

a voi(e for the voi(eless®

Communication Access mean Health Access

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May 26, 2016

HELLO, I'M

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A lifetime of Assistive Technology

- From the Echo (1982)
- To the iPad (2011) & eyeGaze (2016)









People who have **complex communication needs** are unable to communicate effectively using speech alone.

They and their communication partners may benefit from using alternative and augmentative communication (AAC) methods, either temporarily or permanently. Hearing limitation is not the primary cause of complex communication need.

Perry et al. 2004

definition

AAC systems can *augment* existing communication skills or provide an *alternative* to speech.



AAC



Non-aided

- Speech
- Signs/ Sign Language
- Gestures



Aided

- Writing/Typing
 - Email/text/Facebook
- Symbols
 - Words
 - Graphics (PCS)
- Devices
 - Digitized Speech
 - Synthesized Speech



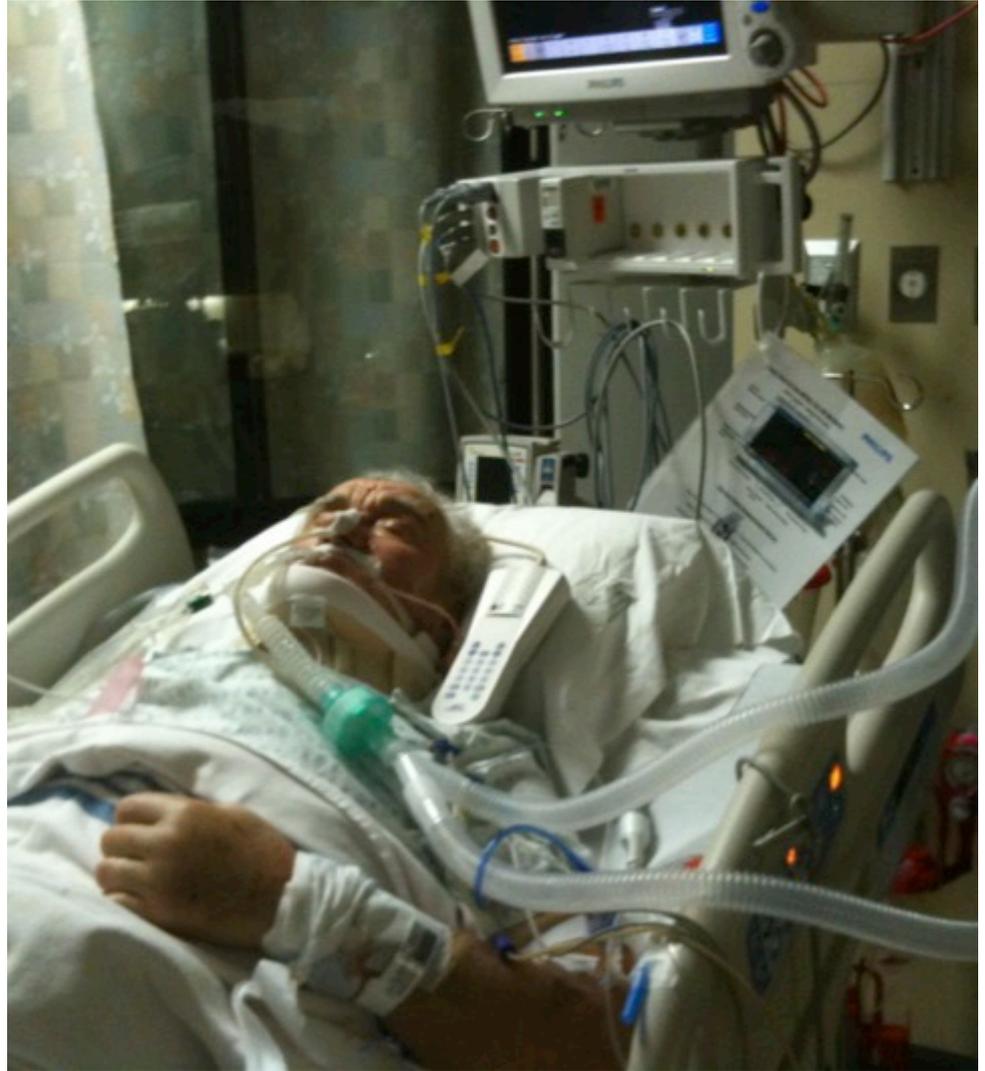


My Doctoral Research

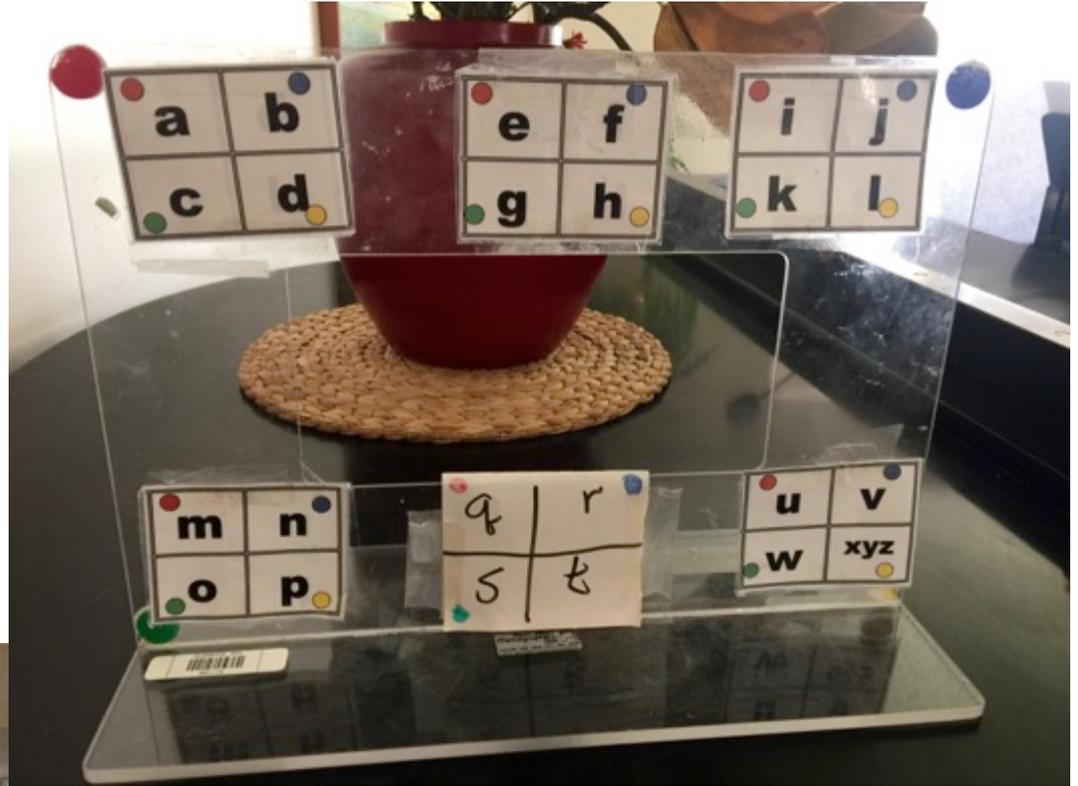
What is the experience of speaking with a
Speech Generating Device?



