



# **Accessibility of Community-Based Health Services for People with Disabilities: The Service Providers' Perspective**

---

Rotem Nagar Eidelman

Yael Koren

Lital Barlev

Editor (Hebrew): Ronit Cohen Ben-Nun  
English editing: Ami Asher  
Graphic design: Efrat Speaker

The study was commissioned by JDC Israel Unlimited, the Ministry of Health, the Ministry of Welfare and Social Affairs, and the Applebaum Family Foundation, and was funded with their assistance.

Suggested citation:

Nagar Eidelman, R., Koren, Y., & Barlev, L. (2026). *Accessibility of community-based health services for people with disabilities: The service providers' perspective*. RR-26-096. Myers-JDC-Brookdale Institute.

**Myers JDC Brookdale Institute**

P.O.B. 3886, Jerusalem 9103702, Israel

Tel: 02-6557400

[brookdale.jdc.org.il/en](http://brookdale.jdc.org.il/en) | [brook@jdc.org](mailto:brook@jdc.org)

# Abstract

## Background

The health status of people with disabilities is poorer than that of people without disabilities, and they use more health services. At the same time, they encounter a range of barriers to accessing those services. Therefore, promoting health services that are accessible and adapted to the needs of people with disabilities represents a key objective of the Ministry of Health and the Ministry of Welfare and Social Affairs. Given the limited knowledge about the perspective of community-based health service providers on providing health services to people with disabilities, JDC Israel Unlimited, the Ministry of Health, the Ministry of Welfare and Social Affairs, and the Applebaum Family Foundation commissioned the Myers-JDC-Brookdale Institute to conduct a study on this topic.

## Objectives

1. Map the knowledge, experience, emotional responses, attitudes, and barriers of community-based providers of health services to people with disabilities in Israel.
2. Identify characteristics associated with the perceived success of community-based health service providers in providing accessible services to people with disabilities.

## Method



### **An online survey**

conducted among 2,056 community-based health service providers (physicians, nursing personnel, and administrative staff) from Israel's four health plans (6.4% response rate).



### **Descriptive and comparative analyses**

provided an overview of the provision of accessible services among all respondents as well as by professional role.



### **A hierarchical regression analysis**

examined which characteristics were associated with service providers' perceived success in providing accessible services and assessed the contribution of each.



### **A machine learning model**

identified conditions in which service providers are predicted to feel successful in providing accessible services and identified key characteristics associated with that perceived success.

## **Findings**

- 78% of respondents reported providing services to people with disabilities "frequently".
- 81% of respondents reported success in providing accessible services to a "great" or "very great" extent.
- Service providers perceived their professional knowledge and professional competence to be moderate to high ( $M = 3.6$ ). Both contributed to their perceived success, but their contribution was constrained by systemic and environmental barriers such as insufficient time and staff, and lack of adapted equipment and physical accessibility.
- 65% of respondents reported at least one workplace barrier preventing them from providing accessible services.

## The 10 Key Characteristics Associated with Perceived Success in Providing Accessible Services

According to the machine learning model

|    | Physicians                                                                                                             | Nursing personnel                                                                                                       | Administrative staff                                                                                                    | All service providers                                                                                                |
|----|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| 1  |  Physical accessibility               |  Physical accessibility                |  Physical accessibility                |  Physical accessibility             |
| 2  |  Time                                 |  Adapted equipment                     |  Clear explanations                    |  Time                               |
| 3  |  Staff availability                   |  Patient stress/anxiety                |  Knowledge of accommodations           |  Ensuring understanding             |
| 4  |  Years of experience                  |  Patient lacking necessary support     |  Knowledge of communication methods    |  Staff availability                 |
| 5  |  Knowledge of communication methods   |  Procedural flexibility                |  Advance information                   |  Adapted equipment                  |
| 6  |  Adapted equipment                    |  Obtaining information                 |  Patient stress/anxiety                |  Clear explanations                 |
| 7  |  Obtaining information                |  Time                                  |  Staff availability                    |  Knowledge of communication methods |
| 8  |  Clear explanations                 |  Staff availability                  |  Time                                |  Obtaining information            |
| 9  |  Ensuring understanding             |  Providing safe care                 |  Ability to minimize sensory stimuli |  Knowledge of accommodations      |
| 10 |  Knowledge of types of disabilities |  Ability to minimize sensory stimuli |  Patient lacking necessary support   |  Years of experience              |

 Systemic and environmental barriers
  Professional knowledge
  Self-efficacy

# Recommendations

---

- 1 Strengthen the organizational infrastructure for providing accessible services** by collecting advance information on required accommodations, allowing flexible time for care, ensuring the availability of adapted equipment and appropriate conditions, and continuing to improve physical accessibility.
  - 2 Develop an ongoing, practice-oriented training program** that strengthens communication skills and the ability to adapt services to patients' needs, alongside the development of practical tools for use in real time.
  - 3 Embed the principle of autonomy in clinical practice** through clear procedures, professional training, and opportunities for direct interaction with people with disabilities, while ensuring that service providers address patients directly and involve them in decisions about their care.
  - 4 Strengthen the role and availability of accessibility coordinators** by maintaining clear contact channels, enabling real-time consultation, increased field presence, and inclusion in professional training.
-