Overcoming Patient-Provider Communication Barriers in Health Care Settings

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Healthcare Settings

(2)

- Dr's Office/Clinic

- First Responders

- Emergency Rooms

- ICU's

- Acute Care Hospital

- Rehab Hospital

- Nursing Home

- Home Health

- Hospice

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Patient-provider website

(3)

- **www.patientprovidercommunication.org**
  - Articles
  - Policy statements
  - Examples of materials

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Acknowledgements

(4)

Thanks to:
United States Society for Augmentative and
Alternative Communication (USSAAC)

Rehabilitation Engineering Research Center on
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Bill and Melinda Gates Foundation

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Central Coast Children's Foundation, Inc.

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Take Away Messages

(5)

1. Human communication is the ***joint** establishment of meaning* using a "socially distributed ecology of public sign systems" (Goodwin, 2003; Wilkins, 2006; Wilkins & Higginbotham, 2005)

2. To be effective, both patients and providers need to be able to participate fully using whatever means enable them to establish meaning.

   ⟹ Key role for communication enhancement strategies, techniques and technologies.

Take Away Messages

(6)

SHIFTING ROLES of AAC COMMUNITY
- ❖ Increasing the health literacy skills of people with CCN.
- ❖ Understanding and communicating to others the crucial importance of PPC in determining healthcare outcomes.
- ❖ Understanding the "added value" that AAC expertise can provide to the treatment of "mainstream" patients.
- ❖ Helping to increasing knowledge/skills of health care providers so they can communicate effectively with ALL their patients across healthcare settings using AAC and other communication supports.

Take Away Messages

(7)

3. Understanding and communicating to others the crucial importance of P/P communication in determining healthcare outcomes.

4. Understanding the "added value" that AAC expertise can provide to the treatment of "mainstream" patients.

Communication Vulnerable Patients/Patients who can benefit from Communication Supports

(8)

- Individuals with
  - ○ Pre-existing hearing, speech, cognitive disabilities who may (may not) have access to communication tools/supports
  - ○ Linguistic differences
  - ○ Cultural differences
  - ○ Limited health literacy
  - ○ Limited ability to read/write
  - ○ Recent communication difficulties occurring as a result of their disease/illness/accident/event
  - ○ Communication difficulties that occur as a result of medical treatment (*e.g.*, intubation, sedation)

Communication Vulnerable Patients

⑨

More Likely to	Less Likely to
• Be hospitalized	• Adhere to recommended medication regime
• Experience medical/physical harm, *e.g.*, drug complications	• Report abuse
• Leave hospital against medical advice	• Access and use medical care
• Be intubated if asthmatic	• Return for follow-up appointments after Emergency Room visits
• Have increase costs	• Be satisfied with care
• Delay care	
• Receive a diagnosis of psychopathology	

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27 Reasons Hospitals Should Improve Communication Access

⑩

- Supportive Evidence (research) in both English and in Spanish

- Razones que los Hospitales deben mejorar el acceso comunicativa para los pacientes vulnerables-con citaciones de reserva

- *Hay una lista cada vez mayor de razones por las que las instituciones del cuidado médico deben dar prioritaria a las acciones que les ayudan para evitar averías de comunicación. Un cuerpo cada vez mayor de los documentos de la evidencia y de la investigación cómo la mejora del acceso de la comunicación para los pacientes vulnerables de la comunicación puede mejorar una variedad de diversos aspectos del cuidado médico. Las razones de la mejora de la comunicación son numerosas y diversas, extendiéndose de reducir errores médicos, la satisfacción paciente cada vez mayor, y la reducción de costes médicos a las averías de comunicación de reducción al mínimo en ajustes de la emergencia, la reducción del número de pruebas innecesarias, y la reducción del índice de reincidencia paciente.*

http://www.patientprovidercommunication.org

Web Essay in Spanish and English

⑪

- **Communication Access Within Healthcare Environments.**
  Go to www.patientprovidercommunication.org
- **El Acceso a la Comunicación en el Escenario Medico**.
  Go to www.centralcoastchildrensfoundation.org

Authors: Emily Newman and Harvey Pressman.
Translation: Emily Newman

Health Literacy

⑫

WHAT CAN AAC COMMUNITY DO TO IMPROVE

HEALTH LITERACY OF PEOPLE WITH CCN?

