

Tools2Use: Improving Healthcare Outcomes through Effective Communication



Language Access

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

Language Access

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

If you cannot access the chat feature, please let us know via email at priya@disasterstrategies.org.

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.

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

Opening Reminders

- 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

10/24:

Communication Access Tools: Consumer Perspectives



Patient-Provider
Communication



Thank you to our Funder!

- [Ability Central](#), a nonprofit in Oakland, CA
- Mission: Expands communication access for people with disabilities.

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

Moderator: Sarah Blackstone

Panelists:

- Susan Coulter
- Maryjan Fiala
- Jessica Gormley
- June Kailes

Ground rules:

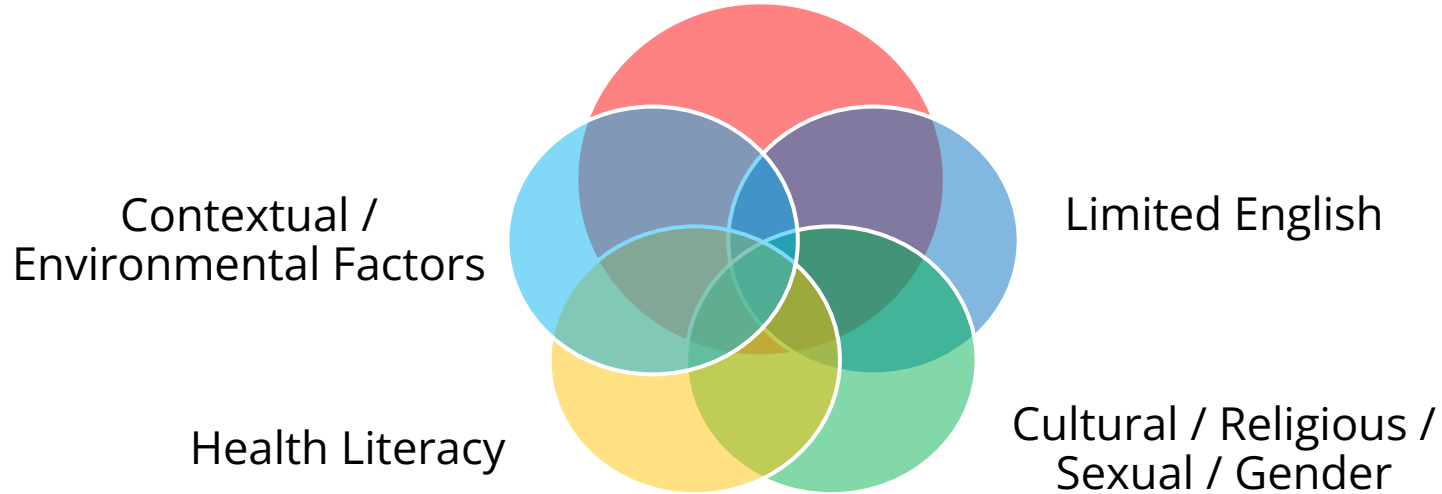
- Panelists: Timing
- Q and A process

RECAP of Webinar #1: Provider Focus

- Communication Access is not easily provided
- Panelist's share lived experiences
- *Communication Access Tool*
- To be effective, communication requires the “joint establishment of meaning”

Improving Effective Communication Across Health Care Settings

Communication Disabilities



Communication Access is Essential Across Healthcare Settings

1. Positively impacts: Patient outcomes, safety, costs satisfaction, and quality of care.
2. Prevents “Adverse events” (e.g., medication errors, falls, infections, surgical/ treatment errors, misdiagnosis, misunderstanding)

Communication Access is Essential Across Healthcare Settings

- It's the law
 - U.S. laws and policies
 - **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).

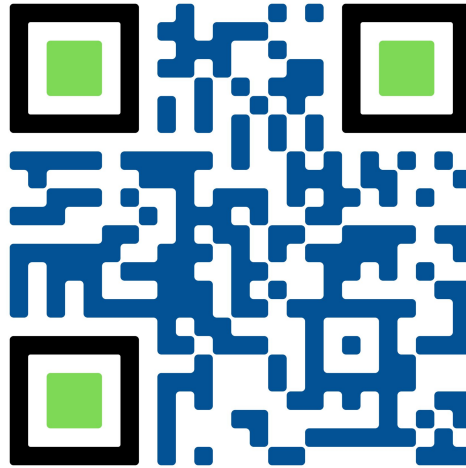
Access to information services, human and service animal support.

