

Communication Access Across the Healthcare Continuum SECOND FRIDAY FORUM

September 10, 2021 Noon Eastern Time

MEETING MINUTES

1. **Participants:**

1. We were joined by PPC stakeholders from across the globe and across time zones. Thank you to everyone who was able to make the call today.
2. **Presentation:** A group from Penn State University (Dr. David McNaughton, David Chapple, Becca Stroschein) presented on some recent and upcoming patient-provider communication projects supported by the Rehabilitation Engineering Research Center on Augmentative and Alternative Communication (RERC on AAC). Their presentation was recorded and is uploaded [here](#). Associated resources can be found below
 1. David Chapple's blog – "Speaking with Professionals Alternately" – <https://speakingwithprofessionalsalternately.wordpress.com/>.
 2. FREE online module titled "Supporting Patient-Provider Communication" is available on the AAC Learning Center Moodle - <https://aac-learning-center-moodle.psu.edu/>.
 3. Our presenters announced the upcoming AAC Consumer and Technology Forum – a consumer-led research project to identify challenges and solutions to patient-provider communication, which will take place at the ATIA convention in 2022.

3. **Open Forum**

1. Sarah Blackstone shared USSAAC'S AAC Speaker Connection, a part of the AAC Amplifying Voices Campaign. "The AAC Speaker Connection is a web-based portal that enables individuals, institutions, corporations, media, and others to find and engage individuals who use AAC as invited speakers for their classroom, organization, clinic, workshop, conference, or other events." See more here: <https://ussaac.org/news/speaker-connection-launch-announcement/>
2. Julie Evans shared a link to Alberta Health Services' Communication Access website including a 5-minute video on ways to support day-to-day conversations
<https://www.albertahealthservices.ca/cmac/Page17532.aspx>
3. Helen Paterson shared a resource from Rachel Barnard, who presented at a recent meeting. Rachel released an information video for nurses and SLTs on communicating with people with aphasia in hospitals, based on her research. <https://www.youtube.com/watch?app=desktop&v=11mPU3Xck-k&feature=youtu.be>

4. Rachel Santiago shared two articles from last month's ASHA Leader (the United States SLP magazine) including:
 - i. Not the Same: When Communication Disability Means Poor Health Care by Megan Morris:
<https://leader.pubs.asha.org/doi/10.1044/leader.FTR3.26092021.54/full/>
 - ii. What I Need as a Trach Patient: Comfort and Normalcy by Megin Nunnamaker:
<https://leader.pubs.asha.org/doi/10.1044/leader.FPLP.26092021.72/full/>
5. A lively discussion regarding the need to expand knowledge of communication accessibility for all was had. David Chapple shared his own experiences and participants discussed current challenges and needs for more universal understanding and action.

ANNOUNCEMENTS:

1. Hurricane Ida touched down in Louisiana and many parts of the U.S. AAC users seeking support who were affected by the Hurricane may get assistance from USSAAC's Emergency and disaster relief group. More information can be found here: <https://aacdisasterrelief.recovers.org/?fbclid=IwAR2pvtcNw716qaTSoKqpEMUwZN9yoxgellh1VmJqGI4iPrJKcb09qHXH8UE> and <https://aacdisasterrelief.recovers.org/needs/new>
2. COVID-19 continues to affect many communities across the globe. Please access and share the Free PPCN communication boards [HERE](#) and [HERE](#). If you know of any outstanding needs regarding communication access and patient-provider communication related to COVID-19, vaccinations, and/or the Delta variant, please don't hesitate to reach out.
3. New articles recently published. *If you know of an article that should be shared with the PPC Forum, please send it along!*
 1. Altschuler, T., Santiago, R., & Gormley, J. (2021). Ensuring communication access for all during the COVID-19 pandemic and beyond: supporting patients, providers, and caregivers in hospitals. *Augmentative and Alternative Communication*, 1-13.
<https://doi.org/10.1080/07434618.2021.1956584>
 2. Gormley, J., & Koch Fager, S. (2021). Personalization of Patient–Provider Communication Across the Life Span. *Topics in Language Disorders*, 41(3), 249-268.
<https://doi.org/10.1097/tld.000000000000255>
4. Reminder: Harvey Pressman and Christina Lukeman curated a comprehensive module to support training and emergency preparedness for people with communication disabilities. Read more about “Disaster and Emergency Readiness for People with Communication Challenges: Targeted Materials, and Ideas for Trainers” and a wide variety of accessible resources here:

https://cdn.shopify.com/s/files/1/0046/2048/4694/files/Overcoming_Communication_Challenges_in_Emergencies.pdf?v=1619701740

NEXT MEETING: FRIDAY, November 12, 2021 NOON EASTERN