

Communication Access Across the Healthcare Continuum

Patient-Provider Communication Network Friday Forum Meeting Minutes

March, 10th, 2023 Noon Eastern Time

1. Who is here? Anybody new?

1. March's participant list can be found here: [Participant List PPC Forum 2023.xlsx - Google Sheets](#) Please feel free to check your name if you attended the March forum meeting.

2. Open Forum

1. This is a time for participants to discuss issues and share information, announcements, requests for resources, upcoming conferences and/or presentations, program updates, questions, and more
 - Ryan presented the Talk for me App: can be used on any Windows devices and Xbox. Freely available from Microsoft Store. Ryan's Powerpoint presentation is linked [HERE](#)
 - Richard posted a link to his PowerPoint speech-generating device simulation. - <https://isaac-online.org/wp-content/uploads/USSAAC-Hurtig-Using-PPT-to-Simulate-SGD-2023-Final-for-Distribution.pdf>
 - Gail shared information about her "My Pain Alert" product <https://mypainalert.com/>
 - Discussion that cyber security issues would preclude AI and web connection. Need to have system for tracking, wiping, and easy storage to address cybersecurity and practical challenges
 - Discussion of how hospitals can clean and recycle devices as well as safely back up individual profiles.
 - Discussion of how to navigate hospital requirements to get devices and software cleared.

3. Topic Discussion

1. If time allows following the open forum, we can discuss the topic of “Compassion.” This topic was prompted by a participant sharing the book “Compassionomics: The Revolutionary Scientific Evidence that Caring Makes a Difference”

- Jessica proposed we all review and set up for future discussion.
- Clips from the authors can be found [HERE](#) (“We are in the midst of a compassion crisis in healthcare”) and [HERE](#)

2. Consider the following questions:

1. How does compassion factor into your patient-provider communication experience? How can we infuse more compassion into PPC practice?
2. As a PPC stakeholder, how do you balance “compassion” with “compassion fatigue?”
3. How can leading with compassion change the healthcare landscape?

Our next forum meeting will be May 12, 2023 at 12:00 EST. We hope to see you there!

Join from your computer or mobile device:

<https://bostonchildrens.zoom.us/j/96295541187?pwd=TkdBeklSYnlzaJ4M2FiTWNkaU5ndz09>

Password: PPCforum