



**Communication Access Across the Health Care Continuum
SECOND FRIDAY FORUM
MINUTES
December 11, 2020 Noon Eastern Time**



1. Who's here? Anybody new?

- 23 attendees today from 5 countries!
- 3 first-time attendees, welcome everyone!
- Bios on last page

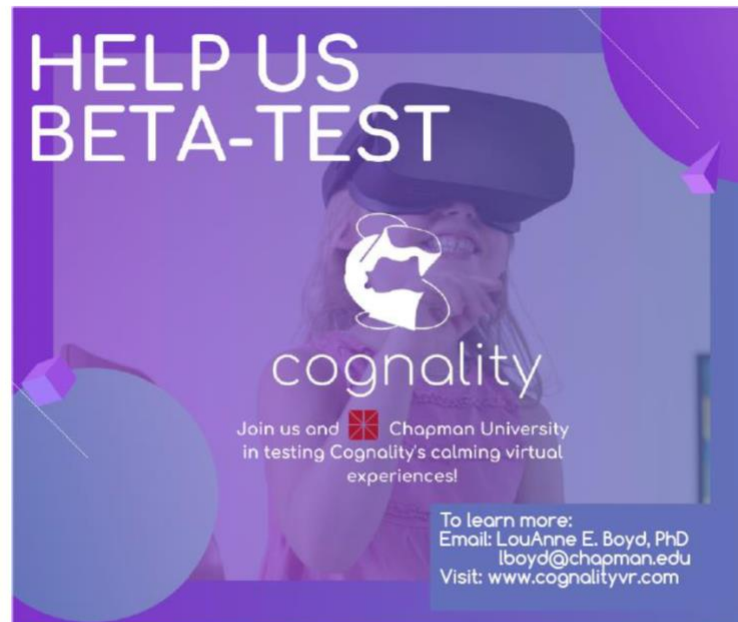
2. Open Forum (issues, information sharing, announcements, requests for resources, upcoming conference presentations, program updates, questions)

- Tami Alschuler** shared that the American Speech-Language Hearing Association (ASHA) invited her to write an article for The ASHA Leader on the topic of AAC and COVID-19.
- Rachel Santiago** shared that she presented at the John Hopkins Early Mobility Conference on providing AAC and communication access at bedside and was asked to speak again next year
- Randi Sargeant** shared that she completed Talking Mats sessions to talk about COVID. She shared the link that can be shared with families who would be interested in trying Talking Mats. She is doing pro bono sessions while learning to master the remote access! Link = <https://www.sayitwithsymbols.com/talking-mats-US/>
- Members of the PPC Forum** collaborated to a position paper titled "Promoting System Change for Communication Access in Acute Care Hospitals" which was accepted to an open access journal Assistive Technology Outcomes and Benefits. It will be part of Volume 15.
- Mary Beth Happ** shared some stories from ICUs in the USA regarding using video calls with patients who have COVID-19. Here are the article links:

https://www.washingtonpost.com/graphics/2020/national/icu-nurses-covid-19/?tok=cd93bbe0-d4ce-4a38-a4d8-eeb7b9e9cfad_2994322

<https://www.cnn.com/2020/12/06/health/icu-tablet-pandemic-trnd/index.html>

- f. **Deanna Hughes** shared that she is currently recruiting for a research project on immersive virtual reality (VR) for children who have autism spectrum disorder. The project explores remote, disposable VR equipment. Here is a copy of the recruitment flyer:



Try this web-based virtual environment for calming down from a mobile phone + cardboard headset

After 4 week trial,
receive \$100 amazon gift card
for your participation

Chapman University
IRB-20-199
Approved on 10-21-2020

- g. **Amanda Simmons** is currently recruiting pediatric nurses and nursing students to participate in her dissertation study on using low and no-tech AAC. You can view her recruitment flyer here:



IRB NUMBER: 20-07550-XM

IRB APPROVAL DATE: 11/09/2020

Alternative Communication Education for Pediatric Nurses and Nursing Students

Researchers at the University of Tennessee Health Science Center want to find ways to most efficiently provide pediatric nurses and nursing students with online education materials. This research study is for pediatric nurses and nursing students.

Research is always voluntary!

Would the study be a good fit for me?

This study might be a good fit for you if:

- You are 18 years of age or older
- You are a pediatric nurse or nursing student
- You speak fluent English



What would happen if I took part in the study?

If you decide to take part in this research study, you would:

- You would participate in 3, 15-minute computer-based learning modules with pre and post-assessments
- You may start and stop the modules as you need and may complete them in any location where you can access a computer and the internet

Nurses or nursing students who take part will receive a \$10 Amazon gift card for their participation (must be able to demonstrate school or work email account to verify eligibility).

There may be possible benefits if you take part in the study.

- You can help us develop better educational tools and materials for pediatric nurses, therefore, serving and supporting effective communication in medical settings

To take part in this research study or for more information, please contact Amanda Simmons at 423-817-8853 or amcroycn@uthsc.edu

The principal researcher for this study is a Ph.D. candidate at the University of Tennessee Health Science Center in Speech and Hearing Sciences.

