

Creating Communication Enhancing Environments in Healthcare Settings

“Patient-provider communication is the shared and mutually understood exchange of information between a patient and their provider.” (Patient-Provider Communication, 2024)

Communication Styles:

All individuals communicate differently. Some individuals communicate verbally, accompanied by gestures and non-verbal language, while others use augmentative and alternative communication (AAC) to support conversing with others. For these individuals, navigating communication can prove to be difficult for a number of reasons (e.g., access to technology/devices, cost, resources and education/expertise of communication partner). Many of these lapses in communication are found in the healthcare settings, in which medical providers do not have the tools/resources to best

communicate with their patients and clients. This handout includes free resources to serve as a reference for healthcare workers to communicate with their non-speaking clients.

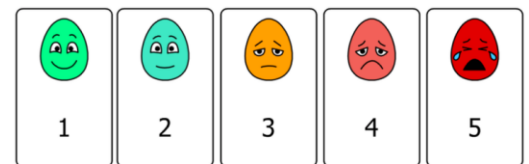
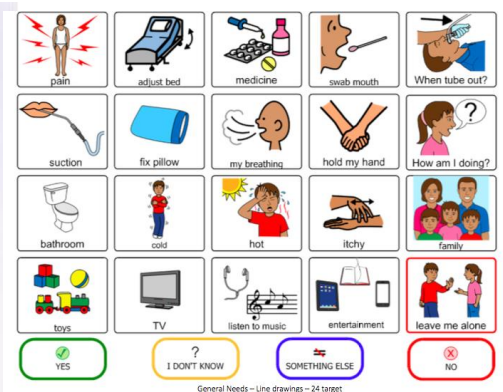
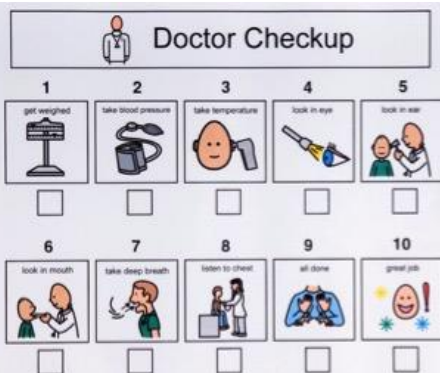
Who can benefit?:

- If a person cannot hear or speak as a result of an accident, symbols can be an effective tool to aid communication
- Symbols are a common information tool used by people with an intellectual/ developmental disability with communication challenges, for example autism, Down syndrome or dyslexia.

Communication Supports & Resources: (Low-Tech, Printable Resources)

Patient-Provider Communication:

This resource provides communication tools and materials to improve patient-provider communication in doctor’s offices, emergency rooms, ICU, acute care and rehabilitation hospitals, home health service and hospice. Including, but not limited to basic yes/no boards, alphabet boards, doctor appointment checklists, pediatric general needs and pediatric pain scales. Materials are provided and translated into multiple language.



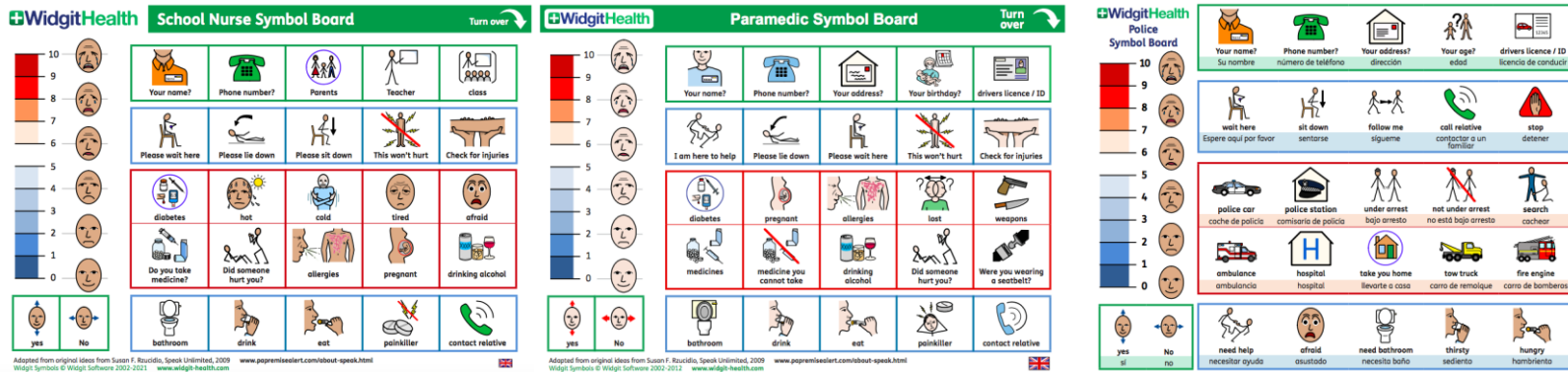
Link to downloads:

