

Patient Provider Communication in Healthcare Settings & Situations

David Beukelman, Madonna Rehabilitation Hospital

Amy Nordness, Munroe-Meyer Institute

Miechelle McKelvey, UNK



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Communication in Medical Settings Joint Commission Definition (2010)

- **Effective communication** is the successful joint establishment of meaning wherein patients and providers exchange information, enabling patients to participate actively in their care from admission through discharge, and ensuring the responsibilities of both patients and providers are understood.



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Communication Vulnerable People

1. People with **pre-existing disabilities** that affect communication
2. People with **recent onset** (first time) communication disorders (stroke, TBI)
3. People with recent communication limitations due to **medical interventions** (tracheostomy, ventilator, laryngectomy, surgery to speech mechanism)
4. People with **native language** and cultural barriers
5. People with limited **health literacy**



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Communication Intermediary/Support Roles

- 1. **Communication Coordinator** for Facility or Medical Unit
- 2. Daily **Communication Facilitator** for Individual Patient
- 3. Unique **Communication Partner** Support & Training (spouse, child, future home care provider, etc.)
- 4. **Legal Communication Intermediary** for individual patients in legal procedures (will, court, end of life, business, child custody, etc.)
- 5. **Medical or health interpreter** for patients with foreign primary language or minimal medical awareness or background.



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Variability

- There is wide variability in how we prepare for and support communication exchanges in medical settings
- There are questions we can focus on to help generalize communication supports



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When do you Prepare for Communication?

- **Communication Vulnerable Individuals**
 - Prior to an emergency
 - Emergency Checklist
 - Communication Passport
 - ICE Card
 - Prior to a hospital stay/doctor's visit
 - Preparation of personal supports/messages
 - Message banking
 - Other practices?
- **Professionals**
 - Prior to an emergency
 - Facility materials – generic boards/messages
 - Communication Packets to Support Communication on Specific Medical Units
 - Prior to a hospital stay/doctor's visit
 - Care Maps
 - Message banking
 - Interpreter Contract
 - Other practices?



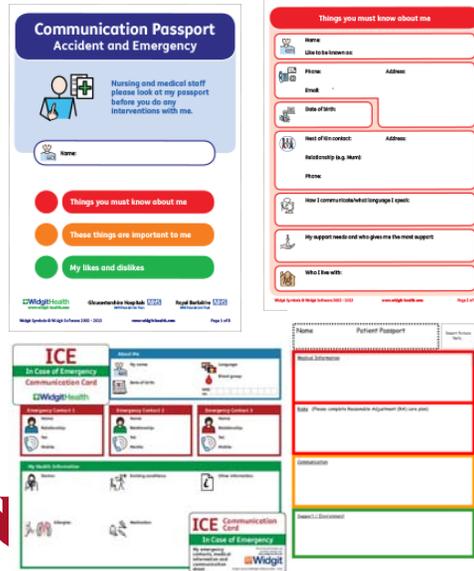
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Patient Materials: Emergency

- Emergency Checklist
- Communication Passport
- ICE Card



Emergency Care: Communication Strategies

- Review of Fire Personnel Training in Central Nebraska, by Michelle McKelvey, UNK



PURPOSE

- ❖ **Purpose:** To increase awareness of aphasia for First Responders (FRs) through
 - ◆ education about aphasia
 - ◆ recognizing a person with aphasia (PWA)
 - ◆ compensatory strategies to efficiently communicate with a PWA in a variety of situations



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METHODS

- ❖ **Pilot Study**
 - ◆ Introductory course in communication disorders
- ❖ **Participants**
 - ◆ 47 First Responders (fire fighters, emergency medical)
 - ◆ age range: 24-60 years
 - ◆ education level: 12-18 years
 - ◆ years of experience: 6 months-32 years
 - ◆ hours of employment: 0-50
 - ◆ employment status: volunteer, part/full time, retired



