#### Rehab Nurses Instill Hope~Pursuing Travel Experiences to Promote Successful Living

Presented by: Eric Bergman, BA, RN, CCM Sue Brown, MSN, RN-BC, CRRN, CCM, RNA, CMAC

#### Speaker Disclosure Statement

Eric Bergman, BA, RN, CCM is a Health Plan Outreach Manager at Compass Rose Benefits Group in Washington, DC.

No off-label use will be discussed.

Eric has no industry relationships to disclose.

#### Speaker Disclosure Statement

Sue Brown, MSN, RN-BC, CRRN, CCM, RNA, CMAC is a Case Manager at Health First Health Plans in Rockledge, FL.

No off-label use will be discussed.

Sue has no industry relationships to disclose.



Following the presentation the participant will be able to:

- 1. Provide guidance and support from an informed perspective, when discussing travel options with their patients/families.
- 2. Educate patients regarding the various disability travel resources and websites.
- 3. Understand the role and provide basic evaluation tools for choosing travel insurance while planning a trip.

## Background:

Prior to the COVID-19 Pandemic, travel was a frequent leisure activity for many. In fact, domestic leisure travel increased to 1.9% in 2019 to 1.9 billion person-trips. Leisure travel accounted for 80% of all U.S. domestic travel in 2019. These travelers included those with chronic illness or disability.

People travel for many reasons including:

- medical tourism
- family events and visits
- leisure and relaxation
- adventure
- education

Disability does not decrease or change the need or desire for travel.

https://www.ustravel.org/system/files/media\_root/document/Research\_Fact-Sheet\_US-Travel-and-Tourism-Overview.pdf

#### Introduction:

Rehabilitation Nurses should be able to educate and empower their patients to pursue domestic and international travel activities. It is especially important for those with newly acquired illness or disability to understand that travel is an activity that they can still enjoy (or pursue), and actively participate in with their loved ones or independently.

#### Statistics on Disabled Travelers

"Globally, it is estimated there are:

Over 1 billion persons with disabilities

Another 2 billion or more, such as spouses, children and caregivers of persons with disabilities

This represents almost a third of the world's population who are directly affected by disability.

This huge market for travel and tourism remains vastly under-served due to inaccessible travel and tourism facilities and services, as well as discriminatory policies and practices".

https://www.un.org/development/desa/disabilities/issues/promoting-accessible-tourism-for-all.html

### Accessible Tourism - Why is it important?

Enables all people to participate in and enjoy tourism experiences

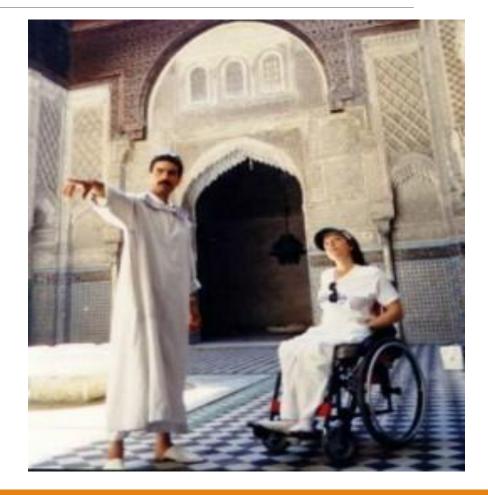
Ongoing endeavour to ensure tourist destinations, products and services are accessible to all people, regardless of their physical limitations, disabilities or age

Includes public & private entities

Collaborative process among all stakeholders, Governments, international agencies, tour-operators and end-users

2006-UN Convention on the Rights of Persons with Disabilities (CRPD) was adopted by the UN General Assembly-equal access for persons with disabilities to physicial environment, information, transportation & other public entities

https://www.un.org/development/desa/disabilities/issues/pr omoting-accessible-tourism-for-all.html



## Challenges for the Disabled Traveler

- Untrained professional staff capable of informing and advising about accessibility issues
- Inaccessible booking services and related websites
- Lack of accessible airports and transfer facilities and services
- Unavailability of adapted and accessible hotel rooms, restaurants, shops, toilets and public places
- Inaccessible streets and transport services
- Unavailable information on accessible facilities, services, equipment rentals and tourist attractions

https://www.un.org/development/desa/disabilities/issues/promoting-accessible-tourism-for-all.html

#### Results of the Accessible Travel Study

The 2020 Accessible Travel Study was focused on readers of this website – people who tend to have mobility challenges and who have demonstrated an interest in accessible travel, even if they have not yet taken that first trip. The study group consisted of approximately 700 adults from all age groups, spreading a wide net across the various economic, nationality, racial and ethnic groups, and it is believed to be one of the most diverse groups included in an accessible travel study to date.

