

# 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.

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## Objectives

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

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### Patient-Centered Communication

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

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### Impact on Patient Care

- Safety
- Medical errors
- Patient experience

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### Cognition

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



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## 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.*

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## Communication



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## Speech

- Sounds made by the vocal and articulatory structures

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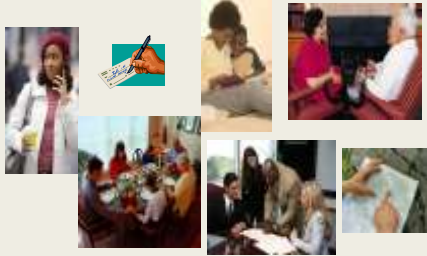
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### Communication is everywhere



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### Communication Vulnerable

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

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### Neurogenic Communication Disorders

- Results from damage to the brain or other parts of the nervous system
- Aphasia
- Dementia
- Dysarthria
- Apraxia
- Cognitive-communication impairment

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### Aphasia



- Language disorder resulting from damage to the brain
- Deficits may impact one or all modalities of language
  - Comprehension
  - Reading
  - Expression
  - Writing

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### Apraxia of Speech

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




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### Dysarthria

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




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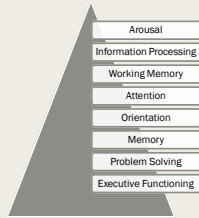
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### Cognitive-Communication Impairment

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



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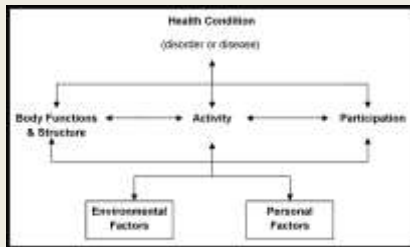
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### ICF framework



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### 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

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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.

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### Communication breakdowns

- Loss of independence
- Frustration
- Needs are not met



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### Basic Assessment

- Conversation
- Yes/ No responses
- Following directions
- Naming
- Repetition
- Orientation
- Recall
- Attention

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## Treatment Approach

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

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## Treatment Approach

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

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## Communication Tips

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

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### Communication Tips

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

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### Communication Tips

- Encourage independence
- Encourage participation in conversations



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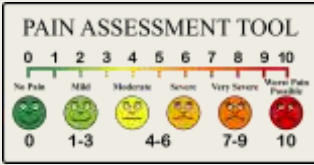
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### Communication Box- Low Tech



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

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### Low Tech Communication Questions

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

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## Dynavox



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## List of iPad communication aides

- Proloquo2Go
- iCommunicate for iPad
- iComm
- My Talk Tools Mobile
- Look2Learn - AAC

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## Questions

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