<https://www.patientprovidercommunication.org/tools-and-resources/communication-tools-and-materials/>

Widget Health:

Being able to communicate with someone quickly and clearly when they are in a health emergency is vital to saving lives. In routine health care, clear communication improves the effectiveness of diagnosis and treatment, leading to quicker and more effective recovery. By providing communication support, Widget Health aims to improve the inclusion of, and outcomes for, patients, especially those who have a communication need. Widget has over 30 years of experience in the field of supporting communication and making accessible information. Translated into 17 languages, the Widget Symbols are used in education, social and health care worldwide.

Downloads are available in easy read symbols for both patients and professionals. Downloads for professionals include resources for settings such as A&E and Hospital, Dental, Diabetes, Communication Boards and Eye Health.



Link to downloads:

<https://widget-health.com/downloads/index.htm>

Philippine Association of Speech Pathologists:

Communication boards for patients who are temporarily unable to speak with implementation instructions that guide to support communication between patients and their healthcare workers.

FORM 2.9

Help Needed Communication Board

I need help with something....

FORM 2.10

How I Feel Communication Board

This is how I feel....

Today is _____.

Time: _____

I am getting treatment at _____.

I have been in the hospital for days.

Today I feel...

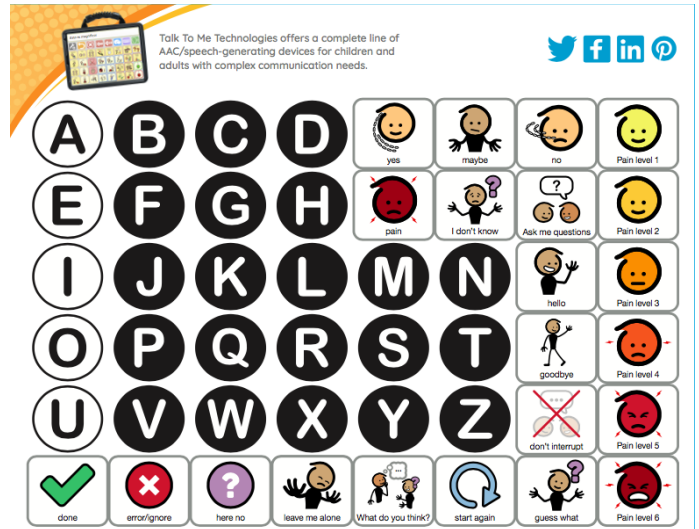
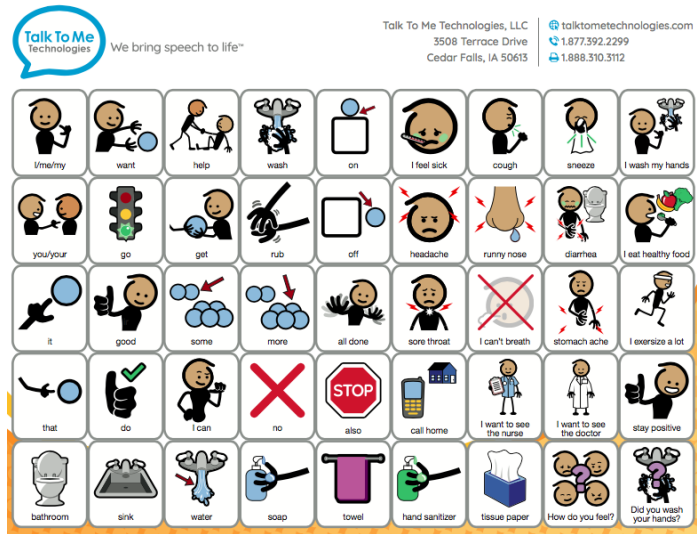
| Better | The Same | Worse | Not Sure |
|------------|----------|-----------|----------|
| stronger | okay | stressed | anxious |
| optimistic | tired | sad/upset | confused |