Although the survey participants came primarily from the United States (76%), 31 total nationalities were represented and respondents came from six continents. 64% were women and 35% were men.

The accessible travel market is enormous, measured in the billions of dollars per year. Disabled people belong to every economic group, meaning there is r accessibility at every level — from the <u>European hostel</u> to the <u>5-star luxury hotel</u> in New York City.

According to the <u>U.S. Census Bureau</u>, the median annual household income was \$68,703 in 2019. The data collected in this study suggests that disabled travelers are roughly on par with their nondisabled peers with respect to annual income, making the market segment a prime opportunity for the travel industry.

#### **TYPES OF DISABILITY**

Although "wheelchair" is in the WheelchairTravel.org name, the website's readership consists of a diverse group experiencing and adapting to many different conditions. We asked readers to indicate whether they...

Use a wheelchair or scooter full-time. — 68%

Use a wheelchair or scooter occasionally. — 23%

Use a walker, rollator, crutches or cane to aid mobility some or all of the time. -29%

Use prosthetic devices some or all of the time. -3%

Not all disabilities impact mobility. Approximately 4% of respondents reported that they are deaf or hard-of-hearing and 1% of readers are legally blind.

Ranking of accessibility when selecting a travel destination: in level of importance: Accessibility 81%

- Public transportation
- Nature/outdoors
- Museums/attractions
- Cuisine
- Nightlife

## Accessibility Concerns/Lodging

- Convenient location
- Bathroom accessibility 79% said most important factor
- Bed height
- Nightly rate
- ADA shuttle

#### Lack of Information

More than 88% of respondents reported that the accessibility information provided by hotels is insufficient, a reality that often leaves travelers disappointed or unable to make full use of the facilities. By providing detailed and accurate information about the state of a property's accessibility, hotels can ensure that the guest's expectations align with the room they will actually receive.

Accessibility is important across the price spectrum, as disabled travelers book rooms at budget, midscale and luxury hotels.

#### Disabled travelers lack confidence in air travel.

- Approximately 85% of study participants reported having taken at least one flight with their disability, with 79% taking at least one round-trip each year. Delta Air Lines, American Airlines and Southwest Airlines were the top three most frequently utilized airlines for these journeys. 46% of respondents had taken at least one trip with a non-U.S. carrier such as Air Canada, British Airways, China Airlines or others.
- In asking travelers to assign a letter grade to the quality of <u>assistance provided when getting on and</u> off the airplane, the results were striking.
- When asking the group if they believed airline assistance staff have been properly trained to help disabled passengers on and off the airplane (and to their seats), only 31% said yes — matching the number who had given an A or B rating to the quality of that assistance.
- There appears to be a significant opportunity for airlines to improve the quality of services offered to disabled passengers improvements that could generate greater customer satisfaction and elevated interest in long-distance travel.

#### Takeaways from the International Air Transport Association (IATA) Global Accessibility Symposium

"The International Air Transport Association is a trade association representing 296 member airlines around the world. The organization describes its mission as "advocating for the interests of airlines across the globe," and it plays a major role in the development of airline policies, procedures and aviation standards".

November 5-6, 2019, IATA held its first ever <u>Global Accessibility Symposium</u> in Dubai. The event provided a "platform to debate with stakeholders and passengers how air transport can be the leader of a truly accessible and inclusive industry for passengers with disabilities."

