

Communication Access Across the Health Care Continuum

SECOND FRIDAY FORUM

MINUTES

April 9th, 2021 Noon Eastern Time

ANNOUNCEMENTS:

1. Participants in the PPC Network published an open access article in the Assistive Technology Outcomes and Benefits Journal. The article is called “**Promoting System Change for Communication Access in Acute Care Hospitals**” and highlights existing barriers to promoting patient-provider communication in hospitals, benefits and outcomes to effective AAC and communication access, and provides recommendations across several systems that impact healthcare delivery including: (a) healthcare policies and regulations, (b) healthcare providers, (c) hospital units and departments, and (d) patients and families. We hope you will find this article helpful in your efforts. Please share with colleagues and patients as you see fit. The article can be accessed on the [PPC website \[url2053.patientprovidercommunication.org\]](https://ppc2053.patientprovidercommunication.org/) or directly [here \[url2053.patientprovidercommunication.org\]](https://ppc2053.patientprovidercommunication.org/).
2. Reminder that 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/\[url2053.patientprovidercommunication.org\]](https://ussaac.org/readiness/[url2053.patientprovidercommunication.org])
3. As always, we hope participants will share topics and ideas to discuss during our 2021 meetings. What do you want to learn about? What might you want to share? How can the PPC Forum collectively support resource sharing? Other ideas?

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

- Dr. Rachel Grimaldi shared information about an app and communication tool she created - **"CardMedic"**. It is designed to support patient-provider communication when staff need to wear PPE.
 - o Website: www.cardmedic.com
 - o Twitter: @cardmedic
 - o Rachael's contact information: rachaelgrimaldi@cardmedic.com
- Joni Nygard reminded the group about Attainment Company's **"Empower Communication Board"** jointly designed by colleagues at St. Louis Children's Hospital. It is reusable communication boards designed to support hospital communication.
 - o Website: <https://www.attainmentcompany.com/empower-communication-board>
 - o Joni's contact information: Joni@AttainmentCompany.com
- Rachel Santiago, Tami Altschuler, and Jessica Gormley shared the PDF handout from PPC Task-Force's ATIA 2021 Presentation - **"Patient-Provider Communication, Healthcare Disparities, AAC, and COVID-19"**.
 - o You can access a FREE handout here:
<https://www.patientprovidercommunication.org/file.htm?ID=236-01161AAA0B6D1345DD8FE4E481144D84>
- Randi Sargent shared that she created a Pintrist list of helpful AAC and Patient-Provider Communication resources - **"Communicating is Caring – Say it with Symbols"**.
 - o Website: <https://www.pinterest.com/sayitwithsymbols/> saved/
 - o Randi's contact information: rsargent@sayitwithsymbols.com

Presentation by Kristin Coffey, MS, CCLS "Caring for Patients with Autism Spectrum Disorder: Improving Care Delivery Through Interprofessional Simulation". Kristin is a Child Life Specialist in the Autism Spectrum Center at Boston Children's Hospital. As part of her role, Kristin supports preparation and planning for patients with Autism Spectrum Disorder prior to healthcare encounters and co-leads a Simulation Staff Training program to support and educate employees across the hospital on ways to promote healthcare visit preparation, patient-provider interactions, and successful outcomes. She shared helpful resources about her role and efforts to maximize patient-provider communication.

- Watch Kristin's Presentation here: <https://www.youtube.com/watch?v=61M5JUzxYNQ>
- **"Caring for Patients with Autism Spectrum Disorder: The Keys for Success"** by Dennis Doherty video can be viewed at:
https://www.youtube.com/watch?v=qfgp8X_4VxM

- This video is material created by Boston Children's Hospital and is referenced in Kristin's presentation. "In this video, Ms. Kristen Coffey, Mr. Dennis Doherty, and Dr. Laura Weissman outline strategies for preparation, good communication, and accommodation for treating a patient with Autism Spectrum Disorder in the healthcare setting. They also review the characteristics of Autism Spectrum Disorder so that providers may be best prepared for creating a positive experience for patients and families."

