM**      **Welcome, Agenda Overview & Introductions**

**10:15 – 10:30 AM**      **Task Force Meeting 1 Panel Recap**

**David Rosenthal (Co-Chair)**

Retired

Minnesota Department of Human Services

Deaf and Hard of Hearing Services Division

**Mark Benton (Co-Chair)**

Deputy Secretary

NC Department of Health and Human Services

**10:30 – 10:45 AM**      **Deb & Ray: Their Story (Video)**

**Lee Williamson**

Communication Access Manager

NC Department of Health and Human Services

Division of Services for the Deaf and Hard of Hearing



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- 10:45– 11:45 PM**      **Review of litigation landscape relating to noncompliance with federal requirements for accommodations in healthcare**
- Howard Rosenblum Esq.**  
Chief Executive Officer and Director of Legal Services  
National Association of the Deaf
- 11:45– 12:05 PM**      **Guidance on ADA Compliance**
- Donna Nicholson**  
Vice President, Risk Management  
Medical Mutual
- 12:05– 12:45 PM**      **Lunch (Provided) – Sarah’s Empanada’s**
- 12:45 – 1:00 PM**      **Sign Language Interpreting Business Practices**
- Lee Williamson**  
Communication Access Manager  
NC Department of Health and Human Services  
Division of Services for the Deaf and Hard of Hearing
- 1:00 – 2:40 PM**      **Joint Commission, Communication Access Fund, Insurance Coverage**
- Howard Rosenblum Esq.**  
Chief Executive Officer and Director of Legal Services  
National Association of the Deaf
- 2:40 – 2:55 PM**      **Q & A for Howard Rosenblum and Lee Williamson**
- Facilitated by Jan Withers and David Rosenthal
- 2:55 – 3:00 PM**      **Wrap-Up and Looking Forward**
- Robert Kurzydowski, JD, MPH**  
*Project Director*  
NCIOM



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**Task Force Meeting 1 Recap:**

Our first task force meeting started with the Different, Different World activity. This allowed for task force members to go around the room to visit different stations providing situational experiences that individuals that are deaf and hard of hearing face in accessing health services. Following this we had a presentation describing an overview of the hearing loss population, major issues, and legal mandates. In the afternoon, we convened a panel of individuals to describe the actual everyday barriers faced by individuals who are deaf and hard of hearing when they attempt to obtain health services. Finally, we looked into what the DSDHH has done already to combat this issue, and the proposed actions they hope to implement. All meeting material can be found on our website at: <http://nciom.org/health-services-for-individuals-who-are-deaf-and-hard-of-hearing/>

**Looking Forward -- Task Force Meeting 3: May 3<sup>rd</sup>, 2019**

At our next task force meeting we will be hearing from Disability Rights North Carolina (DRNC) on the cases that have arisen in North Carolina surrounding violations to access of interpreting services. Also, we hope to have DRNC speak to the rights deaf and hard of hearing patients have in obtaining interpreting services. We will look at how interpreting services are offered at large hospital systems, and their role, if any, in assisting rural and community level hospitals in offering these services. Finally, we look into communication access from the social determinants of health lens and some data surrounding this issue.