

Tools2Use: Improving Healthcare Outcomes through Effective Communication



Opening Reminders

This webinar is being recorded to archive the conversation.

The archive and all the slides used will be available in the coming weeks.

- The archive and the materials will be provided in English and Spanish

Language Access

- Spanish interpretation
- American Sign Language (ASL) interpretation
- CART captioning in English and Spanish

To listen to the interpreting:

- Click the globe icon, “Interpretation.”
- Choose your language channel.
 - If you are using a phone or tablet, click “done.”

If you can't hear the interpreter on your channel, please ask for help in the chat or raise your hand.

Language Access

To access the English CART captions:

- Click the button at the bottom of the screen with the “CC” icon to start captions.

To access the Spanish CART captions:

- Click the link in chat.

Language Access

The ASL interpreters are already spotlighted.

To adjust the size of the slides and Zoom boxes in Zoom:

- Drag the divider that separates the speakers/interpreters from the slides.

Reminders for this Webinar

- Put your questions in the Q&A box.
- For technical assistance or to alert us to an issue, type in chat/raise hand.
- If the chat is not accessible to you, please email your questions to priya@disasterstrategies.org

Welcome

9/26: Tools Providers Can Use



September 26 Speaker Bios

Access speaker's bios here: <http://q-r.to/9-26-EN>



Thank you to our Funder!

This webinar was funded by [Ability Central](#), a nonprofit in Oakland, CA, that expands communication access for people with disabilities.

Improving Healthcare Outcomes Through Effective Communication: Tools-2-Use

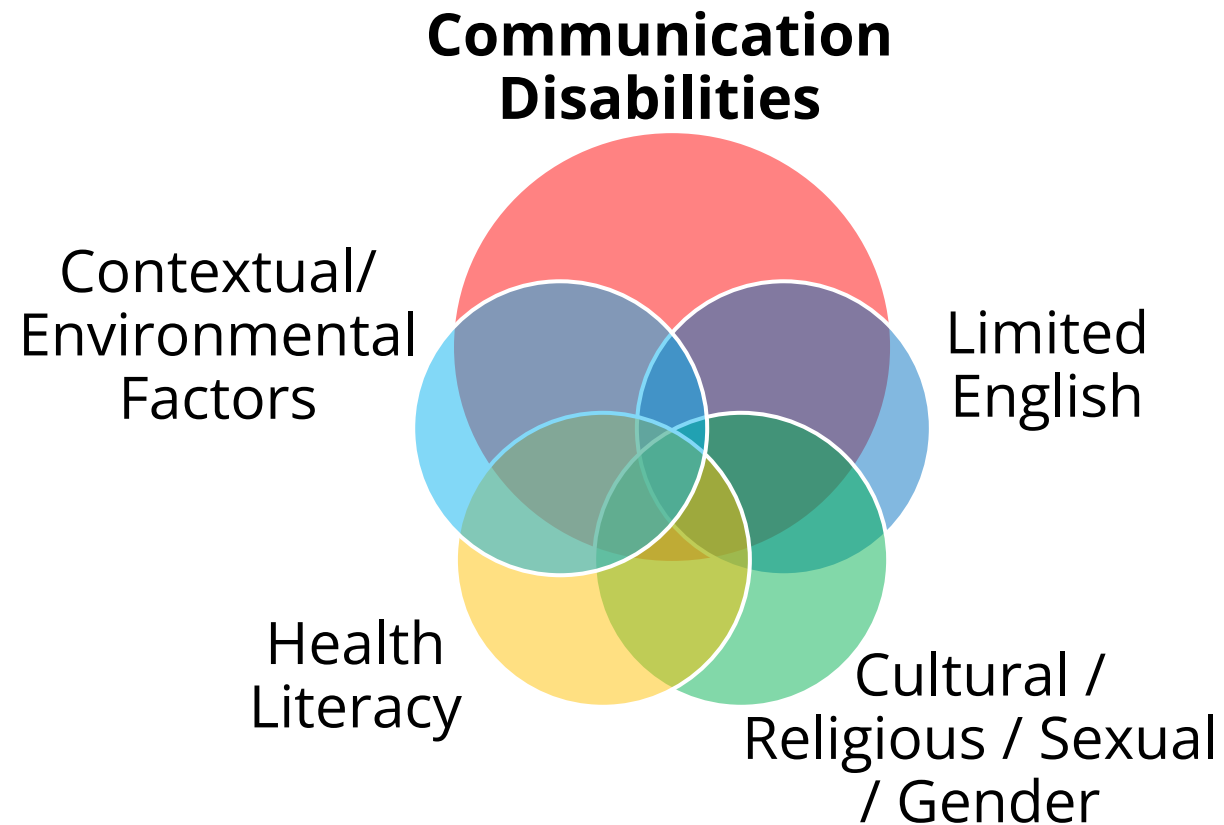
Our panelists:

- Anita Aaron
- Jessica Gormley
- Rachel Santiago
- Tami Altschuler

Ground rules:

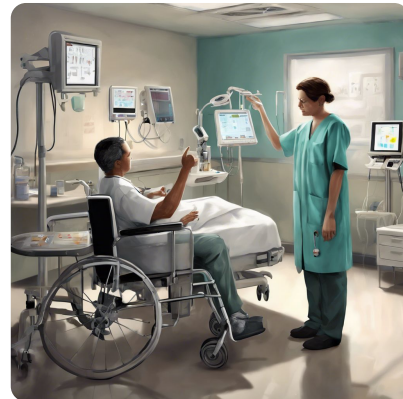
- Panelists: Timing
- Q and A process

Improving Effective Communication Across Health Care Settings



Webinar Series – # 1 A Focus on Providers

1. Increasing effective communication between healthcare providers and persons with disabilities across healthcare settings and systems.
2. Using tools to gather information from people with communication access needs to increase effective communication between patients and providers.
3. Providing resources and implementation strategies so providers can obtain, add, and update relevant communication access information in a patient's health record.



