MAXIMIZING COMMUNICATION
Strategies, Techniques and Technology
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Disclosure

- I have no relevant financial or nonfinancial relationships in the products or services described, reviewed, evaluated or compared in this presentation.

Objectives

- Summarize methods of communication and potential barriers with patients
- Identify patients with complex communication needs
- Utilize strategies for successful communication exchanges
Patient-Centered Communication

- Joint Commission
- Education on effective communication
- Availability of tools for communication

Impact on Patient Care

- Safety
- Medical errors
- Patient experience

Cognition

- The ability to acquire and process knowledge
- Impaired cognition impacts effective and supportive communication skills
Language

- A complex and dynamic system of conventional symbols that is used in various modes for thought and communication. (Klinv)
  - historical, social, and cultural
  - phonologic, morphologic, syntactic, semantic, and pragmatic
  - interaction of biological, cognitive, psychosocial, and environmental factors
  - nonverbal cues, motivation, and sociocultural roles.

Communication

Speech

- Sounds made by the vocal and articulatory structures
Communication is everywhere

Communication Vulnerable

- Poor vision
- Poor hearing
- Inability to produce understandable speech
- Altered mental status

Neurogenic Communication Disorders

- Results from damage to the brain or other parts of the nervous system
- Aphasia
- Dementia
- Dysarthria
- Apraxia
- Cognitive-communication impairment
Aphasia
- Language disorder resulting from damage to the brain
- Deficits may impact one or all modalities of language
  - Comprehension
  - Reading
  - Expression
  - Writing

Apraxia of Speech
- Difficulty programming the positioning of speech muscles and with sequencing muscle movements for volitional production of speech

Dysarthria
- Disturbance in muscular movements impacting speech production:
  - Respiration
  - Phonation
  - Articulation
  - Resonance
  - Prosody
Cognitive-Communication Impairment

- Cognitive disorder resulting from damage to the brain
- Deficits may impact one or all areas of cognition

ICF framework

Areas to consider

- Complex relationship between cognitive domains
- Fatigue and limited physical endurance
- Personal factors
- Physical, sensory and neurobehavioral sequelae
- Insight into deficits
- Executive function impairments
Communication is a two-way street, and both the listener and the communication partner play a role in reducing the problems that may arise during a conversation.

Communication breakdowns
- Loss of independence
- Frustration
- Needs are not met

Basic Assessment
- Conversation
- Yes/No responses
- Following directions
- Naming
- Repetition
- Orientation
- Recall
- Attention
Treatment Approach

■ Bottom-Up
■ Top-Down
■ Declarative Memory
  - Using imagery
■ Passive learning
  - Errorless learning, hierarchical cuing
■ Repetitive drills
  - Scripting responses

Treatment Approach

■ Social Communication
  - Coaching in challenging situations
  - Social success
  - Identify sense of self that includes positive social interactions
  - Personal goals

Communication Tips

■ Speak slowly
■ Allow time for person to respond
■ Treat them as the adult they are
Communication Tips

- Keep sentences simple
- Stay on topic
- Ask yes and no questions
- Change your wording

Communication Tips

- Encourage independence
- Encourage participation in conversations
Communication
Box- Low Tech

- Maps
- Whiteboard
- Letter board
- Paper
- Pain picture

Low Tech Communication Questions

- What does the individual need to communicate?
- What do I need to know?
- What is happening in the environment?
Communication Board

Communication Aide- Lingraphica

Lingraphica
Dynavox

List of iPad communication aides

- Proloquo2Go
- iCommunicate for iPad
- iQueer
- My Talk Tools Mobile
- Look2Learn – AAC

Questions
References