

Patient-Provider Communication Network Forum

Meeting Minutes

Date: Friday, May 16, 2025

Time: 12:00 PM EST

Location: Virtual

Attendees (n = 14)

- Rachel Santiago
- Amy Goldman
- Grace Gahan
- Katie Blue
- Richard Hurtig
- Jessica Gormley
- Peggy Ellertsen
- Toni Iacolucci
- Lois Turner
- Joni Nygard
- Jessica Eng
- Michael Dicpinigaitis
- Tami Altschuler
- Christine Hurtubise

Open Forum Discussion Highlights

1. Canadian Updates – Lois Turner

Lois shared updates on the communication cart implementation at a 500+ bed hospital in Vancouver, expanding into the ICU. A pre-conference workshop at the World Congress of Intensive and Critical Care 2025 is scheduled to equip providers with practical AAC strategies.

CAYA will supply and organize the necessary tools for the workshop. Communication access initiatives have grown and are now influencing national standards through the Accessible Canada Act, with communication set to become one of seven federal accessibility standards.

2. Bedside Tablets & Communication Access

Hospitals including St. Paul's Vancouver, NYU, and Ohio State are implementing patient iPads with communication supports. Challenges include navigating IT, cybersecurity, personalization settings, and device responsibility. Panacea and Get Well Network were mentioned as potential partners in tech integration.

3. Reflections and Implementation Lessons

Forum members shared implementation experiences and emphasized the value of persistence and partnership. Richard highlighted accessibility issues with Stryker hospital beds. Discussions included differences in provider approaches to patients with slower communication rates, and Katie's team is launching a survey related to aphasia.

Emerging Projects and Resources

4. Communication Accessibility Survey

Group members expressed interest in developing a communication accessibility survey. Discussion points included content development, dissemination, integration with EMRs, and collaboration with the Disability Equity Collaborative.

5. Educational Resources Shared

Several resources were shared including a webinar on communication during critical illness, a free-access article on inpatient communication for autistic individuals, and an event on pediatric chronic pain sponsored by the International Association for the Study of Pain.

- **Webinar (Free):** *"Preserving the Human Right of Communication During Critical Illness"*

🔗 <https://emst150.com/event/preserving-the-human-right-of-communication-during-critical-illness>

- **Open Access Article:** *Exploring communication access for young adults with ASD and limited speech in inpatient care*

🔗 [Free access to first 50 readers](#)

- **Event (May 28 at 7AM EDT):**

"Advances in Understanding and Assessment of Chronic Pain in Children and Youth with CP"

- Sponsored by the International Association for the Study of Pain
- 🔗 bit.ly/4d95Mtr
- Related publication:
[*Measurement properties of pain assessment tools in CP*](#)

Next Steps & Action Items

1. Explore survey development on communication accessibility in hospital systems
2. Consider creating a shared report of lessons learned on bedside tablet implementation across institutions.
3. Continue identifying key strategies for building trust and partnerships within hospital systems to improve communication access.
4. Disseminate relevant webinars, articles, and opportunities through PPC Network listserv.