



PATIENT PROVIDER COMMUNICATION

SECOND FRIDAY FORUM October 9, 2020 – MINUTES



1. **Who's here? Anybody new?** Harvey Pressman took us on a tour around the globe to see who joined today. We had 21 people from 3 continents. It was a very full and exciting hour. Several people were “new” and please do send us your information. We need it so forum network (more than 180) knows the diversity and reach of those who participate. See list below.
2. **Open Forum (issues, information sharing, announcements, requests for resources, upcoming conference presentations, program updates, questions).**

Sarah Blackstone drew attention to materials sent by Mary Beth Happ and Barbara Collier. Both sent her regrets. Perhaps we shall hear more from them next month.

Rachel Santiago will be presenting at the 9th Annual Johns Hopkins Critical Care Rehabilitation conference. November 5-7, 2020. To register and learn more, go to <https://www.hopkinsmedicine.org/pulmonary/research/outcomes-after-critical-illness/johns-hopkins-critical-care-rehabilitation-conference.html>

She is also doing a webinar for ISAAC to give a brief overview of upcoming pre-conference workshop with **John Costello** and is working on a COVID related manuscript with **Tami Altschuler** and **Jessica Gormley**.

Birgit Hennig announced the 2nd symposium on PPC in hospitals in Germany in April 2021. The symposium will be held in an online format via zoom and in the German language. Here's the link <https://www.logbuk.de/symposium-2021>

Joni Nygard (sent regrets) indicated she has photos ready to send to increase diversity on PPC website. Thank you, Joni,

We need your help!!! The PPC Forum task force has developed a brief survey to help inform the use of PPC website/materials. Please help by:

1. Filling out the survey.
2. Sharing it with your colleagues.
3. Contact us if you want to provide any additional feedback, personal or professional experiences/stories, or any other information! **THANK YOU**



3. **Presentation. Chitrali Mamlekar's** presentation was entitled *Patient-provider communication during COVID-19 crisis*, providing the first shared results of her doctoral study. Her purpose was to gather data re: to needs and barriers to success re: PPC during COVID-19. Her slides are attached. She shared results, which are leading her to develop a mobile-based communication app to facilitate more effective communication between patients with COVID-19 and providers. She is looking for participants (US-based healthcare providers working with COVID-19 patients) to participate in an online interview (~ 1 hour). To learn more about the study [click here](#). She thanks you in advance. If you wish to email Chitrali, her email is mamlekcr@mail.uc.edu. Harvey asked if Chitrali was aware of Dr. Mary Beth Happ's extensive work training nurses over many years. Everyone agreed it is relevant. Also noted later was the work Amanda Simmons presented about in August. Exciting to see attention being paid to helping front-line professionals learn about how to provide communication access and opportunities for patients in hospitals. We welcome Chitrali and **Dr. Aimee Dietz**, her mentor, to the PPC Forum.
4. **Presentation. Cissy Cheng and Mimi LaValley** presented *Promoting communication in the Intensive care unit between nonspeaking patients and healthcare providers*. They are both doctoral students at the University of Texas, Austin, AAC Lab. They are collecting data from discharged patients and healthcare providers re: needs and barriers with a focus on matching AAC methods to patient's abilities and needs and then developing an online training module for healthcare providers that will help them select appropriate AAC methods for patients in the ICU. Their slides are attached. They explained their design and methodology and asked for input. Mimi is bi-lingual and will be helping with translation and attention to cultural and linguistic factors. **June Kailes** asked if they had considered the policy issues/state regulations/visitation strategies that so often influence decision making AND day-to-day practice. We welcome Cissy and Mimi to the forum as well as their mentor, Dr. Rajinder Koul.

General Comments: Unfortunately, time was brief. However, several general comments were made. Including patients and caregivers (family members or others) as well as providers is important. Addressing issues related to diversity is critical. Talked briefly about "cultural humility" and similar approaches.

Considering context is also important: Rules, regulations, policy, administrative support, awareness, training, resources, etc.).