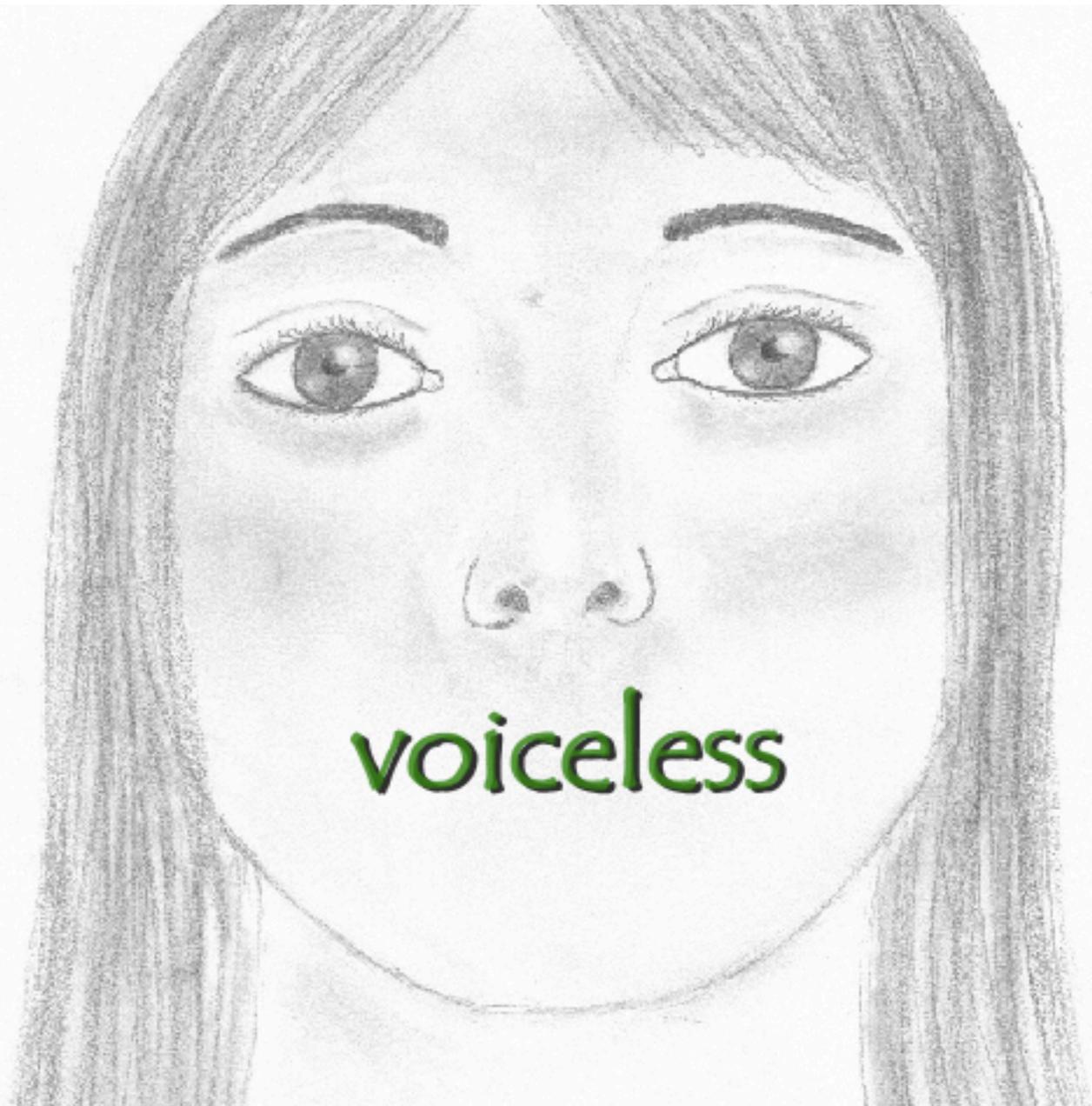
My Parents' Voicelessness







SHARING
STORIES



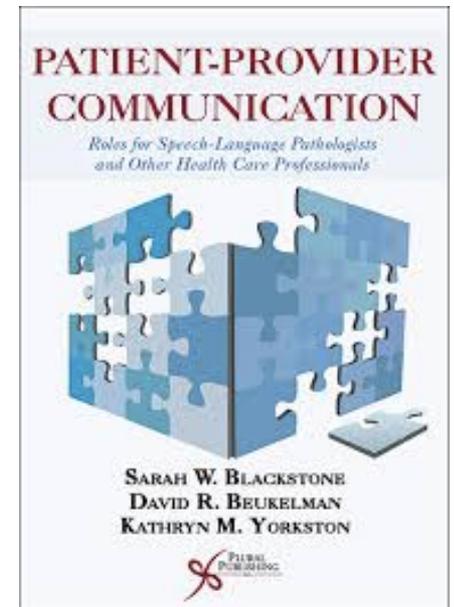




Bartlett, G., Blais, R., Tamblyn, R., et al. (2008) Impact of patient communication problems on the risk of preventable adverse events in acute care settings. *Canadian Medical Association Journal*, 178 (2)

Blackstone, S. & Pressman, H. (2016). Patient communication in health care settings: New opportunities for augmentative and alternative communication. *Augmentative and Alternative Communication*, 32(1), 69-79.

Costello, J.M. (2000). AAC intervention in the intensive care unit: The Children's Hospital Boston Model. *Augmentative and Alternative Communication*, 16: 137-53.



Patients with communication problems were more likely than patients without these problems to experience multiple preventable adverse events

Bartlett et al. 2008

Recent data show that communication failures (including breakdowns in oral, written, and electronic communication) between and among providers, as well as with patients, rank among the top three leading causes of sentinel events

Blackstone & Pressman, 2016



New Research from HealthGrades
Poor Communication Can Mean:

27%
more safety
events*



**Poor Nurse
Communication**

15%
more safety
events



**Poor Doctor
Communication**

*Nurses tend to interact with patients more often and for longer periods of time than doctors.
Source: HealthGrades 2012 Patient Safety & Patient Satisfaction Report

Demographic trends...