Health Literacy

(13)

- *The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions*
  (*Health People 2010*)
- Poor health literacy:
  - Increase in sentinel events
  - 6% increase in hospital visits
  - 2-day longer hospital stays
  - 4x higher annual health care costs
- People with CCN at risk for low health literacy rates
  - Increase in sentinel events, prolonged hospital stays, increased costs, decrease in patient "adherence", negatively affecting follow-up care.

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Expectations

(14)

Typical PP Interview	Preparing individuals with CCN

• Between general practitioner and person without a disability
  ○ 20 minutes in length (Mann et al., 2001).
• Patient typically has 23 seconds to communicate concerns before being interrupted by the doctor.
  ○ Marvel *et al.* (1999)
	• Introduce oneself and one's communication system;
	• Make use of appropriate vocabulary and language to communicate concerns and needs;
	• Make use of appropriate communication strategies to ensure that previous health care and current health concerns are understood by the health professional.

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Introduce self and communication system: Communication Passport

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http://www.accpc.ca/pdfs/passport.pdf

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www.patientprovidercommunication.org/index.cfm/article_6.htm

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Making use of appropriate communication strategies

(17)

Talkback Health Passport

a Poet........ Health Passport Project inspires a Po[...]

A summary for professionals can be found at the back

This Health Passport contains private information and belongs to [...]

please stick a picture of yourself here

I need to have my Health Passport when I visit:
a doctor
a nurse
a hospital
or have other health appointments

Home Health Passport For You For Carers For Health Professionals Survey Health Passport [...] Other Health Projects Contact Us

Health Passp[...]

Hello

Welcome to the *Health Passport* website.

In Buckinghamshire, people with a learning disability have been using Health Passports since 2005.

The *Health Passport* was made for and with people with a learning disability.

On this website you will be able to find out more about the *Health Passport* and how you can get one.

talkback@talkback-uk.com

1. Important information
2. Support
3. Tablets and Medicine
4. Body (physical health)
5. Thinking and feeling (mental & emotional health)
6. Communication
7. More about me
8. Hospital information
9. Getting around
10. Health diary
11. Health Action Plan
12. About this Health Passport
13. New pages
14. Professionals summary

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What can AAC community do to influence use of AAC strategies/ tools in Healthcare

(18)

INCREASE ABILITY OF PROVIDERS TO COMMUNICATE EFFECTIVELY WITH <u>ALL</u> PEOPLE WHO EXPERIENCE COMMUNICATION PROBLEMS BY INCREASING THEIR USE OF AAC TOOLS AND STRATEGIES ACROSS SETTINGS

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Adaptive Equipment Tool Kit
(*www.aactechconnect.com*)

(19)

- Pocket Talker & Hearing Aid Trouble Shooting Guide

- Magnification Glass

- Modified Call Bell & "How To" instructions

- Vidatek Communication Board
- English & Spanish

- Letter/ Picture Boards
- English & Spanish

- Clipboard & Dry Erase Board with Writing Strategies

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On The Spot
Debby McBride & Juli Pearson

(20)

Table II. Some items from the On The Spot Communication Tool Kit

Pocket Talker & accessories	Magnifier page	Clip board	Dry erase board
Amplified sound increases hearing ability. Useful when hearing aids are unavailable.	Enlarges text so patient can read if glasses are unavailable.	Holds paper, communication displays, forms, instructions, *etc*. Has helpful tips on the back.	Write drawn messages. Supports comprehension and expression. Has helpful tips on the back (shown above).

Picture communication boards: English/Spanish	English/Spanish cards	Health care communication board tablet	Vidatek EZ communication boards
Point to messages, symbols, words, pain scale and alphabet.	16 cards with useful words and phrases in English and Spanish, *e.g.*, comfort, orientation, pain, *etc*.	Point to messages, symbols, words, pain scale and alphabet. English only.	Point to specific messages. Has pain scale, alphabet and words. Available in 17 languages and a picture board.

