

Communication Access Across the Healthcare Continuum
SECOND FRIDAY FORUM
MEETING MINUTES
May 13, 2022, Noon Eastern Standard Time

Open Forum:

Following introductions, May's meeting was open for participants to discuss issues and share information, announcements, requests for resources, upcoming conferences and/or presentations, program updates, questions, and more. The following reflects forum notes.

Randi Sargeant's multilingual communication tools resources page: [\(569\) Pinterest](#)

Richard will be presenting at an upcoming European conference on patient-provider communication.

Barbara Collier - development of healthcare standards in Canada

<https://www.ontario.ca/page/development-health-care-standards-final-recommendations-report-2022>

Emily and Maggie are working together (Toro Hospital and Team Gleason) on creating an inpatient communication closet.

Daniel is working with his neurology department. Patients are often unable to communicate with care teams, relying more on gestures and family members. Most patients are ultimately consulted to SLP, but too often SLPs are consulted for feeding. Daniel has noticed that in SLP notes, they were not including communication recommendations. Busy doctors often skip to the bottom of the document without getting relevant information. Daniel helped to implement changes so SLPs include communication recommendations for care teams. Also supported efforts to have residents include communication related information in the problem list of their documentation.

This opened a big conversation about making sure staff know about patients' communication needs. Meggin suggested a patient questionnaire. Many reiterated that this is a great idea and that next steps should be how to integrate those responses and preferences.

Ellie added that she typically posts a communication passport to patient beds.

Toni added to the chat: Here is a link to a Comm Access Plan that evaluates communication needs for hearing loss/Deaf community. Idea is for patient to complete the form:

https://www.hearingloss.org/wp-content/uploads/HLAA_HC_CAP_Form_and_Instructions.pdf

Krista - posted this link to a communication profile document (in the google participant form)

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

Richard highlighted the added need to support different languages.

Tami discussed how it is challenging to find interpreters, especially on the weekend (e.g. Hebrew for religious reasons). Tami made a visual infographic with the hierarchy of where staff can go to get translation. Very patient specific at times (e.g. phone interpreter may not be ideal for a patient with dementia). Some workarounds: an example is to have the patient type a message in Google Translate. Have the message read aloud back to the patient after translating back (from English to patient's primary language) and getting patient confirmation.

Peggy: Meg Wolhegin is an RN researcher at UCSF; works a lot with hard of hearing; hospitals have a set of conditions to watch for, for example falls; issue of communication awareness as opposed to communication disability in the medical setting.

Tami commented that "effective communication" is very subjective and too often based more on the perception of the provider.

Emily - working on how assistive technology can provide effective communication and is looking for a survey that gauges this.

Joyanne - cited On the Spot AAC Toolkit as a good resource, Ellie - discussed asking her colleagues about a survey that may have done at St. Louis Children's Hospital. Julie noted to look into self-efficacy scales or self-competence scales referenced in the implementation science journal (free, open access).

Emily - Google has Project Activate transcribes speech on the phone and may be a good support.

Krista: Comfort Duet has plu/ minus buttons for volume control; good for someone with dexterity issues; apps available can turn any phone into a personal amplifier; Petralelex is one that has a hearing test as well.

Peggy: Catherine Palmer from U of Pittsburgh has infiltrated the hospital system with thinking about hearing loss with any patient; hearingloss.org and go to Hearing Life Magazine to read more about it.

Forum Participants – Thank you for joining!

Rachel Santiago
Tami Altschuler
Daniel Yusupov
Lois Turner
Meredith Sager
Helen Paterson
Sarah Blackstone
Richard Hurtig
Julie Feuerstein
Amy Goldmab
Emily Kornman
Julisa V
Ellie Zempel
Maggie Homer
Meggin Nunamaker

NEXT MEETING: FRIDAY, July 8, 2022; 12:00 Eastern Standard Time