“In this world, nothing can be said to be certain except death and taxes...”

“Actuarial data confirm that from the time of our birth until our death, we become patients again, and again, and again.”

“Most of us would add the inevitability of medical encounters.”
Supporting communication access across healthcare settings

A Role for SLPs?

What? How? Where? When?

THE FACTS

Effective Patient Provider Communication (PPC) Impacts

- Accuracy of diagnoses
- Treatment outcomes
- Quality of care
- Adherence to recommendations
- Patient satisfaction
- Safety
- Costs
- # of hospital readmissions
- # and type of sentinel events

Other Contributing factors

- Demographic patterns
- Expanding access to health care for some groups
- Immigration trends
- Advances in medical science
- Fast pace of medical appointments
- Unfamiliarity with people, place, process, terminology
- Lack of knowledge
- Erroneous assumptions of health care providers

Communication Vulnerable Populations in Healthcare Settings

2/3 of U.S. population may face communication vulnerabilities during health care encounters

Top 3 causes of sentinel events

- Leadership failures
- Human factors
- Communication failures

PPC across Health Care Settings

- The Joint Commission Standard (July 2012)
- Patient Protection and Affordable Care Act (2011)
- Health literacy as “universal precaution” (Agency for Healthcare Research and Quality, 2011)
- National Plan to Improve Health Literacy (HHS, 2010)
- Revised Minimum Data Set 3.0 (CMS, 2010)
- Title VI of Civil Rights Act (1964)
- Rehab Act etc.

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- American Medical Association Ethical Force Program
- Title VI of Civil Rights Act
- Rehab Act etc.
Effective PPC viewed as essential component of quality healthcare and patient safety as well as the basic right of every patient.

Ethical Force Program Oversight Body, 2006; The Joint Commission, 2010 ASHA mission statement

“Effective Communication”? “the successful joint establishment of meaning wherein patients and healthcare providers exchange information, enabling patients to participate actively in their care from admission through discharge, and ensuring that the responsibilities of both patients and providers are understood”

The Joint Commission, 2010b, p. 91

People with communication challenges

- High risk for communication breakdowns
- May have limited communication access


Communication is NOT, I talk you listen or you talk, I listen….Communication is the “JOINT” establishment of meaning

Communication Accommodation Theory (CAT)
Giles & Powesland, 1975; Giles & Okay, 2007

- Interaction-centered
  - "When people interact they adjust their speech, their vocal patterns and their gestures, to accommodate to others."
- As applied to PPC
  - Examples of
    - Over Accommodations
    - Under Accommodations

The GOAL

1. Nurse walks into room BP 50/10
   - Immediate response
   - Transcribe
   - Assess effectiveness of action
   - Re-assess, re-intervene, monitor, document

2. Nurse walks into room. Unable to communicate with patient
   -胸部穿刺
   - Monitor, document

From Lance Patak, M.D., M.N.
80 Dysphagia icons

Lingraphica. Go to www.patientprovidercommunication.org

Patient-provider website and forum
www.patientprovidercommunication.org

- Articles
- Presentations
- Annotated bibliographies
- Examples of Materials
- Case Examples
- Newsletter
- Links

Patient Provider Communication Across the Continuum of Health Care
• Outpatient
• Emergency
• Acute care – Pediatric
• Acute care – Adult
• Acute Rehabilitation
• Long Term Care
• Hospice

- Matching the right expertise.
- To the right tools/strategies
- At the right time.
- In the right place

Study of Communication Strategies

<table>
<thead>
<tr>
<th>Communication Strategy</th>
<th>Percentage (%) of Nurses Indicating Use of Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper and pencil</td>
<td>50</td>
</tr>
<tr>
<td>Picture or symbol board</td>
<td>30</td>
</tr>
<tr>
<td>Lify writing</td>
<td>70</td>
</tr>
<tr>
<td>Alphabet boards</td>
<td>65</td>
</tr>
<tr>
<td>Electronic speech-generating</td>
<td>46</td>
</tr>
<tr>
<td>device</td>
<td></td>
</tr>
<tr>
<td>Sign language</td>
<td>35</td>
</tr>
<tr>
<td>Other</td>
<td>10</td>
</tr>
</tbody>
</table>

Note: Represented with permission from Richard Hartig.

Problem with Paper & Pencil

Illegible writing

Creating a Culture that Values Communication Access

• Empower Board
• Voxello
• Vidatak Boards
• Show Me
• ServVision
• Health Care Communication Board
• Widget materials
• KIT de Communication
• I am Heard
• Etc.
Preparing People with Speech and Language Challenges Future Medical Encounters
Roles for community professionals, schools, organizations, agencies, etc.

Disaster Scenarios - Unpredictable
Emergencies. Happen every day
Scheduled Visits
Targeting Both Sides

Getting the Most Out of Health Care Visits

Healthy Aging & Physical Disability Research and Training Center (Factsheets) http://agerrtc.washington.edu
How should we prepare the PWD?

PACT

P – Prepare
A – Ask questions
C – Construct a plan
T – Take-away materials

References


MANY other references available

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