Links to downloads: <https://www.med.unc.edu/healthsciences/sphs/wp-content/uploads/sites/600/2020/04/COVID-AAC-Final-Version.pdf>

Communication Supports & Resources: (High-Tech, Downloadable Page-Sets)

Talk to Me Technologies:

Created by a team of speech-language pathologists/AAC Consults, these free resources are a great way to help SLPs, caregivers, educators and other healthcare professionals practice using a speech-generating device in therapy, school, community, and home. Personal communication boards are available to download directly onto an AAC device or available to print. Each board features a different theme, topic or activity including Adult Medical Communication Boards, Back-to-School Communication Boards, Children’s Medical Communication Boards, etc.

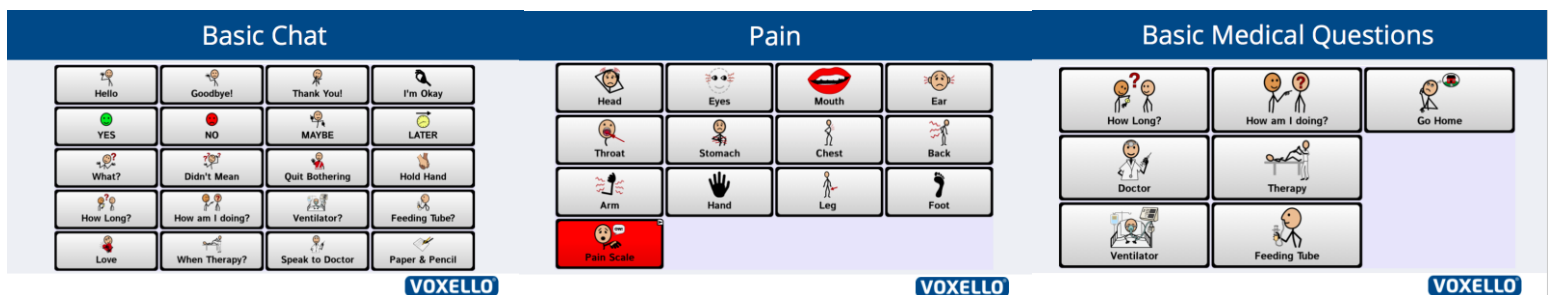


Link to downloads:

<https://www.talktometechnologies.com/pages/educational-materials>

Voxello:

Voxello and the noddle system was recently featured by the National Institutes of Health (NIH) for its work to help patients communicate with their medical team while in the ICU. The noddle-chat is a communication tool to support bedside patient-provided communication for patients who are unable to speak. It is designed to allow patients to effectively communicate with others. The vocabulary files are included on all Voxello devices and are provided as free download for AAC devices, iPad/iPhone apps or available to print.



Link to downloads:

<https://voxello.com/covid-19/>

Resources/References:

AAC lesson plans for speech language pathologists, parents and caregivers. Talk To Me Technologies. (n.d.). <https://www.talktometechnologies.com/pages/educational-materials>

Covid-19 response. Voxello. (2020, August 14). <https://voxello.com/covid-19/>

Downloads for Professionals. Widget Health. (n.d.). <https://widgit-health.com/downloads/index.htm>

Hospital symbol board US-es-letter.indd. (n.d.). <https://www.med.unc.edu/healthsciences/sphs/wp-content/uploads/sites/600/2020/04/COVID-AAC-Final-Version.pdf>

Network, P.-P. C. (2024, March 22). *Communication tools and materials (patient-provider communication... Patient.* <https://www.patientprovidercommunication.org/tools-and-resources/communication-tools-and-materials/>

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