5. **Update from PPC Task Force.**

Richard Hurtig shared information about upcoming publication in ASHA SIG-12 Perspectives. Other projects underway are:

- a. Sarah Marshall, Jessica Gormley, and Richard Hurtig are in process of creating simulated training videos for acute care providers to promote communication access at bedside
- b. Stephanie Scibilia and colleagues at Massachusetts General Hospital and Mary Beth Happ are writing a manuscript highlighting PPC during COVID 19
- c. Paper submitted on PPC in healthcare to promote system changes is under review by the *Assistive Technology Journal*

NEXT PPC FORUM MEETING IS DECEMBER 11, 2020 NOON EASTERN TIME

OCTOBER 9, 2020 PARTICIPANTS

(Please send/update your bios.)

Tami Altschuler. Clinical Specialist, Patient-Provider Communication at NYU Langone Medical Center. Focuses on patient provider communication. Innovator who has spread use of communication supports from ICUs to implementation hospital wide.

Sarah Blackstone (Ret.) Speech-language pathologist. Co-leader PPC Forum, USSAAC's Disaster Relief Committee and USSAAC's Disaster Relief Committee. PI of research project on Cortical Visual Impairment and CFO - CA-Office of Emergency Services grant for Monterey County.

Tina Caswell, Clinical Assistant Professor and Graduate Chair, Department of Speech-Language Pathology and Audiology on the Faculties of both the School of Health Sciences and Human Performance and the Graduate Study in Speech-Language Pathology and Audiology Dept., Ithaca College.

*Cissy Cheng

Amy Dietz. Assistant Professor, Communication Sciences and Disorders, University of Cincinnati

Julie Evans. Senior Practice Lead, Speech Language Pathology and Audiology at Alberta Health Services. Working on a province-wide initiative with a focus on communication access for adults in acute care settings.

Richard Hurtig. Professor (ret.) in the Department of Communication Sciences & Disorders at the University of Iowa where he directed the University of Iowa Assistive Devices Laboratory. Currently, he is the President & CSO at Voxello Inc., which is a spinoff company now conducting clinical trials with a tongue-operated device. He resides in Philadelphia.

Birgit Hennig. Center for Assisted Communication. Outpatient Clinic, Carl von Ossietzky University of Oldenburg, Germany

June Kailes. Consultant and disability rights advocate. One of original national leaders in the Independent Living Movement, an Adjunct Associate Professor and the Associate Director of the [Center for Disability and the Health Policy](#) at [Western University of Health Sciences, Pomona, California](#). She trains healthcare institutions, businesses, universities, state associations, government entities, centers for independent living and other not-for-profit organizations.

*Mimi La Valley

Sarah Marshall. Speech-language pathologist working in the Communication Aids and Systems Clinic (CASC) and the Neuromotor Development Clinic. Leads inpatient coverage team at University of Wisconsin Hospitals and Clinics (UWHC) and American Family Children's Hospital (AFCH).

*Chitrali Mamlekar

Harvey Pressman. President, Central Coast Children's Foundation, Inc. (CCCF) with outreach outside the U.S., Central and Eastern Europe and Africa. Co-leader PPC Friday Forum and USSAAC's AAC Disaster Relief Committee. Project Director of LISTOS California, a grant awarded by CA-Office of Emergency Services for Monterey County.

Meredith Sager. A SLP at Boston Children's Hospital and is interested in implementing effective PPC protocols and access solutions for patients and families.

Rachel Santiago. Speech-language pathologist, Clinical Coordinator, Inpatient Augmentative Communication Program, Department of Otolaryngology and Communication Enhancement, Boston Children's Hospital

Adrienne Shah. Speech-language pathologist. Palomar Hospital, Palomar Medical Center, Escondido, California.

Stephanie Scibilia. Speech Language Pathologist, Massachusetts General Hospital in Boston.

Chaton Turner. Attorney, Risk Management, University of Pittsburgh Medical Center

Lois Turner. Program Manager at CAYA (Communication Assistance for Youth & Adults) in Vancouver, BC, a provincial resource program providing ACC services, based out of Vancouver, BC. Lois is also the President of ISAAC Canada.

Tan Xueta Ying. Speech-Language Pathologist, Tan Tock Seng Hospital, Singapore.

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