

Communication Access Across the Healthcare Continuum

Patient-Provider Communication Network Friday Forum Meeting Minutes

September, 2023

1. Who is here? Anybody new?

1. We had a diverse group from several countries, backgrounds, roles, and perspectives! Thank you to the many individuals who returned to the Friday Forum call and to those who came for the first time. We hope to see you back in November!
2. At this month's meeting, we also acknowledged and remembered one of our participants, Meggin Nunamaker, who passed away in August. Please read the lovely remarks from our co-organizer Tami Altschuler about Meggin: *As sent in an email last week, an active participant and beloved member of the PPC Forum, Meggin Nunamaker, passed away unexpectedly on August 30th. Tami so thoughtfully shared, "Meggin has been a very active participant of the Patient-Provider Communication Forum in the past year and a half or so. She has presented to the group and shared resources such as her infographic ("Etiquette for Interacting with Persons Who Use AAC") and the 3 books she has written on her experiences living with a tracheostomy. Meggin always contributed to our bimonthly meeting discussions and brought an invaluable perspective as a patient who was unable to speak and as a professional with education/training as a speech-language pathologist. She was committed to sharing her life experiences and expertise on patient-provider communication and despite all that she has done, she was really just getting started..."*
There will certainly be a void during this week's meeting without Meggin. She will be greatly missed and we will continue to move the needle of patient-provider awareness, research, and implementation, a topic so important to her, forward in her honor.

Guest Speakers

We were fortunate to have Birgit Hennig, Sabrina Beer, and Prof. Andrea Erdelyi present about the developments on patient-provider communication in Germany and German speaking countries, results of research and projects, materials, and publications.

Presentation notes:

- Had a symposium with two days of lectures - next symposium will be in April, 2025 www.logbuk.de/symposium
- Will also focus courses on aac with people with dementia and neurological disorders
- Many publications in German journals and textbooks specific to patient provider communication as well as aac/communication in healthcare settings
- Shared several tools that may be used to enhance communication in different settings (pharmacies, doctor offices, and other institutions)
- Led to creation of an application (UKAPO) available in 7 languages in both google and apple store. Can select written and spoken languages independent of each other as well
- Also led to creation of a more expanded communication book for care centers with 18 main topics including care and daily life. Includes core symbols (same across pages) for example yes, no. Can be used across the age span and ability level.
- Current project is to create an application based on the communication book.
- Shared a research project with picture based book with explanations of different treatments that may be otherwise difficult to explain, especially to children or people with developmental disabilities
- Another current project is a communication book (stemming from the pharmacy book) to develop communication books for special areas in hospitals (Emergency department, oncology, pediatric allergy and respiratory). These may result in funding to create applications based on these books as well.

After presentation, questions:

Rachel asked if there are results regarding implementation data on the tools.

Dr. Erdelyi shared that up to this point the research was focused on tool development but they hope to learn more

Rachel also asked the group about any research on most effective methods for training providers, including nurses

Mary Beth shared that this may lie in implementation science and currently best practice seems to be rooted in unit specific and patient specific training needs

Helen also shared that she hopes her PhD research will specifically help answer this question next year. All are eager to learn more!

Mariyan shared perspective that there needs to be more system level changes even though much of the current practice is focused on change at the patient and unit/department level.

Marybeth - we haven't moved the needle to have training and competency tests at orientations into the healthcare system/organization. All providers need this early and it isn't enough to have it only as a continuing education opportunity (though this matters too). Shared how important it would be to start with simulation and simulation studies to support training and competencies.

Our next forum meeting will be November 10, 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