Webinar #2: Consumer Focus

1. Increasing effective communication across healthcare settings/systems.
2. Using tools to help ensure providers/consumers have important information:
 - a. Communication needs
 - b. Accommodations
3. Providing resources to help address communication access issues

October 24 Speaker Bios

Access speaker's bios here:
<https://qrco.de/10-24-EN>



Susan Coulter

Educational Services Director with Deaf and Hard of
Hearing Service Center, *Fresno, CA*



Effective Communication

- Comprehension with full participation
- Hard of hearing
- Deaf
- Deaf Blind
- Deaf Plus

Communication options

- Lipreading
- Writing notes
- Video Remote Interpreting

Video Remote Interpreter



Photo credit: AMN Healthcare

American Sign Language Interpreter (ASL)



Photo credit: Language Direct Connecting People

Certified Deaf Interpreter (CDI)



Photo credit: Disability Rights CA

Tactile Interpreter and Close Vision Interpreter



VRI Pros and Cons

- Availability
- Size of screen
- Placement of the screen
- High speed internet

VRI Pros and Cons

- Patient doesn't understand
- Patient's background and communication style
- Patient has limited ability to concentrate

ASL Interpreter Pros and Cons

- They can move around the room
- Point to visuals
- Match the patient's signing style

ASL Interpreter Pros and Cons

- Patient feels more comfortable and confident
- Patient has limited concentration ability
- Availability can be a problem

Using the Patient Provider Communication Tool

- Helps patients understand their own needs
- Helps medical professionals understand the individuality of communication needs

Maryjan Fiala, MS

- Parent advocate
- Research Assistant, UNMC Munroe-Meyer Institute
- Business Instructor, Southeast Community College
- Doctoral Student, Kansas State University



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. Providers used a “one size fits all approach”
2. Garrin and people in Susan’s network were treated with a lack of respect and dignity
3. Providers made little to no attempts to adjust when something they did was not working

Communication Access Solutions

1. Tell the provider about your critical accommodations needs
2. Encourage your provider to document these accommodations in the electronic health record
3. Give feedback to providers - tell them when they are (or aren't on the right track)

Communication Access Tool

- Asks about 5 areas:
 - Seeing
 - Hearing
 - Expressing
 - Understanding, remembering, and learning
 - Moving

Communication Access Tool

I understand spoken information best when it is in:

I understand written information best when it is in:

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

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

Communication Access Tool

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)

When viewing films and videos, I need:

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

During the visit, I need accommodations for:

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

Communication Access Tool

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
- Support person who understands my speech
- Providers that ask Yes/No questions
- Written instructions with relevant graphics and/or pictures to take home after visits
- Graphics/picture display(s) relevant to setting (e.g., communication board)

How to learn more about communication access possibilities?

Visit the [Patient-Provider Communication website](#) for resources related to:

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

How can I become more involved?

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

June Kailes
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jik.com

Disability Policy Consultant



Communication Access Tool

- Not a one-and-done process
- Important part of beginning of the process
- Not the end point
- It takes work

It Takes Work to:

- Identify and document needs
- Send it
- Explain it
- Confirm it
- Get it, and
- Repeat it

It Takes Work to:

- Be prepared and have faith and confidence in your disability - lived experience and your common sense.
- This will help decrease feelings of anxiety and intimidation.

Fixed Height - High Exam Table - Not This



Height Adjustable Exam Table

Not This



This



Accomodation Alert!!!

**“Use hi/low table in exam room
3, 12, & 15!!!”**

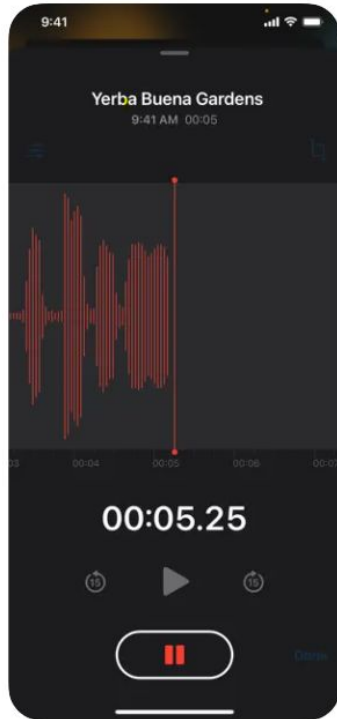
Assistance Needed



Accomodation Alert!!!