Communication Access is Essential Across Healthcare Settings

- Addressing communication barriers impacts
 - Patient outcomes, safety, satisfaction, costs, and quality of care.
- Effective communication prevents
 - “adverse events” (medication errors, falls, infections, surgical/treatment errors, misdiagnosis, misunderstanding)
- It’s the law
 - U.S. laws and policy
 - **Gaps in compliance**

Law and policy mandate communication access to healthcare for people with disabilities

The right to **accommodations** that enable access healthcare services.

The need to **provide mandated accommodations** (e.g., access to buildings, offices, physical spaces, treatment areas, programs, information, and specific healthcare services).

Access to information, services, human and service animal support.

Anita Aaron

- Executive Director, California Agencies for the Blind and Visually Impaired
- Subject Matter Expert, IHOTEC

Jessica Gormley, Ph.D., CCC-SLP

- Assistant Professor, UNMC Munroe-Meyer Institute
- Researcher: Patient-Provider Communication
- Co-Leader of Patient-Provider Communication Network
- IHOTEC Leadership Team

Communication Access Barriers

1. No one asked about critical accommodation needs
2. Information was not in the electronic health record
3. Anita was treated with a lack of respect and dignity
4. Providers engaged in little to no attempts to partner with Anita on challenges

Communication Access Solutions

1. Always ask about critical accommodation needs
2. Document accommodations in the electronic health record
3. Treat people with respect and dignity using effective communication strategies
4. Partner with patients when meeting challenges or changes

Communication Access Tool

- This tool is one way to ask about and document communication accommodations
- Asks about 5 areas:
 - Seeing
 - Hearing
 - Expressing
 - Understanding, remembering, and learning
 - Moving

Communication Access Tool



I understand spoke information best when it is in: **English**

I understand written information best when it is in: **English**

1. When trying to reach me use: (check all that apply)

- Email
- Text message
- TTY
- Video relay
- Speech to Speech relay
- Landline phone
- USPS mail [if not time-sensitive]
- Patient portal
- Other

Communication Access Tool

2. I understand best when I get information (check all that apply):

- In pictures
- In writing (including accessible formats)
- Explained to me
- Shown to me (including reading aloud)

3. When viewing films and videos, I need:

- Descriptive narration (i.e., audio description)
- Captioning
- Sign Language

4. During the visit, I need accommodations for:

- Hearing
- Seeing
- Speaking
- Understanding, remembering, and/or learning
- Moving

Communication Access Tool



Communication is the joint establishment of meaning

Speaking (Expressing)

I use

- Gestures
- Speech (it may be difficult to understand me)
- Sign language
- A familiar person to provide communication support
- Communication board (e.g., Letter, word, picture, translator boards)
- Writing
- Speech generating device
- Phone or tablet with a communication app
- Voice amplifier
- Other

Communication Access Tool

I need (outpatient)

- Extra time to communicate (e.g., ask questions, confirm understanding)
- Questions in advance (e.g., forms, questions providers will ask in my appointment) so I can prepare my responses
-

General Communication Strategies

- Speak directly to the patient rather than their family member or companion
 - Ask the patient what they need to be successful
 - Check with the patient to make sure their needs and goals have been accomplished

General Communication Strategies

- Use identified strategies, tools, and technologies to achieve communication success
 - Providing accommodations are not always about bringing new tools: It can be as simple as not taking current tools away!
 - Plan and allow for adequate time for the appointment and interaction

How to learn more about communication access possibilities?

Visit the [Patient-Provider Communication website](#) for existing resources about ways to support people who need communication access strategies related to:

- Seeing
- Hearing
- Expressing
- Understanding, remembering, and learning
- Moving

How can I become more involved?

We want your feedback!!

Goal: Refine the intake tool and add more content to the website that is relevant to current healthcare experiences!

- Rate the tool
- Provide us with contact information to give feedback
- Share resources that we can highlight on the website

Rachel Santiago, MS, CCC-SLP

- Clinical Coordinator and SLP in the Inpatient Augmentative Communication Program
- Speech-Language Pathologist, Dept. of [Otolaryngology and Communication Enhancement](#)
- Subject Matter Expert, IHOTEC
- Co-Leader of Patient-Provider Communication Network

Tami Altschuler, M.S., CCC-SLP

- Speech-Language Pathologist and Clinical Specialist in Patient Provider Communication at NYU, Langone Medical Center
- PhD Student in Rehab Sciences at New York University
- Subject Matter Expert, IHOTEC
- Co-Leader of Patient-Provider Communication Network

Discussion: Q&As

Invitation and Dates for Webinar #2 and #3

- **October 24 from 11 am - 12:30 PT:** Tools for Consumers to Use
- **November 18 from 11 am - 12:30 PT:** Integrating Tools to Improve Healthcare Outcomes

Post-Webinar Survey

Reply to poll questions on-screen

OR

Click link in chat to access poll questions

OR

Email priya@disasterstrategies for alternative format

THANK YOU!

To our:

- Presenters
- Planning partners
- Language Access team
- Funder - Ability Central, and
- All of you for attending!

Contact Information

- Website: Patientprovidercommunication.org
- If you have questions, feel free to let us know.
 - Contact Megan Juring: juring@gmail.com
 - She'll forward to others, as needed.