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

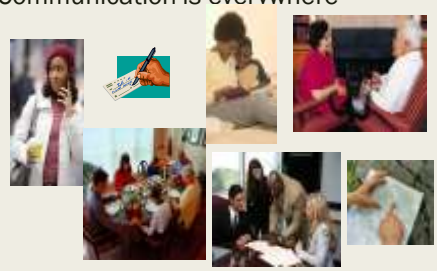
- A complex and dynamic system of conventional symbols that is used in various modes for thought and communication" ASHA)
  - *historical, social, and cultural*
  - *phonologic, morphologic, syntactic, semantic, and pragmatic*
  - *interaction of biological, cognitive, psychosocial, and environmental 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

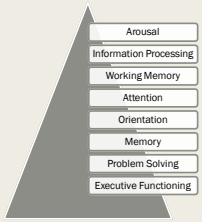
- Difficulty programming the positioning of speech muscles and with sequencing muscle movements for volitional production of speech

Dysarthria

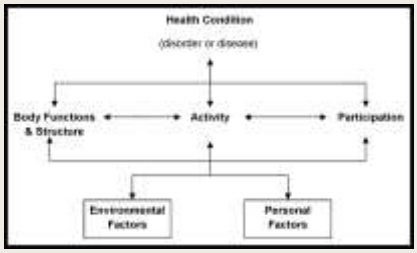
- Disturbance in muscular movements impacting speech production:
  - *Respiration*
  - *Phonation*
  - *Articulation*
  - *Resonance*
  - *Prosody*

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

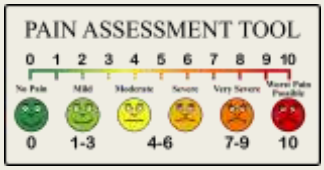
- Speak slowly
- Allow time for person to respond
- Treat them as the adult they are

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
- IComm
- My Talk Tools Mobile
- Look2Learn – AAC

Questions

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