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Procedures

- ◆ **Demographic questionnaire:** documented prior knowledge & biographical information
- ◆ **Aphasia quiz (pre)**
 - ◆ 10 questions “*true, false, or I don’t know*”
- ◆ **DVD: Aphasia: Education for Emergency Personnel**
 - ◆ information regarding aphasia & the impact
 - ◆ consequences of limited knowledge of aphasia
 - ◆ examples of FRs using compensatory strategies
- ◆ **PowerPoint Presentation:** train how to communicate with a PWA in emergency situations
- ◆ **Aphasia quiz (post)**



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Research Question 3

Change in FRs’ Mean Quiz Performance
Following Training

Response	Pre-Quiz Mean Percent	Post-Quiz Mean Percent	Change in Mean Percent
Correct	46.2%	92.3%	+ 46.1%
Incorrect	4.5%	5.7%	+ 1.2%
I don’t know	49.4%	1.9%	- 47.5%



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SUMMARY OF RESULTS

- ❖ Aphasia awareness training improved all FRs' performance on post-quiz
- ❖ EMTs performed better on the pre-quiz
- ❖ FRs with more years of educational attainment & employed FRs performed better
- ❖ Slight increase for incorrect responses
- ❖ Other variables considered:
 - ◆ age, gender, experience, & hours of employment



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PPC Strategy: Preparation of Health Related Communication Support for Specific Patient with **Pre-existing Conditions**

- Cerebral palsy
- Aphasia
- ALS
- TBI
- Autism
- Targeted for their communication limitation and their unique communication needs.



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Pre-intervention Evaluation and Communication Support Development

- Respiratory
 - Ventilator support needed?
 - PMV, communication device, etc.
- Surgery of Speech Mechanism
 - Head and Neck Cancer
 - Potential with clean margins
 - Electrolarynx
 - iPad app – Handwriting recognition
- Message Banking
 - Temporary or permanent loss of speech
- Device Trials
 - Prior to procedure to ensure:
 - Ease of use
 - Accurate messaging



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PPC Strategies: Physician Visits

- Preparatory Strategies to collect, document and represent information needed at the appointment.
- Communication supports to communicate about health during the appointment
 - Provision of health information
 - Ask questions and clarify information



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PPC Strategies: Hospice/End of Life

- May require different communication supports than traditional medical care did.
- Communication about end-of-life decisions
 - Terminate interventions, treatments, or supports
 - Change nutrition strategy
 - Change or confirm end-of-life legal papers or agreements
- Important end-of-life messages to family, friends, spiritual counselors



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How are Communication Supports Ordered?

- Specific Order
 - IP – Control of request
 - OP – Specific Authorization for Specific Eval
- General Order
- Standing Order
- Other Practices?

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When are Services Requested?

- Immediately upon arrival – standing order
- When breakdowns in communication occur
- Medical Stability - Time for recovery
 - Example: Post-extubation
- Other Practices?
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Specific Order (Referral)

- A **Specific Order** (Referral) specifies the transfer of care for a **specific patient** from one clinician to another or a request made for assistance or a specific action.
- The act of sending a **specific patient** to another clinician(s) for a second opinion, ongoing management of a specific problem, or authorization to obtain care from a specialist or agency.



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General Referral

- A **General Referral** is filed for a specific patient prior to his admission to a medical setting and to be activated on admission to a medical facility. For example-- if a patient with a prior communication condition is living in long-term residential care facility or at home, a general referral could be filed to specify that an AAC device or material set would be incorporated into the health care management when patient is admitted into the local hospital, care facility, hospice, etc.



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Standing Order

- A **Standing Order** usually names the medical condition and prescribes the action(s) to be taken for patients with the procedures and strategies documented in an Order Set
 - Exmples:
 - TBI
 - SCI
 - TBI + SCI



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Order Set

- The **Order Set** includes the specification of the procedures that are included in a Standing Order



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Care Maps

- A **care map** describes the steps and decision points in the care providers' management of a condition. It is based on medical guidelines, recent evidence, and expert consensus. A **care map** is made up of one or more pages which together show the complete patient journey for a condition.



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Who Initiates Communication About PPC?

