

Tools2Use: Improving Healthcare Outcomes through Effective Communication



Patient-Provider
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

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.

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

11/18:

Integrating tools to Improve Healthcare Outcomes
Through Communication Access



Patient-Provider
Communication



Thanks to our Funder

This webinar series is funded by Ability Central, a nonprofit in Oakland, CA that expands communication access for people with disabilities.

Integrating Tools to Improve Healthcare Outcomes Through Effective Communication

Moderator: Sarah Blackstone

Panelists:

- Jessica Gormley
- John Silva
- Tami Altschuler
- June Kailes

Ground rules:

- Panelists: Timing
- Q and A process

Webinars #1 and #2

1. Illustrated complexity of communication access issues across healthcare settings
2. Introduced/discussed project's *Communication Access Tool*
3. Encouraged actions to drive change

Goals for Webinar #3

1. Identify actionable solutions to meet accommodation needs
2. Encourage collaboration and engagement. Build supportive teams and systems.
3. Consider importance of data in supporting change:
Both in professional/personal contexts.

Communication

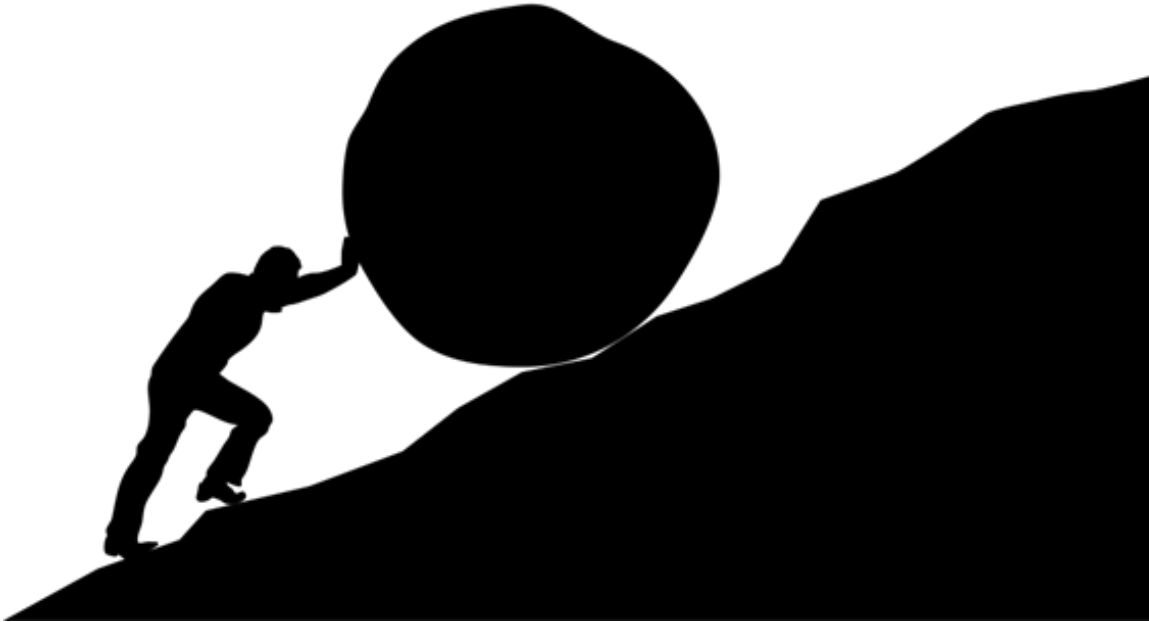


Is The Joint Establishment Of Meaning

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

Sometimes, this is what it feels like to make changes in healthcare



Actionable Strategies

- Ask the following questions:
 - Is my team ready for a change?
 - What might make the change hard?
 - What might make the change easier?
- Find and access a new funding source

(Powell et al., 2015)

More Actionable Strategies

- Create a team
- Change the physical space, equipment, and/or record systems
- Train people
- Make educational tools
- Create communication champions

(Powell et al., 2015)

Example: Supporting Communication Access in an Intensive Care Unit

- Create a team
- Ask the following questions:
 - What might make the change hard?
 - What might make the change easier?

Example: Supporting Communication Access in an Intensive Care Unit

- Change the equipment
- Make educational tools
- Train people

Example

- Do small tests of change

P = Plan

D = Do

S = Study

A = Act

[Helpful worksheet here.](#)

John Silva, M.D., B.C.P.A

- Community Physician & educator
- Former Faculty, UCSF - Natividad Residency Program
- Former Medical Director and QA Chair at FQHC
- Published Researcher: Health Equity

Juan and Linda

- Juan's Story
- Clinic setting challenges
- Quality Assurance/ Improvement
- Data Challenges
- Patient experience/ satisfaction
- Health system buy-in
- Clinic champion - provider and staff member

Juan and Linda

- Employ rapid QI tools like “Tracer” audits, PDSA cycling
- PDSA Trial to improve completion of Communication Access Tool?
- PDSA Trial to improve completion of HHS’ patient experience tool?

Tami Altschuler, M.A., CCC-SLP

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

Actionable Solutions

1. Education and training: ICU (Intensive Care Unit residents)
2. Referrals for communication access: All Patients on ECMO (heart-lung life support machine)
3. Tangible resources: Communication Toolkit

Education/Training

1. Importance of communication access and impact on patient care
2. Overview of communication barriers
3. Introduction to augmentative and alternative communication tools
4. Hands-on training

Referrals

- Identified patients on ECMO as critical population needing support with communication access
- In 2018, a communication consult was automatically included in the ECMO order set
- All patients on ECMO are screened or evaluated

Resources

- Communication Toolkits are in ICUs for all staff to access
- Includes communication boards in 7 languages, devices, dry erase boards, voice amplifiers
- A decision tree for selecting communication tools is included

Communication Access Tool

[Access the tool here.](#)

Interactive tool that:

- Asks about 5 areas of communication access
- Creates a personalized handout

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

Discussion With Panelists

June Kailes

jik.com

- Disability Policy Consultant
- Focus health care and emergency services
- Lifelong disability, lived experience
- IHOTEC, Project Director

Discussion with Panelists

Q&As

Post-Webinar Survey

Reply to poll questions on-screen

OR

Click link in chat to access poll questions

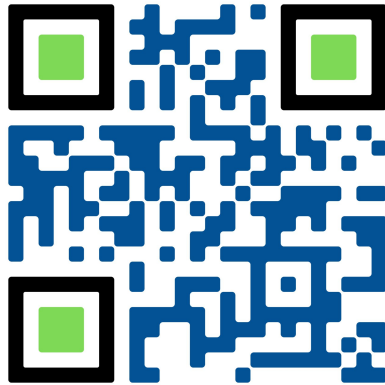
OR

Email priya@disasterstrategies for alternative format

Archived Webinars

Access the archived webinars and materials on The Partnership's website:

<https://tinyurl.com/Tools2UsePage>



[They will also be available on the PPC website here!](#)

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.

THANK YOU!

To our:

- Panelists: All webinars
- Planning partners
- Language Access team
- Funder: Ability Central
- All of you for attending!