Overcoming Patient-Provider Communication Barriers in Health Care Settings

HARVEY PRESSMAN, PRESIDENT
CENTRAL COAST CHILDREN’S FOUNDATION, INC.
SARAH BLACKSTONE, PRESIDENT,
AUGMENTATIVE COMMUNICATION, INC.

Healthcare Settings
- Dr’s Office/Clinic
- First Responders
- Emergency Rooms
- ICU’s
- Acute Care Hospital
- Rehab Hospital
- Nursing Home
- Home Health
- Hospice

Patient-provider website

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

Acknowledgements

Thanks to:
United States Society for Augmentative and Alternative Communication (USSAAC)
Rehabilitation Engineering Research Center on Communication Enhancement- AAC-RERC
Bill and Melinda Gates Foundation
Augmentative Communication, Inc.
Central Coast Children’s Foundation, Inc.
Take Away Messages

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

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

- 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)

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.
Communication Vulnerable Patients

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

Web Essay in Spanish and English

- 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

27 Reasons Hospitals Should Improve Communication Access

- 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 prioridad a las acciones que les ayudan para evitar averías de comunicación. En 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 costos médicos a las averías de comunicación de redacción 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

Health Literacy

WHAT CAN AAC COMMUNITY DO TO IMPROVE HEALTH LITERACY OF PEOPLE WITH CCN?
Health Literacy

- 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.

Expectations

<table>
<thead>
<tr>
<th>Typical PP Interview</th>
<th>Preparing individuals with CCN</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Between general practitioner and person without a disability</td>
<td></td>
</tr>
<tr>
<td>o 20 minutes in length (Mann et al., 2001).</td>
<td></td>
</tr>
<tr>
<td>• Patient typically has 23 seconds to communicate concerns before being interrupted by the doctor.</td>
<td></td>
</tr>
<tr>
<td>o Marvel et al. (1999)</td>
<td></td>
</tr>
<tr>
<td>• Introduce oneself and one’s communication system;</td>
<td></td>
</tr>
<tr>
<td>• Make use of appropriate vocabulary and language to communicate concerns and needs;</td>
<td></td>
</tr>
<tr>
<td>• Make use of appropriate communication strategies to ensure that previous health care and current health concerns are understood by the health professional.</td>
<td></td>
</tr>
</tbody>
</table>

Introduce self and communication system: Communication Passport

<table>
<thead>
<tr>
<th>Transportation</th>
<th>How I Communicate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver’s licence/permit</td>
<td>Language abilities (spoken, written)</td>
</tr>
<tr>
<td>Licence to operate vehicle</td>
<td>Communication device (e.g., hearing aid, glasses)</td>
</tr>
<tr>
<td>Car registration number</td>
<td>Communication method</td>
</tr>
<tr>
<td>keletal mobility in arm(s)</td>
<td>Medical condition(s)</td>
</tr>
<tr>
<td>Hearing</td>
<td>Access to interpreter</td>
</tr>
<tr>
<td>Vision</td>
<td>Access to note taker</td>
</tr>
</tbody>
</table>

http://www.ac ccp.ca/pdfs/passport.pdf

www.patientprovidercommunication.org/index.cfm/article_6.htm
Making use of appropriate communication strategies

Talkback Health Passport

Hello
Welcome to the Health Passport website.
In Buckinghamshire, people with a learning disability have been using Health Passports since 2006. 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

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

Increase ability of providers to communicate effectively with all people who experience communication problems by increasing their use of AAC tools and strategies across settings

Adaptive Equipment Tool Kit

(www.aactechconnect.com)

• 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

On The Spot

Debby McBride & Juli Pearson

1. Tape Recorder
2. Paper & Stamps
3. Caps Lock Key
4. English & Spanish
5. Spanish
6. Spanish

Overcoming Patient-Provider Communication Barriers in Health Settings
Kit de Communication
by Elisabeth Negre

- 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.

Communication Matters

- To download
  - www.communicationmatters.org.uk/page/focus-on-leaflets
  - www.patientprovidercommunication.org/index.cfm/article_2.htm

Making use of appropriate vocabulary to communicate concerns and needs

http://www.vidatak.com
Direct Selection Spelling Board

Magnification Glass

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

Language Images

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 patient's 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.
Go Talk Overlay Software

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).

Ordering Information for the Go Talk Overlay Maker Software
Phone: 1.800.327.4266
Fax: 1.800.942.7863
Price: $79.95
Address:
P.O. Box 90110
Vernon, Wisconsin 53590-4168
Website: www.atiammcompany.com
Specifications:
Critical Communicator
(in Spanish too)

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.

Daily Communicator Pocket Size
(in Spanish)

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.

Overcoming Patient-Provider Communication Barriers in Health Settings
8/4/10
Pain Scales

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.

Pocket Talker

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.
Overcoming Patient-Provider Communication Barriers in Health Settings

Policy and Practice

This is Where Rubber Hits the Road!

Presentations at this conference

- Effectiveness of AAC strategies within specialized nursing care departments, LSU Health Center/Tulane Medical Center, LA: Banajee, Sudkamp, Diannitto
- Nurses’ 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-D.C: Quinn, Rithiuler, 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
Presentations at this conference

- 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, Birol, Watanabe, Almeida, Almeida.
- AAC in a nursing setting: intensive care, neurology physiotherapy and pneumology units, S. Bassiano Hospitals (Italy): Cerantolai, 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

Recent activities and their impacts

- 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)

Augmentative Communication News (Vol 21, #2)

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

Other Resources

- 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
To be in touch...

PRESSTOE@AOL.COM AND SARAHBLACK@AOL.COM
WWW.PATIENTPROVIDERCOMMUNICATION.ORG
WWW.AUGCOMINC.COM
WWW.CENTRALCOASTCHILDRENSFOUNDATION.ORG
WWW.AACTECHCONNECT.COM