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Kit de Communication
by Elisabeth Negre

(21)

Kit de communication

Mieux communiquer pour mieux soigner :
« le Kit de communication de l'AP-HP »

(French descriptive paragraph)

• 20 pictograms
• Loose-leaf sheets or dialogue, reflecting questions most often asked during a medical examination
• Ring-binder that invites carers to offer other forms of communication
• Tools to complete questions or elicit responses (yes-no, ABC, pain scale).
Subtitled in English, Russian, Mandarin Chinese and Arabic languages,

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Communication Matters

(22)

• <u>To download</u>
  o www.communicationmatters.org.uk/page/focus-on-leaflets
  o www.patientprovidercommunication.org/index.cfm/article_2.htm
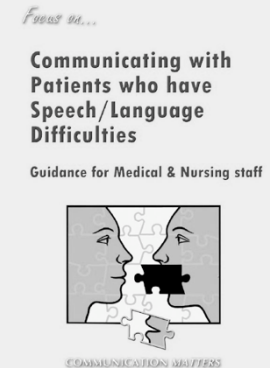
Focus on...

Communicating with Patients who have Speech/Language Difficulties

Guidance for Medical & Nursing staff

COMMUNICATION MATTERS

Making use of appropriate vocabulary to communicate concerns and needs

(23)

YES | NO | HELLO
THANKS | WATER | PAIN

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http://www.vidatak.com

Slide 1

PAIN CHART

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http://www.vidatak.com

Slide 2

Vietnamese

Spanish

http://www.vidatak.com/

Slide 3

Letter Cue Board

THE WORD BEGINS WITH….

Q W   E   R   T   Y   U   I   O   P

A   S   D   F   G   H   J   K   L

Z   X   C   V   B   N   M   Start again

br cr   fr   gr tr   pl   str Next word

bl cl   fl   gl sw dw tw   End

sl   sc   sk   sm sn sp

sw squ spl spr scr

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Partner Assisted Scanning Spelling Board

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Direct Selection Spelling Board

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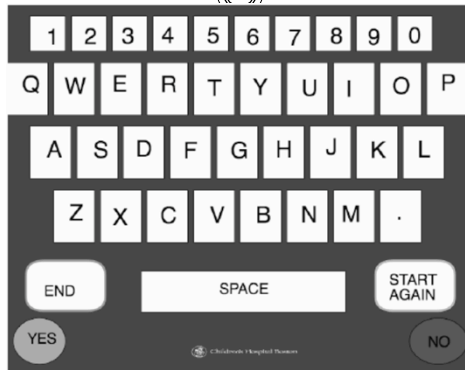
1 2 3 4 5 6 7 8 9 0
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M .
END   SPACE   START AGAIN
YES   NO

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Writing Strategies

Writing can be a successful way to communicate when speaking is not possible. Here are ways to make it easier.

- Help the patient **sit upright**
- Position a **pillow** or towel under the patient's **writing arm/ elbow** for support
- Place a pillow on the patient's lap to prop up a **clipboard or dry erase board**
- A patient may find it easier to use their **strongest hand** for writing, even if it is not their dominant hand
- Use **white paper** vs. lined paper
- Use a **felt tip pen or thin marker** instead of a ball point pen or pencil, as it may glide easier
- Encourage the patient to **print** rather than use cursive
- Encourage the patient to **print LARGE** and **space out** the letters and words

Call_____ for questions/comments.
Speech Therapist

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Magnification Glass

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A magnification glass can be especially helpful if an individual does not have their glasses with them, and/or if they've had a new diagnosis affecting their visual acuity. For other visual perceptual issues, consult Occupational Therapy.

Modification: Visual Enlargement

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Language Images

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The website www.languageimages.com allows you to create custom communication boards with "adult-like" images. The boards come in various sizes ranging from 3- 35 images on a page (depending on a patients visual and/or cognitive status). You are able to immediately download and print for use. It doesn't take long to create a custom board, and the website contains many pre-made boards as well. Example boards are above. The text can be customized and/or removed as appropriate for the patient, and you can print in color or black & white.