- EMTs & First Responders
- Nurse
- Hospitalist
- Interpreter
 - In person
 - Via phone
- Other Personnel?
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How do you Communicate with the Entire Team?

- EMR
 - Part of the Medical Record
- Team Meeting
 - Upon arrival
 - After evaluations
- In room communication
 - White board
 - Communication board
- Other Practices?
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Enter Communication Support Strategy into Medical Records

- Document in Medical Records
- Internal Document
 - “Treatment Card”
 - “Sticky Note”
- Include a check-list of optional communication supports in medical records and Identify those options in use with a specific patient



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How do you Provide Training to Personnel?

- Medical School Coursework
 - FRAMEing Conversations
 - Standardized Patients
- New Employee Training
- Unit Orientation
- Annual Mandatories
- Scheduled Updates
- Other Training?

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Communication Support Materials and Technologies

1. Biographical and Health Related Communication Boards and Pamphlets
2. Materials to writing and spelling information
3. Materials to support health and medical related information—in the facility or unit
4. Technologies to support communication temporarily in health settings
5. Appropriate referral if long-term communication support is needed.



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Review of Materials and Technology

- Pre-preparation of Communication Supports: Materials & Technology

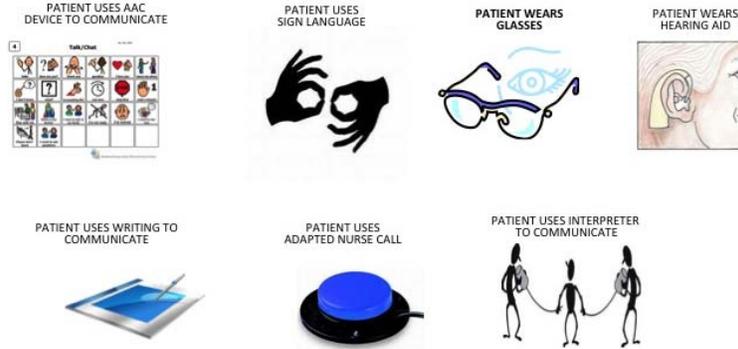


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Bed Side Signage



Reprinted with permission from Richard Hurtig on behalf of the Assistive Devices Lab at the University of Iowa



Display Communication Support Strategies Prominently

- Display in patient room
 - Following facility guidelines
 - Encourage consistency in use

Patient:		Goal Date For Discharge: 10 Planned Discharge Time: 9 Ride Home Arranged? 8 Discharge Goals: 7 <input type="checkbox"/> I can be safe in my home <input type="checkbox"/> Safety risks addressed <input type="checkbox"/> Learning needs met <input type="checkbox"/> My pain is controlled	10 Pain 9 8 7 6 5 Pain 4 3 2 1 0 Pain
Today's Day/Date:			
Room/Bed#:			
Physician:			
Your Nurse/Caregivers:			
Goals For Today:			
Patient/Family Questions or Issues:		Mobility: 1 2 3 4 <input type="checkbox"/> cane <input type="checkbox"/> walker <input type="checkbox"/> wheelchair <input type="checkbox"/> other: special instructions:	Meals: Dial 6325 (MEAL) or 632528 (From the Outside)



Bank of Generic Communication Technologies

- Boogie Board
- EyeTalk Board
- Vidatak Boards
- Switch Adapted Call Signal
- Pocket Talker
- Bed Side Signage
- Unit specific low-tech boards
 - Pediatric
 - Adult



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PPC Resources

- PPC Website:
http://www.patientprovidercommunication.org/userfiles/file/1_2Encountercollectionindividuals.pdf
- ASHA PPC Site:
<http://search.asha.org/default.aspx?q=Patient%20Provider%20Communication>
- Book: Patient Provider Communication: Roles for SLPs and Other Health Care Professionals, Plural Publishing Co. (Blackstone, Beukelman, & Yorkston, 2015)
- Book: *Augmentative and Alternative Communication in Acute and Critical Care Settings*. San Diego: Plural Publishing Inc. (Hurtig, R., & Downey, D. (2009).



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