

Capstone Presentation Introduction

Hi, and thank you for stopping by our poster presentation today! Our names are Sarah

Carnes, Johanna Jacobsen Kiciman, and

Kathleen Sullivan and we are graduate students in the Masters of Library and Information

Science program at the University of Washington Information School. Our project is called

“Improving Access to Information at the Health Benefit Exchange.”

Many healthcare information websites are not accessible to people with disabilities. In

Washington State, this can affect over 12% of the population and directly impact their health and quality of life. This is a social justice issue.

The Washington Health Benefit Exchange wants to make sure everyone can sign up for health insurance without barriers. We teamed up with the Washington Health Benefit Exchange to provide them suggestions for improving their website to make it more accessible.

We conducted extensive research of many sources, including scholarly and popular-press

databases and the web. We also contacted multiple governmental agencies, advocacy organizations, and subject matter experts. As a result, we found hundreds of resources and recommendations.

After evaluating the resources to identify best practices, we created a comprehensive guide of accessibility resources for the Washington Health Benefit Exchange. This guide includes regulations, standards, toolkits, plans, policies, and more.

Our resource guide can help thousands of people access health information more easily.

We look forward to providing the guide to other organizations to pay forward the generous assistance of the agencies, organizations and individuals who supported our project. We sincerely appreciate all of the help we received.

Please let us know if you have any questions and/or advice for us. You can communicate with us here at the Capstone event or by visiting our website www.improvinginformationaccess.org