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doctor · phone · toilet · pillow
drink · watch · shower · cream
blanket · socks · toothbrush · television

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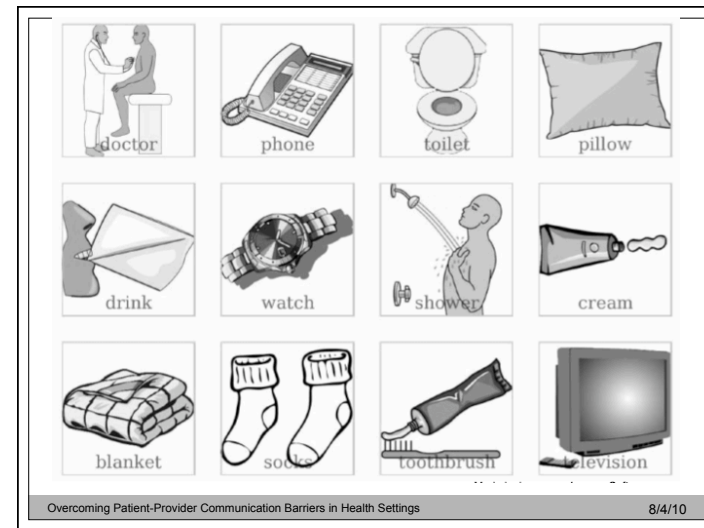
Go Talk Overlay Software

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This software allows you to create custom
communication boards. There are 4000+
images (that include photos and
symbols), and you can also paste your
own images into the program. The
overlay cells can contain an image, text in
any language or both. Multiple editing
features let you change color, size,
background, font or text, and move,
enlarge, rotate and crop pictures. There
are templates included for the GoTalk
(see "Modifications" section).

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Ordering Information for the Go Talk Overlay Maker Software

Phone #: 1.800.327.4269
Fax #: 1.800.942.3865

Price: $79.00

Address:
P.O. Box 930160
Verona, Wisconsin 53593-0160

Website: www.attainmentcompany.com

Specifically:
http://www.attainmentcompany.com/xcart/product.php?productid=16134&cat=0&page=1

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Critical Communicator
(in Spanish too)

(37)

The Critical Communicator is a booklet of pictures (e.g. nurse, suction, bathroom), letters and commonly used words. These are available in English and **Spanish.**

Ordering Information for the Critical Communicator

Phone #: 1.800.253.5111
Fax #: 1.330.923.3030

Price: $23.00

Address:
P.O. Box 1805
Stow, Ohio 44224-0805

Website: http://interactivetherapy.com

Specifically: http://www.interactivetherapy.com/New%20Merchant/communicators.htm

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Daily Communicator Pocket Size
(in Spanish)

(39)

These Pocket Communicators come in a "word" (blue) and "picture" (green) version, and have categorized lists of vocabulary based on topics such as "family", "meals", "action words", "hygiene", etc. These come in both English *and* **Spanish,** and the "picture" version can be helpful for other non-English speakers as well.

Ordering Information for the Daily Communicator (Pocket Size)
Spanish Version

Phone #: (800) 253-5111
Fax #: 1-330-823-3030

Price: $23.95
Item # W105

Address:
Interactive Theraputics
P.O. Box 1805
Stow, Ohio 44224-0805

Website: www.interactivetherapy.com

Specifically: http://interactivetherapy.com/New%20Merchant/communicators.htm

Pain Scales

(41)

These are some examples of pain scales that patients can use to indicate their level of pain. The hospital or health care setting may have specific pain scales available as well. The EZ Communicator by Vidatek and the Critical Communicator also have pain scales. Once you find one that works for a patient, you may want to cut it out and put it on a clipboard, or attach it to a file folder, and leave it near the patient for quick access.

Worst Possible Pain

No Pain

| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

No Pain — Worst Pain

	Scale	
No pain	0	
	1	
Mild annoying pain	2	
	3	
Nagging, uncomfortable, troublesome pain	4	
	5	
Distressing, miserable pain	6	
	7	
Intense, dreadful, horrible pain	8	
	9	
Worst possible, unbearable, excruciating pain	10	

| 0 NO HURT | 1 HURTS LITTLE BIT | 2 HURTS LITTLE MORE | 3 HURTS EVEN MORE | 4 HURTS WHOLE LOT | 5 HURTS WORST |

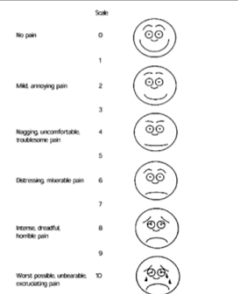
Pocket Talker

(44)

The Pocket Talker is a helpful tool for people with hearing loss, who benefit from amplification. Easy to use instructions: place ear piece in patients ear, turn volume to adequate level, and speak into microphone.