“Needs 2 techs to assist with positioning!!!”


Remembering



How to correctly do exercises and how many

8:09

evolution physical therapy




Posterior Pelvic Tilt

Frequent	Description	Feedback
Sets	Reps	
3	10	
Resistance		
Hold	Rest	
null	null	

Prev Next

8:10

evolution physical therapy

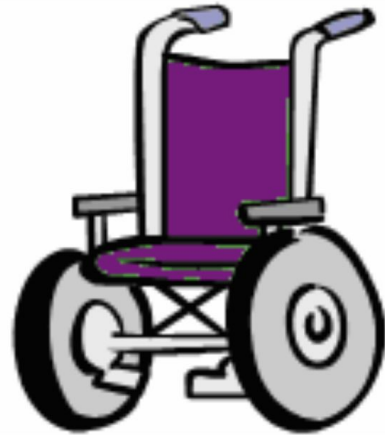
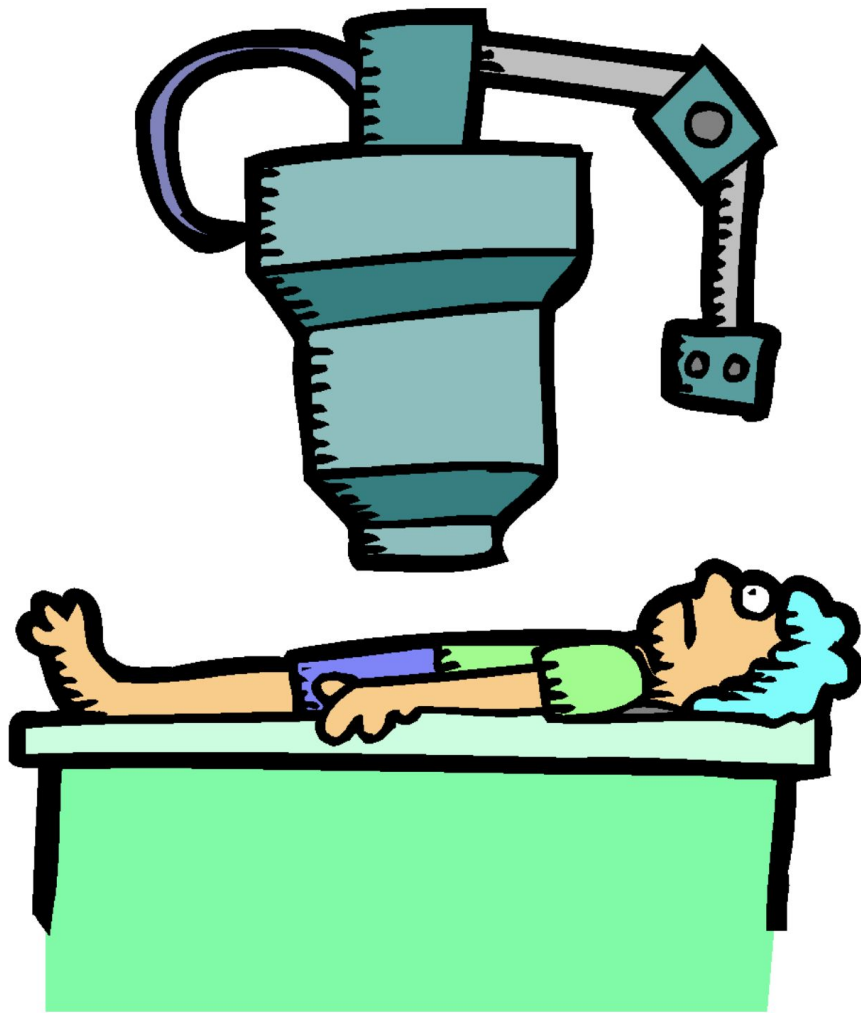


Core Adv. Kickouts

Frequent	Description	Feedback
Sets	Reps	
3	10	
Resistance		
Hold	Rest	

Prev Next





Discussion: Q&As

Invitation and Dates for Webinar #3

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.