Takeaways from the International Air Transport Association (IATA) Global Accessibility Symposium

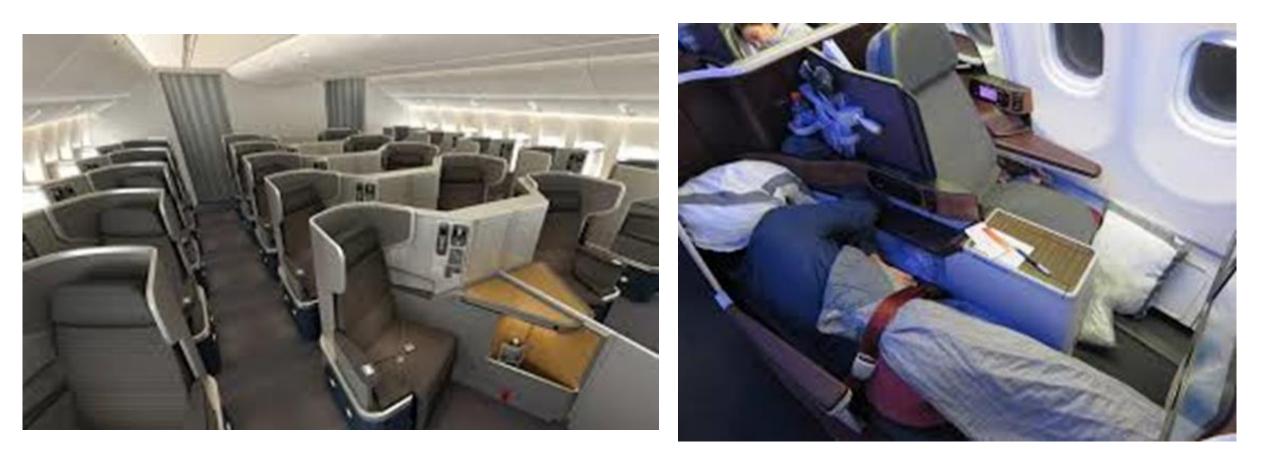
- 1. IATA wants to be an ally to the disability community
- 2. Wheelchair handling is a key action item for IATA.
- 3. Better service is coming to those with invisible disabilities
- 4. The industry has a disability representation problem.
- 5. Airlines are not interested in urgency

Takeaways from the International Air Transport Association (IATA) Global Accessibility Symposium

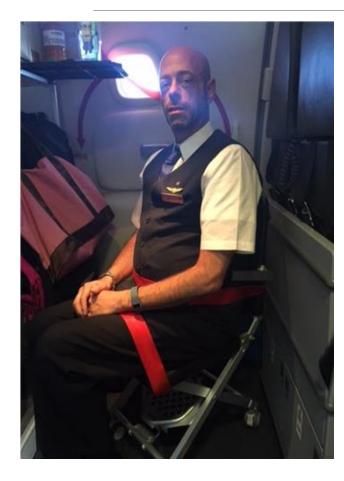
#### Wheelchair handling is a key action item for IATA

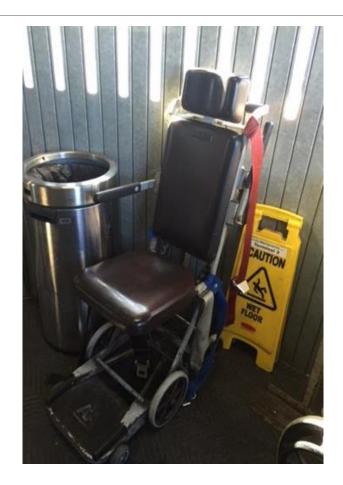
Data from the U.S. Department of Transportation shows that U.S. airlines are <u>damaging</u> <u>nearly 1,000 wheelchairs</u> each month. Although data from other countries is not publicly available, IATA has recognized that the mishandling of wheelchairs is a significant problem facing the industry. It's a costly one too — it inconveniences and immobilizes disabled travelers, and eats into the airline's bottom line.

#### Commercial Airline Support (Business Class seats)



#### **Commercial Airline Support**





All US, and many foreign airlines, have an onboard wheelchair on every aircraft.

### Commercial Airline Support



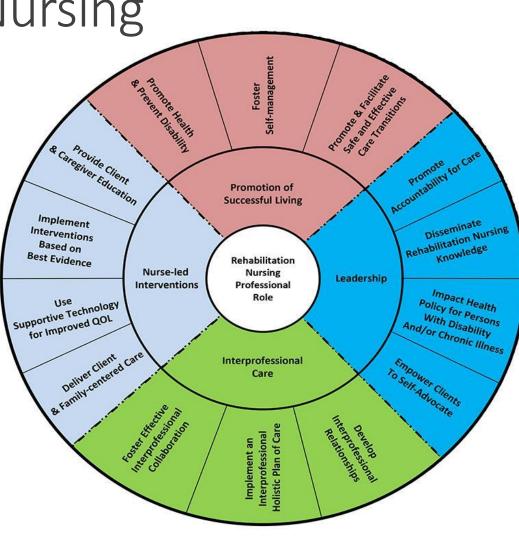
Many commercial airlines offer accessible lavatories on board.

