



PPC Forum Meeting Minutes

January 19, 2024

Our upcoming forum meetings will take place on:

March 15
May 17
July 19
September 20
November 15

General:

- Introductions form all within the chat and using the Google form. Thank you to those in attendance per the Google form!
 - Rachel Santiago
 - Jessica Gormley
 - Grace Gahan
 - June Kailes
 - Jeanette Mallery
 - Megan Juring
 - Helen Paterson
 - Harvey Pressman
 - Jen Oshita
 - Sarah Blackstone
 - Randi Sargent
 - Christine Hurtubise
 - Amy Goldman
 - Toni Iacolucci
 - Maggie Homer
 - Ability Central Grant - described by June
 - Improve training for consumers, people with communication disabilities, and providers delivering care.
- Deliverables include:
- 6 tip sheets
 - 3 webinars
 - Strengthening the existing website



Tip Sheets Feedback

- We need everyone's help collecting, and sometimes creating, information to prioritize
- Identify gaps in education and need
- Examples from the consumer side:
 - Appointment accessibility checklist
 - Helpful vs. not helpful communication tips
 - Chief complaint reason for my visit form
 - Pain description forms
 - How do you work with a support person if bringing someone to an appointment
 - How to take notes during an appointment
 - Advocating for additional language input - eg pictures, models, drawings, further explanations, etc.
 - What do you do if patient portals or websites are not accessible to you

Amy: questioning 'what is the dissemination plan?' to make sure that all resources created and compiled actually reach the people who need them

- Rec: universities of excellence etc. have some sort of physician education programs to connect with
- USSAAC director of professional affairs - reach out to suggest a webinar
- Partnership for Inclusive Disaster Preparedness may be an avenue

Jeanette - Would like to understand more about the documentation process at the provider office when gathering information, when asking the question "What do you need in terms of communication?"

Jeanette - tips for working with interpreters

Rachel - debunking myths on how to speak to people with communication challenges

Christine - would be great to capture testimony of people's perspectives - micro videos and signage

Many suggested using mainstream social media (e.g. tiktok) to push out content and recommendations. Think about finding influencers who already have reach and insight and also a 'stake' in this topic

Rachel - comprehension of the health care plan

Audrey - making sure that information is also comprehended after the appointment. For example, schedule a sooner follow up so they can develop their questions ahead of time, if responding quickly within the appointment is challenging.

Patient-Provider Communication



Communication is the joint establishment of meaning

Jen - curriculum for SLPs to teach patient-provider topics to SLP students. Another area is teaching clinicians in improving healthcare access

Mary Beth - The term “accessibility” is the way to lead. Universities and educations are tuned into accessibility and this can be a ‘hot topic’ to lean into at that pre-service level.

Grace - Patients themselves have the knowledge to know they can prepare questions ahead of time. Take the time to create support for the person before the appointment, or even ahead of the appointment which they can use during the appointment to advocate and ask questions. Would be great to have a bank of materials that others can use.

Examples from the provider side:

- Reluctant to ask people to identify what kind of communication needs or accommodations will be needed to make this visit better/easier
- How to distribute information in usable formats
- How to make sure social media and patient portals, or other info is accessible
- How do they measure success?

Website Feedback

- Consider removing the banner. Dynamic view can be distracting and too fast
- Consider updating content - many out of date or links are old/not usable
- May not be worth to annotate since the literature has grown so much. Would this be sustainable?
 - Should we instead consider a quick plain language summary of the literature?
 - Or consider only including the solid research and literature that stand over time
- Accessible to whom? We want to expand beyond the target audience we’ve had to be more inclusive. More accessible to people with vision differences, Deaf/hard of hearing, limited language comprehension, and much more. Need to shift focus, which will further inform content
- Can we leverage AI?
- Add a link to ussaac’s finder.ussaac.org to find someone to support AAC access
- Quick tips on using smartphones and tablets (that people may already have) to make them more accessible, usable for communication during healthcare contexts. E.G. iOS notes app with speech output

Forum ideas for 2024

- Part time AAC users
- Pain reporting
- Communication support/access and AAC with persons with dementia