- Aging population means a greater percentage of patients are likely to have communication challenges
- An increasing number of patients and providers do not speak the same languages or share similar backgrounds, lifestyles, or belief systems.



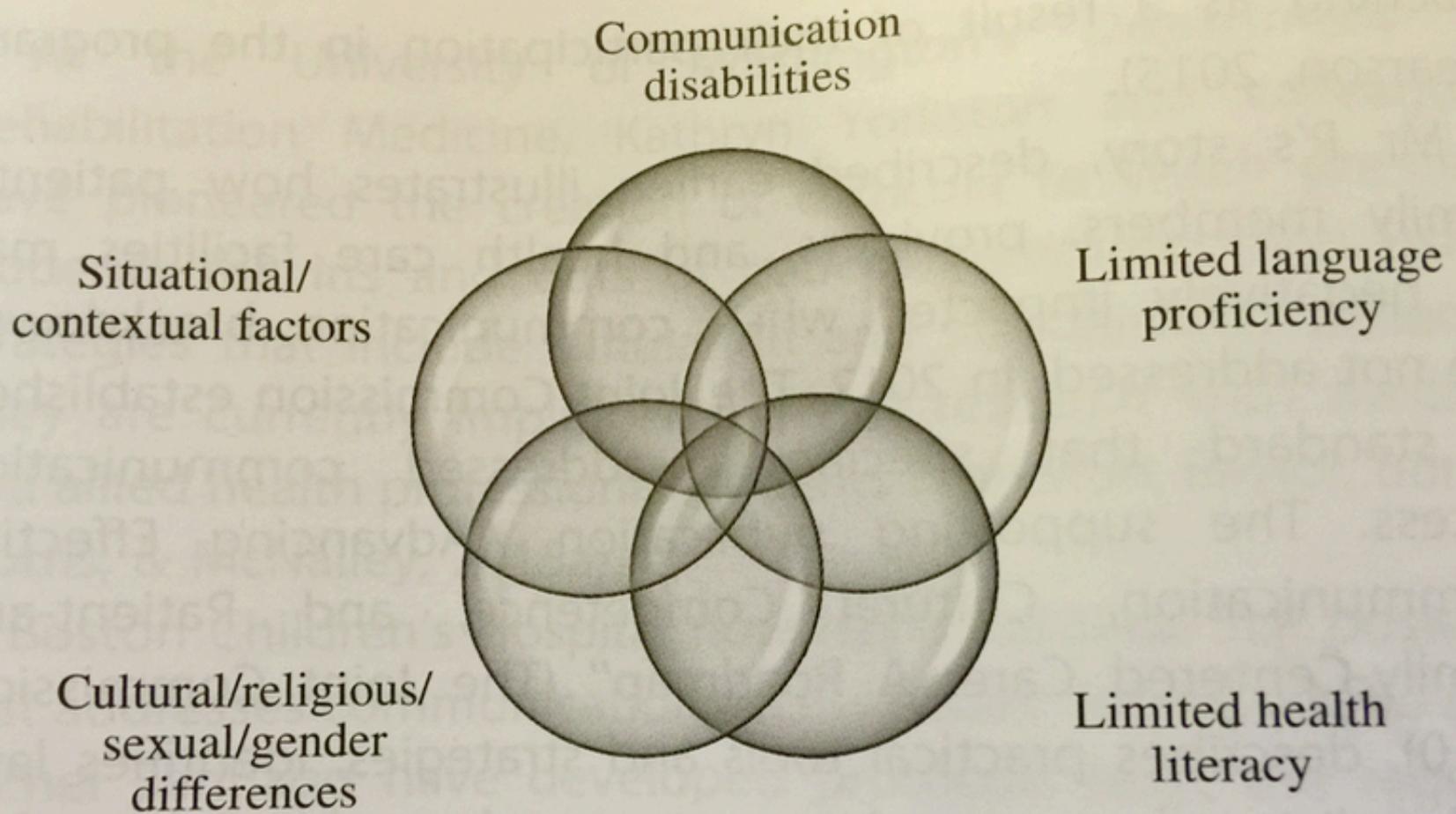


Figure 1. Communication-vulnerable patient groups and converging risk factors. Adapted from Blackstone (2015). © 2016 Sarah W. Blackstone. All Rights Reserved.

Challenges...

