

Communication Access Across the Health Care Continuum
SECOND FRIDAY FORUM
MINUTES
February 12, 2021 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. Group Discussion: New Resources and Ideas for Future Projects:

- a. USSAAC's Disaster Relief Committee has developed a free toolkit to increase the emergency preparedness for people who use AAC and their families. Entitled: Disaster Preparedness for People Who Use AAC, the content is delivered via text to your mobile device, once a day for seven days. There is also a WhatsApp option for AAC users and their partners who do not reside in the US. Click here to learn more and receive this free toolkit <https://ussaac.org/readiness/url2053.patientprovidercommunication.org>
- b. Helen shared the resource "Card medic" – developed in UK, FREE, developed to combat the communication issues associated with PPE. The physician who developed it recruited people with range of communication difficulties to assist. It has loads of medical topics that doctors might want to talk with their patients or free text, comes in different languages, and has an extensive range of topics for patient-provider communication. It is available using an app or on the web.
 - i. <https://www.cardmedic.com/flashcards>
 - ii. <https://apps.apple.com/gb/app/cardmedic/id1510011459>
- c. Sarah B – urged the group to have communication specialists to take the time to support people who use AAC and their family; this is a great topic to push out to students, people who use AAC, and their family; you can't predict, but you can prepare!!!
- d. Birgit & Mary Beth – working on project for assisted voice calls; role of relatives and keeping them connected
- e. Rachel Santiago shared that she is working with colleagues on developing universal communication board for family members at the hospital, limited English proficiency, to help communicate with healthcare providers; Rachel is helping make the tools; looking for bi-directional communication to reply to requests from parents (nurse and pt families)
- f. Richard Hurtig – working with RNs on burn unit at Akron Children's hospital
- g. Stacey Harpell shared that in British Colombia they read the Tele-AAC textbook and started a relationship with the authors (Jenifer and Narissa) to move their service delivery model to be a Hybrid Virtual model. She reported they are

- creating resources around 1) appropriateness for assessment 2) training e-health support workers 3) hints/tips for train teams virtually
- h. Krista shared a padlet on communication options during COVID.
<https://idahoat.padlet.org/idahoat1/popayqtgody> She also shared that “Padlet” could be a format that could be a helpful and accessible way to provide information to group members
 - i. Sarah B – pointed out that we have accessibility and videos that are linked and captioned. The group hopes to have the closed/open caption options via zoom ready for the next meeting
 - j. Rachel and Tami recommended some good ATIA 2021 presentations they viewed and shared that there is a list of PPC related presentations on the PPC Forum social media accounts.
 - k. **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.

Discussion occurred about different options for accessible nursing call bells and other alerting systems available to patients in the community.

- The group discussed that there is interest in creating work groups and shared documents to share and publish resources online to support PPC topics
- A rich discussion ensued about different Nursing call options and other ways to support patients to alert others that they need help at home/in the community. This seems to be a good place to start to get shared ideas together.
- RN Call bell – RN iphone voice activation, voice activated phone system to call RN (Tami), ATIA Hacking call system, Richard (Voxello – tongue click access), home friendly call systems
 - o Rachel mentioned it would be good to get a handout going re: adapted call systems
 - o Camille – emergency communication list that is given family, ideas for AAC users

COVID/Website updates:

	January 2021	February 12,21021
Users	55,017	58,860
Page Views	175,127	185,277
Countries	169	179
Downloads	27,103	28,015

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

NEXT MEETING: FRIDAY, APRIL 9, 2021 NOON EASTERN

PARTICIPANTS

***If your name is starred, please send addition (brief) information for your bio!*

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

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.

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. She is interested in AAC as a whole, focusing and developing experiences in hybrid virtual models

Mimi LaValley – SLP formerly in NYC, AAC Lab at UT Austin. She is developing modules for ICU healthcare workers for PPC and making AAC more accessible for health care workers.

Birgit Hennig. Center for Assisted Communication. Outpatient Clinic, Carl von Ossietzky University of Oldenburg, Germany, AAC specialist in neuro intensive care; got an adapted nurse call system

Adrienne Henkel. Research Assistant, Universität zu Lübeck Institut für Sozialmedizin und Epidemiologie, Luebek, Germany, RN and research assistant, high-tech AAC supporting communication device

Richard Hurtig – Vermont and Philadelphia, PA. Chief Scientific Officer at Voxello and Professor Emeritus at University of Iowa. Interested in creating cultures of communication in inpatient settings and developing tools for communication devices for patients in acute care.

Mara Manzato – March of Dimes, Canada, interested in how organizations can provide supports for adults living with communication disabilities from hospital, home, and community.

Krista Kramer. Assistive technology specialist and Alternate Finance Coordinator. Works for the Idaho Tech Project. Lives in Moscow, ID; Creating a communication access program for people in LTC in Idaho. Hopes to reduce social isolation of lockdown, getting wireless intercoms from different room, headsets for Zoom video calls, communication profile to go with someone for transferring level of care since the transition is happening on lockdown, volunteer chaplain in hospital

****Adrienne Shah** – S. California, SLP in acute care hospital and Early Intervention. Heard about the meetings from the ASHA podcasts, sees failed communication opportunities in hospital and hopes to network and get ideas from others interested in PPC (**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, SLP

Ji Won Shin – San Francisco, CA. Working post-doc at UC Davis School of nursing, communication intervention for ICU patients and their caregivers, interested in research, Dr. Happ was her advisor

****Camille** – SLP Children's hospital Colorado, acute and IP rehab, grown communication (**First time attendee**)

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.

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.

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

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

Hayley Dayel – SLP, California, increasing interest, Stanford Children’s Hospital, learn program development and what works, advocating for AAC users to further that

*** Please send additional information for bio*