

PPC Friday Forum:

November Meeting Minutes

1. Who's here? Anybody new?

- a. Thank you to everyone who joined us for today's forum call! The list of participants from today's call are linked [HERE](#). If you didn't have a chance to 'sign in' please feel free to do so!

2. Open Forum

Richard shared a dynamic powerpoint slideshow he created based on a medical decision making page set. Richard designed it to support a dynamic display - by clicking a message button a digitized recording played and routed to a new slide. Several participants highlighted the utility of using convention programs and software to have big impact, accessible, communication strategies. **June Kailles** suggested connecting with Microsoft's disability and accessibility specialists to look further into ways to optimize this through potentially existing features of Powerpoint.

Krista Kramer shared a variety of supportive information and tools, especially for vaccine providers, ways to be prepared for emergency situations and so much more. Each document contains MANY resources for a variety of people and situations.

<https://idahoat.padlet.org/idahoat1/popayqtgody>

<https://idahoat.org/portals/60/Documents/News/IATP-Emergency-Communication-Plan.pdf>

A great discussion came about regarding staff education on varying degrees of hearing loss, how to support patients, and promote effective communication.



We also discussed the challenges related to making sure sensory aids (hearing aids and others) are kept safe while at the hospital. Aside from security issues and safeguarding, some patients don't bring their aids to bedsides and many healthcare professionals are so overwhelmed with medical tasks that they may not prioritize hearing or vision access. **Meg** brought up many wonderful points including the need to go beyond making an environment "age friendly" and needing to make medical and care environments "sensory friendly." **Meredith and Whitney** highlighted the challenges of creating sensory friendly environments in emergency departments, especially for patients with mental and behavioral health needs. Patients appreciate small modifications and accommodations to create more healing environments (e.g. having a security guard sit inside the room instead of outside with the door open, so as to promote sleep). **Krista** brought up the intermittent need to provide ear plugs to patients in noisy hospital environments to promote sleep hygiene.

June highlighted the need to move away from only labelling the issues (e.g. "Fall Risk" sign outside a patient's door) but rather problem solving and mitigating the risks through accommodations.

Though we didn't have much time to discuss our topic discussion of the 21st Century Cures Act, we discussed carrying that conversation over to January's meeting. As a reminder:

- 3. Topic Discussion if time allows:** Implementation of the [21st Century Cures Act & The HIPPA Access Right](#). This new legislation mandates the responsibilities of healthcare providers to provide all health records (with some exceptions) to patients in an immediate and comprehensive manner. Essentially, all documentation in the electronic medical record, as written by the provider, is quickly available to patients. According to <https://curi.com/cures-act/>:

The Cures Act requires that patients generally be given fast, electronic access to the following parts of their medical record(s):

Patient-Provider Communication



Communication is the joint establishment of meaning

- consultations;
- progress notes;
- discharge summaries;
- history and physicals;
- imaging narratives;
- lab reports;
- pathology reports;
- procedure notes.

Electronic health information does not include psychotherapy notes (as defined by 45 CFR 164.501), which are not subject to disclosure under the Final Rule.

- a. Some questions to consider:
 - i. How does the Cures Act affect patients with communication disabilities or differences?
 - ii. How does the Cures Act affect patients with low health literacy?
 - iii. How does the Cures Act affect patients without access to consistent technology?
 - iv. How can we best support patients, families, and caregivers in the delivery of healthcare information?
 - v. This article highlights some of these issues:
<https://www.bostonherald.com/2021/08/26/tremblay-access-to-medical-records-pointless-without-health-literacy/>

ANNOUNCEMENTS:

- 1) The American Speech Language and Hearing Association's annual convention is taking place November 18-20 in Washington, D.C. There will be a variety of presentations and posters related to PPC and communication



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in healthcare settings. A list of focused sessions will be shared at the meeting this Friday for those planning to attend in-person or virtually

Tami shared a list of upcoming presentations related to PPC topics:

<https://www.patientprovidercommunication.org/file.htm?ID=248-621BF66DDB7C962AA0D22AC97D69B793>

The next meeting will be held on January 14, 2022!

We hope to see you there!