Topic Discussion (if time allows): April marks Autism Acceptance Month (in the U.S.) and World Autism Awareness Day (April 2nd, per the United Nations). How can we best promote patient-provider communication that aligns with the wishes, needs, and perspectives of our autistic patients and providers? The Autism Self Advocacy Network wrote this piece in reflection of Autism Acceptance Month:

Acceptance is an Action: ASAN Statement on 10th Anniversary of AAM

<https://autisticadvocacy.org/2021/04/acceptance-is-an-action-asan-statement-on-10th-anniversary-of-aam/> [url2053.patientprovidercommunication.org]

NEXT MEETING: FRIDAY, JUNE 11, 2021 NOON EASTERN

Attendees:

Name	Location	Role/Interests	Contact Info	Social Media Handle
Jessica Gormley	Omaha, NE, USA	Assistant Professor in Speech-Language Pathology at the University of Nebraska Medical Center's Munroe-Meyer Institute; interested in supporting partner-training and communication access for children and adults with communication challenges throughout the healthcare continuum	jessica.gormley@unmc.edu	@inpatientaac
Rachel Santiago	Boston, MA	SLP and Clinical Coordinator of the Inpatient Augmentative Communication Program at Boston Children's Hospital.	rachel.santiago@childrens.harvard.edu	@RSantiago_SLP
Tami Altschuler	New York, NY	Speech-Language Pathologist, Clinical Specialist in Patient-Provider Communication at NYU Langone Medical Center, working on hospital wide standard practice of communication access	tami.altschuler@nyulangone.org	Twitter : @tami_altschuler
Daniel Yusupov	Philadelphia, PA	3rd year med student at Temple University	daniel.yusupov@temple.edu	twitter: @DanielYFutureMD
Haley Dayel	Mountain View, CA	Speech-Language Pathologist at Lucile Packard Children's	hdayel@stanfordchildrens.org	

		Hospital Stanford, working to develop an outpatient AAC clinic and improve access to AAC supports for inpatients.		
Becca Stroschein	State College, PA	Junior in CSD at Penn State, working on undergraduate thesis evaluating PPC training	rms6514@psu.edu	
Suzanne Feinstein	Omaha, NE, USA	Speech-language pathology Clinical Fellow at UNMC's Munroe Meyer Institute	suzanne.feinstein@unmc.edu	
Cissy Cheng	Boston, MA & Austin, TX	Doctoral student in Speech, Language, and Hearing Sciences at the University of Texas at Austin	ccheng@austin.utexas.edu	
Lois Turner	Vancouver, BC, Canada	SLP, Program Manager at CAYA (province wide AAC service program for adults, community based), supporting interested hospitals in BC to incorporate PPC strategies in their ICUs	lturner@cayabc.org / www.cayabc.org	Twitter: @LoisT_SLP
Abby Crimmins	Omaha, NE, USA	Speech-language pathologist at UNMC Monroe-Meyer Institute; part of our AAC in Acute Care squad.	acrimmins@unmc.edu	
Meredith Sager	Boston, MA	Inpatient SLP at Boston Children's Hospital in the Inpatient Augmentative Communication Program	meredith.sager@childrens.harvard.edu	

Deanna Hughes	Irvine, CA	Assistant Professor Chapman University interested in research for individuals with significant disabilities, AAC and equity in research	dhughes@chapman.edu	
Rachael Grimaldi	Oxford, United Kingdom	Anesthesiologist, Founder of CardMedic (digital communication tool to overcome any barrier)	rachaelgrimaldi@cardmedic.com @cardmedic (Twitter - https://twitter.com/cardmedic?lang=en) https://www.linkedin.com/in/rachael-grimaldi-231a66a6/ (LinkedIn)	
Randi Sargent	Sudbury MA	Parent of an AAC user, AAC caregiver advocate and publisher at SayitwithSymbols.com	rsargent@sayitwithsymbols.com	Twitter @sayitwithsymbol
Mimi LaValley	Austin, TX	Speech-language pathologist, doctoral student in Speech, Language, and Hearing Sciences at UT Austin (AAC Lab)	mlavalley@ustin.utexas.edu	Twitter: @mimilavalley, @UTAustinAAC
Joni Nygard	Madison WI	VP of AAC Resources & Services at Attainment Company SLP and AAC consultant and Product Developer	Joni@AttainmentCompany.com	
Amanda Simmons	Currently, Knoxville, TN - moving to Cincinnati, OH	SLP and recent graduate with Ph.D. in Speech and Hearing Science - dissertation focused on the development and implementation	asimmons0204@gmail.com	@asimmons119

		of computer-based learning modules on AAC for pediatric nurses and nursing students.		
Kristin Coffey	Boston, MA	Certified Child Life Specialist in the Autism Spectrum Center at Boston Children's Hospital	kristin.coffey@childrens.harvard.edu	