## Application of the Competency Model for Professional Rehabilitation Nursing

Domain 2: Promotion of Health & Successful Living in Persons with Disability or Chronic Illness Across Life-span

2.2 Foster Self-Management

https://rehabnurse.org/advance-your-practice/practice-tools/competency-model



### Adventure Travel





#### Adventure Travel



#### Adventure Travel



#### **Destination Research**

When traveling with a disability advance planning is more important than for the able bodied.

Issues to consider:

- accessibility
- healthcare availability/quality
- emergency services
- potential decompensation, and effect on return travel
- support for travel delays

Many websites can provide support and advice (see handout).

### Wheelchair Accessible Travel Guide

•Attractions & Sights

•Wheelchair Accessible Hotels

- Public Transportation
- •Wheelchair Taxis
- •Sidewalk Accessibility
- •Airport Accessibility

https://wheelchairtravel.org/providence/

#### Wheelchair Accessible Travel Guide

Beehive of Industry" to Creative Capital. New England's third largest city.

**Providence, Rhode Island** was founded in 1636, making it one of the oldest cities in the United States. The early colony was founded by Roger Williams, who left the Massachusetts Bay Colony to found the First Baptist Church in America. The congregation remains today, in a house of worship constructed in 1776. The city of Providence is largely a service and industrial economy. Seven institutions of higher learning are located in the city, including the Ivy League Brown University. The city is largely accessible to the disabled and wheelchair users, making it an easy to visit city in New England.

https://wheelchairtravel.org/providence/

#### Accessible Theme Parks

Morgan's Wonderland

As the world's first fully accessible theme park, this magical destination simply has to be at the top of this list. Morgan's Wonderland opened in San Antonio in 2010 after Gordon Hartman witnessed discrimination against his own daughter, who has a disability. He wanted to create a place where those with and without disabilities could come together and play, and what a place he has created!

Morgan's Wonderland allows guests with special needs free admittance every day. Once inside the park, there are more than 25 <u>wheelchair-accessible</u> attractions to choose from. No aspect of Morgan's Wonderland is inaccessible because the entire place was built with wheelchair users in mind. Whether guests want to partake in an off-road adventure ride, ride an accessible train, play on an inclusive playground (complete with wheelchair swings!) or soar high in a Ferris wheel, the options truly are limitless at Morgan's Wonderland.

Morgan's Inspiration Island

As the name suggests, this is the sister park to Morgan's Wonderland in San Antonio. However, instead of leisurely enjoying attractions such as a Ferris wheel and an inclusive playground, be prepared to get soaked at Morgan's Inspiration Island! This fully accessible waterpark is the perfect place to be on a hot Texas day. There are five splash pad areas and even a wheelchair-accessible riverboat ride.

### Accessible Theme Parks





### Travel Insurance



Travel with disabled or chronically ill persons requires considerations for emergency support.

Travel insurance and travel assistance companies can provide just that needed support, but careful shopping is required.



A Europ Assistance Group Company





Nationwide®





### Travel Insurance vs. Travel Assistance

Travel insurance:

Covers the costs of loss, inconvenience, and emergency:

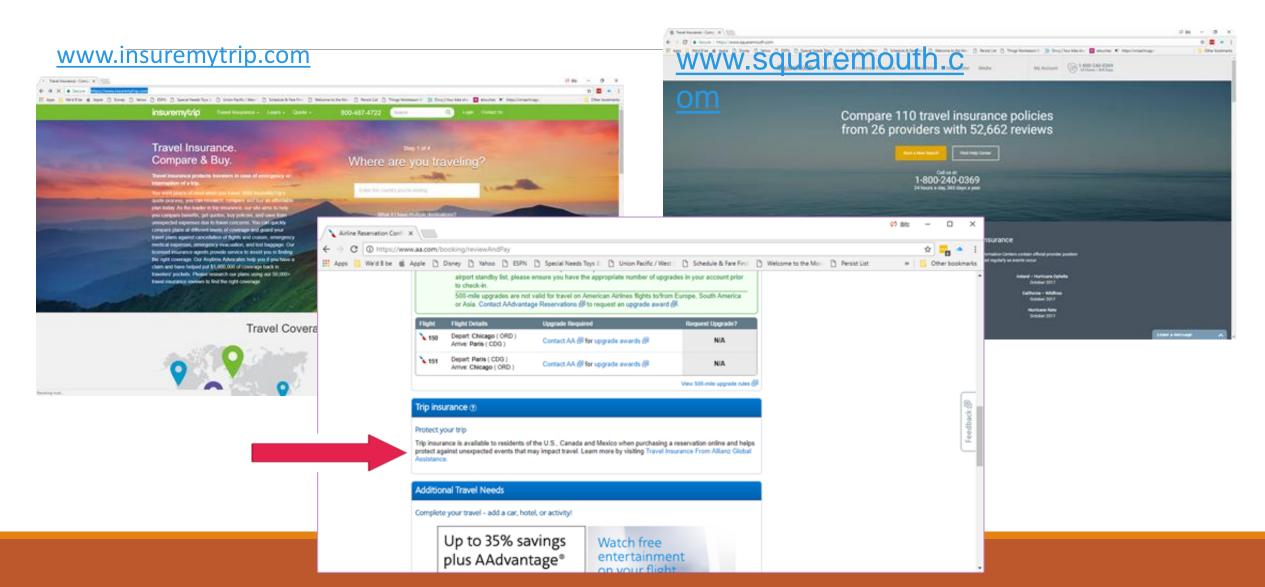
- lost luggage
- cancelled flights
- flight delays
- medical emergencies
- etc.

Travel Assistance:

Services provided by a travel assistance company:

- administer travel insurance
- provide emergency advice/services
  - help to replace lost/stolen docs/items
  - o Rx refill
  - o case management
  - facility evaluation
  - emergency evacuation
  - o repatriations

### Travel Insurance Will Support Your Clients



## Not All Travel Insurance Plans Are Equal

# GOOD

- Pre-existing conditions covered
- 24/7 solid support
- Robust benefits

# NOT SO GOOD

- Pre-existing conditions excluded
- Support limited
- Inadequate benefits

#### Mind the Fine Print

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hutton Sorvice - Basic service for the physical delivery of electrony over a then exempts to containers from the transmission system. at of Rescholans - If you do not appear or you give your affectative conserv and are had to receive generation service from FES, your EU will send you a conference You will have the right to maind your anothered within tes (11) colorate days using the postnark date of the methemation latter by contacting PES or your EDC. Right of Rescission only applies when a contenue switches to a generation surplies. old year shown to opt-out of your governmental approprior's program, you will continue other than applicable terrified acrosses provided by your EU or required by 256 ILOS 576and defined by its rates on file with the ECC prevents to 220 R.CS S'Ar. "Tatellad Service"), unless you choose an abornate supplier of electricity.

#### IMPAND CONDITIONS OF MERVICE

Eligibility. All residential contents and any setal concentral anal concerns of an It concerning 15,000 kilowath-boars or loss of electricity sensally in the EL's service. ma an eligible containers for this offer from FES. Applicable ministraal and result examinated must calcumon in an appropriate program that not solvale concerns of ARIS that is not the choice scepter of the aggregation program or scattered whichevery is a mechanical real-cone pricing program seless these customers manipuly cheese to you the appropriate program. FES also merves the right to that oredeent to any shall comments and concess with an annuality ducte

task Service Prices. During the term of this Agreement, you agree to pay FEA for whited electric manufacture, priorition and generation whited charges. You will be that at the prior specified in the opt-out werf-basison. If you are a set restoring customer where not connected PES to sup a net centering agreement year set regative usage in a group month will be available at 0.00 come per bileman-bear. In addition to 723 tion, you will be charged by your EU for detribution and various other charges. videous to the charges described above, if any regard transmission organization whereasty HU, processed only or specy, NEXC and other industry whether makes, or used requires a shange to the news of the Agramment, or improve spen ther are or additional therps or represents, or a design in the method or value for determining charges or requirements, mining to your Armal Factors were under these Agreement (say of the Sampring, & "Faue Through Diets") which are thereine minimum to FES, Contenue agrees the Suppler may put through the and cost to Supplier of such Pass Through Event, which may be variable, to the max policie, without licenseum, insurances or copyony

darges may reall in your electric arriver being disconnected in accordance with said ECA tariffs.

continues. If you do not pay the fail amount could to FES by the date of the bill, FES may charge a 1.9% per words hav payment for.

