

**Communication Access Across the Healthcare Continuum
SECOND FRIDAY FORUM**

September 9, 2022 Noon Eastern Time

MEETING MINUTES

1. Participants

We were joined by PPC stakeholders from across the globe. Thank you to everyone who was able to join.

Tami Altschuler
Whitney Cobas
Ashley Couture
Peggy Ellerston
Julie Evans
Amy Goldman
Mary Beth Happ
Deanna Hughes
Toni Iacolucci
June Kailes
Krista Kramer
Juliet MacCrate
Meggin Nunamaker
Joni Nygaard
Helen Paterson
Harvey Pressman
Julie Rogan
Meredith Sager
Rachel Santiago
Becca Stroschein
Lois Turner

We are happy to welcome three new participants to the group.

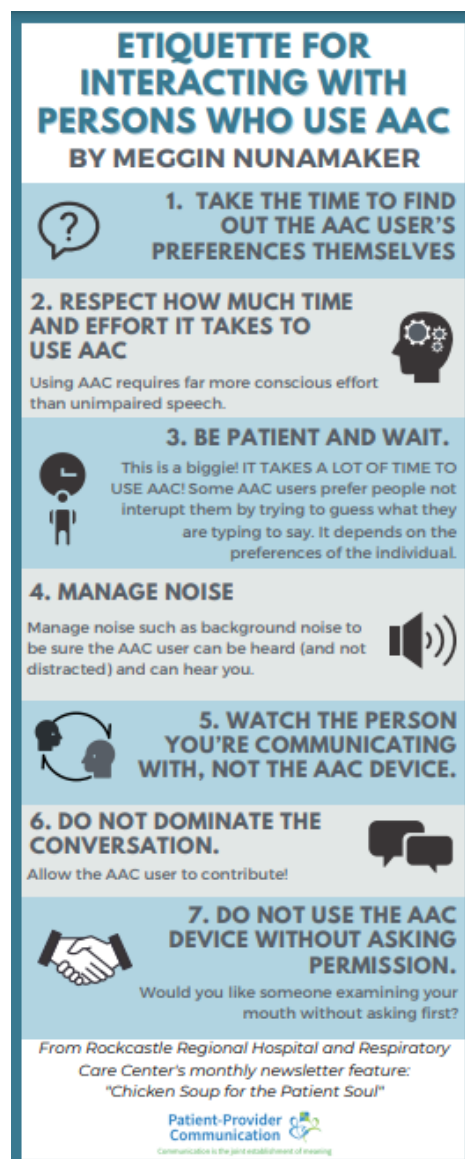
- Ashley Couture, SLP, UVM Medical Center
- Juliet MacCrate, SLP, Boston Children's Hospital
- Becca Stroschein, Grad student in SLP, Penn State

2. **Presentation:** Meggin Nunnamaker presented at this month's forum meeting and shared personal experiences and perspectives on patient-provider communication. Her presentation was recorded and is available to view [on the PPC website](#).

We discussed some resources which Meggin developed and is pleased to share with the group.

- a) Infogram: Etiquette for Interacting with Persons who Use AAC

May also be found on the [PPC website](#)



- b) Meggin wrote a book, *A New Beginning*, which records her experiences as a patient at Rockcastle Regional Hospital & Respiratory Care Center, Inc. It is available to purchase here: [A New Beginning by Meggin Nunamaker](#)
- c) If you would like to hire Meggin to speak at an event, please visit her profile on the USSAAC Speaker Connection site: [USSAAC Speaker Connection](#)

3. Discussion:

Toni Iacolucci commented: Thank you, Megan. When you mentioned not only accepting your current situation but potential future deterioration, it sent a chill down my spine. I'll never forget the moment my ENT doctor told me my hearing loss would eventually result in complete deafness. Never underestimate the power of your story and keep sharing it. We should all strive to be so brave.

June Kailes asked: Have you developed any brief tips for other planning for a hospitalization or planning for emergencies?

Meggin shared: Sometimes when you don't have your tools, you have to be creative. Once, I messaged staff on Facebook.

We discussed the use of training materials and Rachel said we need materials more broad and widely disseminated.

Mary Beth Happ shared she is working on a just in time option for training which is beta testing this fall.

Ashley Couture thanked Meggin for pointing out not being too perky or enthusiastic versus understanding the space the patient is in.

Peggy Ellerston: We do so much work talking with stakeholders about the importance of communication in healthcare but there is an emotional component that can be the ingredient to make the switch - identify patients who can share their stories with providers and this may go a long way to get this done. Physicians have little preparation in their medical training to care for people with disabilities.

Krista Kramer: mentioned hearing the calls in the background and what the patient may hear - the volume of the staff communication may impair sleep - providing ear plugs for patients is a good idea.

4. Announcements - we were all so engaged in the discussion around Meggin's presentation that we did not discuss additional information sharing.

- a) Peggy Ellerston: We would love to invite the participants from today's session to join our community of stakeholders, which would enable the HLAA staff to include them in the emailing of our quarterly column, *Health Care Communication Access*, that appears in Hearing Life Magazine.

Link to register for stakeholders subscription to [Health Care Communication Access column](#)

- b) We will be compiling a list of sessions focused on PPC at this year's ASHA Conference in New Orleans, LA from November 17-19.

NEXT MEETING: FRIDAY, NOVEMBER 11, 2022 AT NOON EASTERN TIME