- Awareness
- Expertise
- Resources
- **TIME**



Signs of progress

- Plain language and referrals
- Communication displays and speech-generating devices
- Communication partner training
- Self-medication training and comprehension checks



Plain and Accessible Language

- Easily understood forms
- Interpreter services
- Communication intervener support
- Intake including Communication Questionnaire



Communication displays and speech-generating devices

John Costello (Boston Children's Hospital):
Patient Provider Communication

<http://aac-rerc.psu.edu/index.php/webcasts/show/id/27>

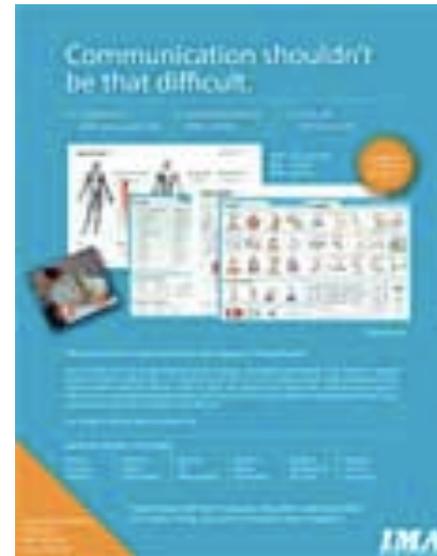


Costello (2000)

Resources:

EZ Boards™

<http://www.i-ma.com/Infection-Control-Risk-Management/Patient-Communication-Board.html>



Vida Talk™ apps

<http://www.vidatak.com/>



Communication Intermediaries

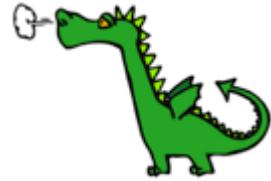
- *A speech-language pathologist (or other professional with expertise in communication) with additional training who assists people with speech and language disabilities to understand questions and to communicate answers effectively (Collier, 2014 as cited in Blackstone, Beukelman & Yorkston, 2015).*

AAC Myth or Fact?

AAC is the responsibility of the SLP



Myth!



A team approach is important to the success of any AAC intervention!



AAC practitioners have long understood the need for inter-professional collaboration. In fact, most work hand-in-hand with other professionals, family members, and community agencies every day (Blackstone & Pressman, 2016)

Communication Partner Training

SPEACS-2 Interactive Learning Modules

<http://nucleus.con.ohio-state.edu/media/speacs2/speacs.htm>

SPEACS-2: Online Communication Training for ICU Nurses

<http://www.aacn.org/wd/education/content/speacs-2-communication-training.pcms?menu=education>





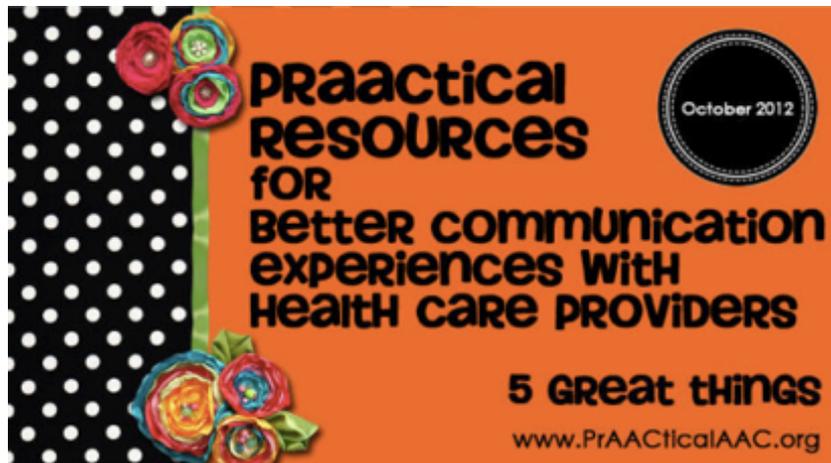
Emergency Communication For Emergency Response Personnel



<http://aac-lerc.psu.edu/index.php/pages/show/id/18>



- <http://praacticalaac.org/practical/fast-faact-friday-how-much-time-do-slps-in-healthcare-settings-spend-on-aac-services-to-children/>





PATIENT-PROVIDER COMMUNICATION

*Roles for Speech-Language Pathologists
and Other Health Care Professionals*



**SARAH W. BLACKSTONE
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KATHRYN M. YORKSTON**



When you give everyone a voice
and give people power, the
system usually ends up in a
really good place. So, what we
view our role as, is giving
people that power.

Mark Zuckerberg

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