Conselletion/Termination Provisions. If this Agreement is not reached during the michiga period, that monitores will be complete. PES may service that Agreeners at any line pursuel to the statue agreement between FES and your promotional appropriate You may temperate this Agreement at any time without a pendy. Upon agromates, if you do not about another ARCS previder you will mean to the applicable Tar-flid Services provided to your IU. Concessor Connext and Information Robons Authorization. By cleaning not to options of your companying program or to affermatively just it, you understand and agent to the terms and conditions of this Agreement with FES and with to charge from your current generation survice provider to HES. You authorize FES to ultrain athemation from the EU due validate, but is not limited to belling honory, personal interv, historical and fature elactificity maps, wear readings, and characteristics a destroity service. FES merrors the right to determine if your small; meeting is

satisfactory before accepting your encolences request. 4. Contract Expiration. At the end of its term, this Agreement will expire. You are empossible for armoging your electric supply upon the expiration of the Agroenant other through an appropriation program, another ARES or by returning to your EU Dispute Procedures. You may contact JES with any questions concerning the letters service by phone at 1-688-651-5200 (sub-linest M-F RAM - 5956 EET or in writing a 542 White Ford Divis, Alts: Contract Administration, Alaver, OH 44126: Our well address is were factore. If your complaint is not resolved after you have called HE sullar your IN, or for general sality information, you may contast the Consum-Service Division of the ECC for anticianise at between \$50 AM and \$500 PSL Monday through finday by calling 1-800-524-0795 or TTY at 1-800-858-427 or visit many acciliance pay or many physical point of

Misselfaneway. You may request them FES, twice without a 12 menth period, ag to 24 months of payment lineary, without charge

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FEX approximated darkway statement is available for varying an our webs where first states \$25 will provide generativ updates to the elaborates as a separate bell court as required under Section 16-127 of the Electric Service Contemer Closer a Kate Robel Law of 1987 and the rules of the Elizon Communic Commission, 83 Alte Cade (C)

FES may assign to rights to module party, including any nacement, in accordiat with the rules and regulations of the KCC.

HUS mannes as reporciblely or lability for the following tons that an responsibility of the EU operation and emistanaace of the EU's electrical eye any interruption of service, termination of service, or deterioration of the I service. In the event of a power outage, you should contact your local EU. Customer is responsible for providing FES with accurate accurate informati and information is most red, FES reserves the right to re-price the apple accounted or terminate the Agronment.

FES reserves the right to return any customer to the EU if the customer's take matter type is charged and the account is no longer eligible for this program. Warranty. JES warranty life and the right to all elasticity cold havened WARRANTIES SET FORTH IN THES PARAGRAPH ARE EXCLUSIVE A IN LEU OF ALL OTHER WARRANTIES, WHETHER STATUTORY, SAFE IMPLED, INCLUDING BUT NOT LIMITED TO ANY WARRANT MERCHANTABILITY. FITNESS FOR A PARTICULAR PURPOSE OR -

#### Evacuation vs. Repatriation

Evacuation - emergent move to a higher level of service - usually to the nearest suitable center of excellence.

• High quality care is available in almost all regions of the world and frequently in places most Americans do not expect it.

Repatriation - supported travel to home.

Can include:

- air ambulance transport if recovery will require significant rehab or time
- medical escort on a commercial flight
- assistance with readmission at home for continued care
- covering the cost of new tickets to replace a missed return trip

### Resources for the III or Injured Traveler

Comprehensive travel insurance supported by a skilled and reputable travel assistance company

The local US Embassy or consulate

Local medical care specialized in travelers

Caution: they can be predatory

High quality local medical/health care

### Conclusion:

Disability can increase the difficulty and complexity of travel, but it doesn't change the benefits, desire, and need for it.

- relaxation
- rejuvenation
- family interaction
- celebration
- medical tourism

A well prepared and qualified nurse needs to be able to provide guidance, advice and support for their diabled patients who want or need to travel.



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### Questions?