3. Web Site Update

- a. **Please send feedback about website wording, resources to be highlighted and shared** (e.g., instead of Case Examples → Patient Stories)!
- b. More resources and links were added, we are trying to change the main banner to reflect new projects and updates.
- c. We are now doing more mass emails so be on the look-out for updates!
- d. **Sarah Blackstone** suggested adding an update on the site about the reach of the website and materials (e.g., downloads, countries reached, etc.)
- e. We are hoping to soon add more photos of people who use AAC,
 - i. **If you have any photos of people in PPC, patients using communication supports, etc. please share!!**

4. Briefing from our colleague Birgit Hennig, from *Beratungsstelle für Unterstützte Kommunikation des Ambulatoriums für ReHabilitat*ion, Carl von Ossietzky Universität in Oldenburg, Germany. Birgit provided us a wonderful presentation about how to set up assisted video calling project for patients using alternative means and methods of communication. The presentation was titled “*Guidelines for assisted calling in the clinical context*” – Oldenburg, Germany

- a. Birgit’s paper is on our website at this time here:
<https://www.patientprovidercommunication.org/tools-and-resources/useful-information/>

- Responses:

- **Rachel Santiago** suggested that the COVID Talk app could be a helpful resource for this topic on assisted video calls
- **Mary Beth Happ** offered to collaborate with Birgit to turn this resource into a manuscript

5. Update: COVID-19 Task Force

a. Content

- a. The Task Force has one accepted paper (see above) and Rachel, Tami, & Jessica have been working on an invited manuscript on AAC and COVID-19 in the hospitals. Mary Beth Happ, Stephanie Sciblia, and Sarah Gendreau have been working on a case study paper on this topic as well.

b. Reach

	July 2020	August 2020	January 2021
Users	39,167	42,107	55,017
Page Views	127,757	137,980	175,127
Countries	149	154	169
Downloads	18,101	20,000	27,103

c. Next Steps

- a.** Now more than ever we need to know what the needs are, how useful the tools are, COVID numbers are high, if there's anything that we can do to make modifications, add new materials. **Please fill out and share the survey about the use of the website's COVID-19 Communication Resources you can access the SURVEY LINK here:**
https://redcap.tch.harvard.edu/redcap_edc/surveys/index.php?s=KCXFYC3FYX
 - b.** **Sarah Blackstone** recommended that the group add more resources regarding supporting people with developmental disabilities and modifying existing resources to help this group.
- **Sarah Blackstone shared that she and Harvey Pressman started the PPC Forum in 2009 and is now looking to work with Rachel Santiago, Tami Altschuler, and Jessica Gormley to lead the group. Thank you Sarah and Harvey for your groundbreaking leadership and vision to support communication access for all across the globe!!!!**

NEXT MEETING: FRIDAY, FEBRUARY 12, 2021 NOON EASTERN

PARTICIPANTS

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.

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.

Blair Gorenbeg. Inpatient and outpatient speech-language pathologist interested in AAC, patient-provider communication, and Early Mobilization. Works at Akron Children's Hospital, Akron, OH

Jessica Gormley. Assistant Professor, Speech-Language Pathology | Munroe-Meyer Institute University of Nebraska Medical Center. She has worked clinically with individuals who rely on AAC and is interested in the impact on children's development of speech and language when hospitalized for extensive time periods.

Mary Beth Happ. A nurse who has conducted research in area of PPC for many years. Currently the Associate Dean of Research and Innovation; Distinguished Professor of Critical Care Research; Director, Center of Excellence in Critical and Complex Care, College of Nursing at Ohio State University.

Stacey Harpell. Speech-Language Pathologist & Client Services Manager at CAYA (Communication Assistance for Youth & Adults) in Vancouver, BC, a provincial resource program providing AAC services, based out of Vancouver, BC.

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

Adrienne Henkel. Research Assistant, Universität zu Lübeck Institut für Sozialmedizin und Epidemiologie, Luebek, Germany

Deanna Hughes. Speech-language pathologist. Worked in a variety of clinical settings. Currently, she serves as an Assistant Professor in Communication Sciences and Disorder at Chapman University in Irvine, CA.

Christine Hurtubise. Speech-language pathologist. Works at Children's Hospital in Akron, OH.

Krista Kramer. Assistive technology specialist and Alternate Finance Coordinator. Works for the Idaho Tech Project. Lives in Moscow, ID

Liam Liopa. Lives in Belfast, N. Ireland. Works at a startup tech company creating automated lip reading for critical care settings. **First time attendee**

Joni Nygard. AAC specialist who previously worked in clinical settings. She serves as Vice President AAC Resources and Services and Aging Resources for Attainment Company,

Helen Paterson. Was originally a nurse and then a speech-language therapist who is now in a PhD program focusing on RN training for communication. Lives in London, UK. **First-time attendee**

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.

** Jane Quarles. A speech-language pathologist at St Louis Childrens' Hospital in St. Louis, MO.

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

Randi Sargeant. Parent advocate of a child who uses AAC. Sudbury, MA. Sayitwithsymbols.com website which provides caregiver resources for those who use AAC.

Amanda Simmons. Speech-language pathologist, Ph.D. Candidate, University of Tennessee Health Science Center. RPCV Cameroon & Zambia.

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.

Ellie Zemple. A full-time patient-provider communication and AAC speech-language pathologist at St Louis Childrens Hospital, St. Louis, MO. **First-time attendee**

** Please send additional information for bio