Be sure to suggest an Audiology consult if appropriate.

Warning: If the ear piece gets too close to the speaker there will be loud feedback from the device.

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Ordering Information for the Pocket Talker Deluxe Headphone Set

Phone #: 1. 888 432 0874
Fax #: 1. 602 926 2653

Price: $134.00

Address:
P.O. Box 3448
Flagstaff, AZ 86003

Website: www.abbn.com

Specifically: http://www.abbn.com/mm5/merchant.mvc?

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Policy and Practice

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THIS IS WHERE RUBBER HITS THE ROAD!

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POLICY	PRACTICE
• The Joint Commission New Standard. Effective January 2011 ***Advancing effective communication, cultural competence & patient-centered care*** • ***A Roadmap for Hospitals*** www.jointcommission.org	• Books • Newsletters • Articles • Presentations • Ongoing Research • New and ongoing clinical practice

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Presentations at this conference

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- Effectiveness of AAC strategies within specialized nursing care departments, LSU Health Center/Tulane Medical Center, LA: Banajee, Sudkamp, Diannitto
- Murses' perspectives on the "big 5" basic needs communication in hospital, The University of Queensland-Australia/University College-Molde-Norway: Hemsley, Balandin, Worrall
- Providing health care providers consistent AAC knowledge/materials for critical care pediatric patients, Children's National Medical Center-DC: Quinn, Ritthaler, Stuart
- Facilitating people with mental health and complex communication needs to access medical consultations, Castlebeck Care, Dundee/Tayside Primary Health Care Trust (UK): Macer, Fox
- AAC assessment and feature matching in pediatric icu and acute care, Children's Hospital Boston-West Roxbury: Costello, Pritchard

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Presentations at this conference

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- Developing an AAC system for hospital emergency rooms in Saudi Arabia, Dar Al Hekma College-Jeddah (Saudi Arabia): Bugshan, Al-Saadi, Al-Sayed, Alasseri
- TEAACH: Preliminary results from focus groups with nurse practitioners, University of Dundee (UK), Høgskolen i Molde (Norway): Cummins, Waller, Balandin2, Kroll
- Contributions of AAC during nursing consultation, Universidade Federal de São Carlos-UFSCar (Brazil), Centro Universitário Rio Preto-UNIRP, Faculdade de Medicina de Rio Preto-FAMERP: Moreschi, Fernando, Bello, Biroli, Watanabe, Almeida, Almeida.
- AAC in a nursing setting: intensive care, neurology physiotherapy and pneumology units, S. Bassiano Hospitals (Italy): Cerantola1, Polita, Di Natale.
- Evolving AAC and AT provision during neurological rehabilitation for locked-in syndrome: A case study, Royal Hospital for Neuro-Disability-Putney (UK): Viera, Rossi, Bache, Cullen, Henson, Senghani, Derwent

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Recent activities and their impacts

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Picture Communication Board

- Vidatak Boards for use in ICUs with children
  - John Costello and Lance Patak
- Translation of boards into Spanish, Vietnamese
  - Gulf Coast Project USSAAC
- Activities related to Emergency Preparedness
  - Communication4ALL (Diane Bryen/AAC-RERC)

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Augmentative Communication News (Vol 21, #2)
www.augeominc.com

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- Information about
  - ❖ Promising practices
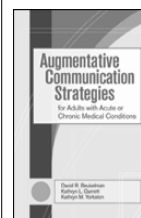 - ❖ The Joint Commission Standard and Implementation Manual
  - ❖ Tools of the trade

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Other Resources

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- *Augmentative Communication Strategies for Adults with Acute or Chronic Medical Conditions* Book with CD Rom

- University of Nebraska website -http:// aac.unl.edu
  - Books, aphasia resources, visual scene display resources, demographics, Speech Intelligibility test

- AAC-RERC website and webcasts – www.aac-rerc

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To be in touch…

(53)

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WWW.PATIENTPROVIDERCOMMUNICATION.ORG

WWW.AUGCOMINC.COM

WWW.CENTRALCOASTCHILDRENSFOUNDATION.ORG

WWW.AACTECHCONNECT.COM

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■ Please visit our website at AAC-RERC.COM for more information

AAC-RERC
SPREAD THE WORD

www.aac-rerc.com   NIDRR

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