



Communication and Interaction

2:10 to 3:55

June 2016



Learning Goals

1. Learn how to communicate about health in an accessible and welcoming way.
2. Appreciate that there are different styles of communication.
3. Acquire concrete strategies for making your workplace more accessible around communication.

What is it like to have difficulty communicating?

Time: 5 minutes

Instructions: Work in groups of 3. Decide who will be the patient, a healthcare provider and an observer.



- The patient will attempt to communicate the written message by following the instructions on the slip of paper.
- The healthcare provider will attempt to understand the patient's message.
- The observer will watch the conversation and observe how well the patient and healthcare provider communicate.

What is it like to have difficulty communicating?

At the end of the activity:



Ask patients... What was it like trying to rely on limited means to communicate your message? How well did your communication partner do with trying to understand your message?

Ask healthcare providers... How easy/difficult was it to understand the person's message? How did it feel to be the listener?

Ask observers... How did the interaction seem to you? Who was successful in message passing? If there was a breakdown, what do you think contributed to it?

Why are we talking about this?

In health care settings, good communication:

1. Builds relationships
2. Prevents mistakes and errors
3. Can lead to higher levels of care provision.

WHY?



Communication with people with disabilities needs to be **equally effective** as communication with people without disabilities.



GROUP BRAIN STORM

What builds clear communication?

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How Do We Connect with the World?

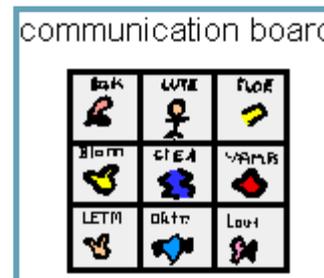
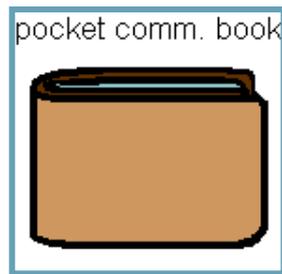
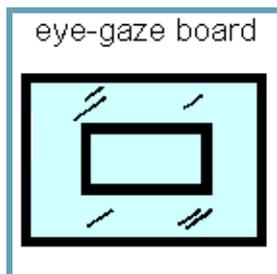


Other Forms of Communication

Some speech may be combined with the following to communicate a message:

- gestures
- touching/pointing to pictures, symbols, words and letters
- writing
- facial expressions
- eye pointing
- headshaking
- drawing
- signing

There is a wide variety of equipment that people use to communicate. They include things as simple as a pencil and paper, tape recorder, computer and text messaging on a cell phone. This also includes more elaborate devices such as:



Tips for Building Stronger Communication

- Always presume competence
- Dignity of risk
- Respectful and Person First Language
- Strength-based
- Have a welcoming communication environment
- Be values-neutral
- Be engaged!
- Consider culture
- Avoid closed-ended (Yes/No) questions
- Think outside the box
- Consider the baggage in the room – yours, theirs
- Be open to feedback
- Commit to being a communication partner
- Practice!

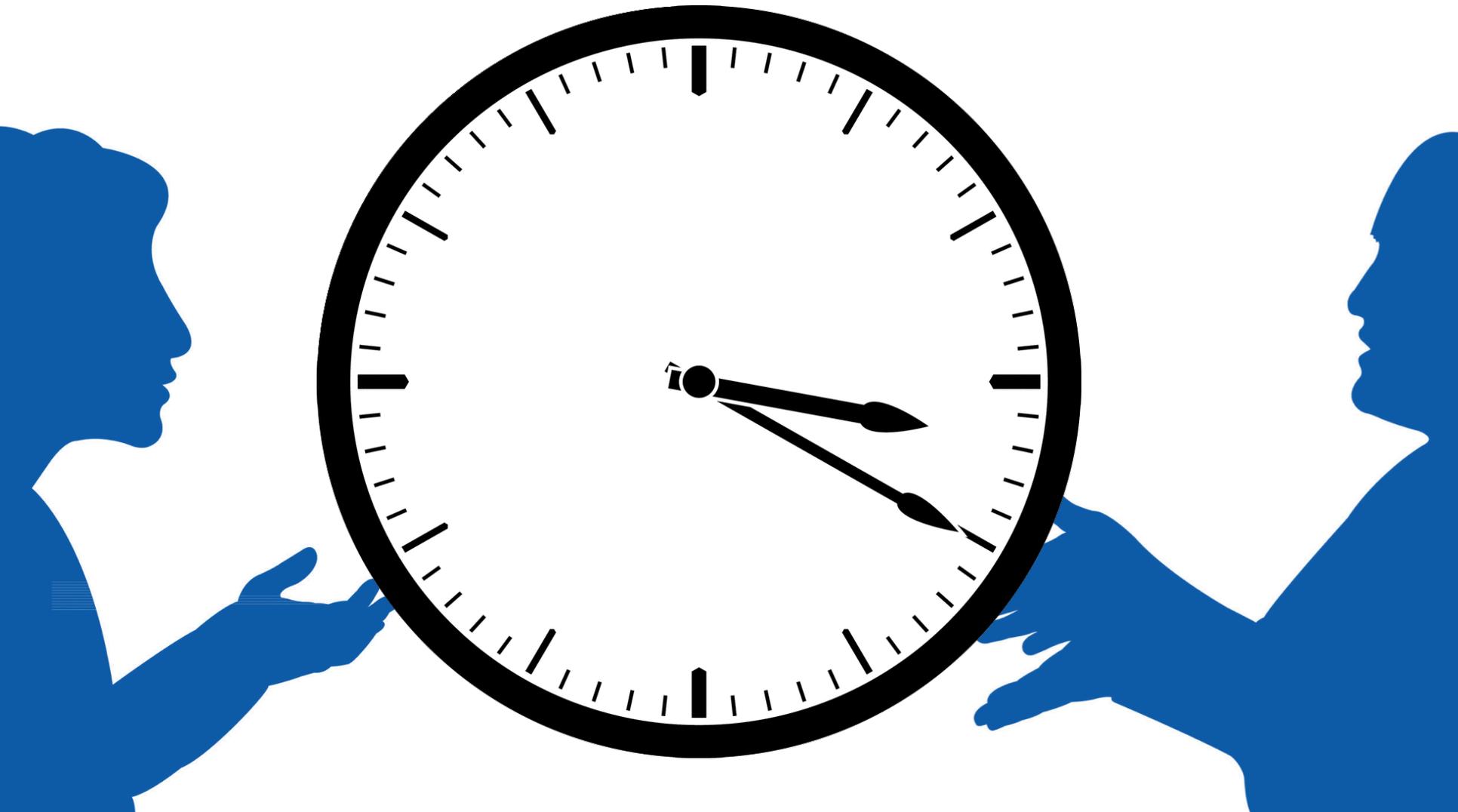


Issues Related To Communication

Group Activity to Demonstrate Generic Communication Tips and Effective Ways to:

- ✓ Ask Questions
- ✓ Answer Questions
- ✓ Listen
- ✓ Support Decision Making
- ✓ Give Instructions

Good Communication Takes Time



Tools to Improve Communication about Health and Wellness



Created by
University of
South Florida

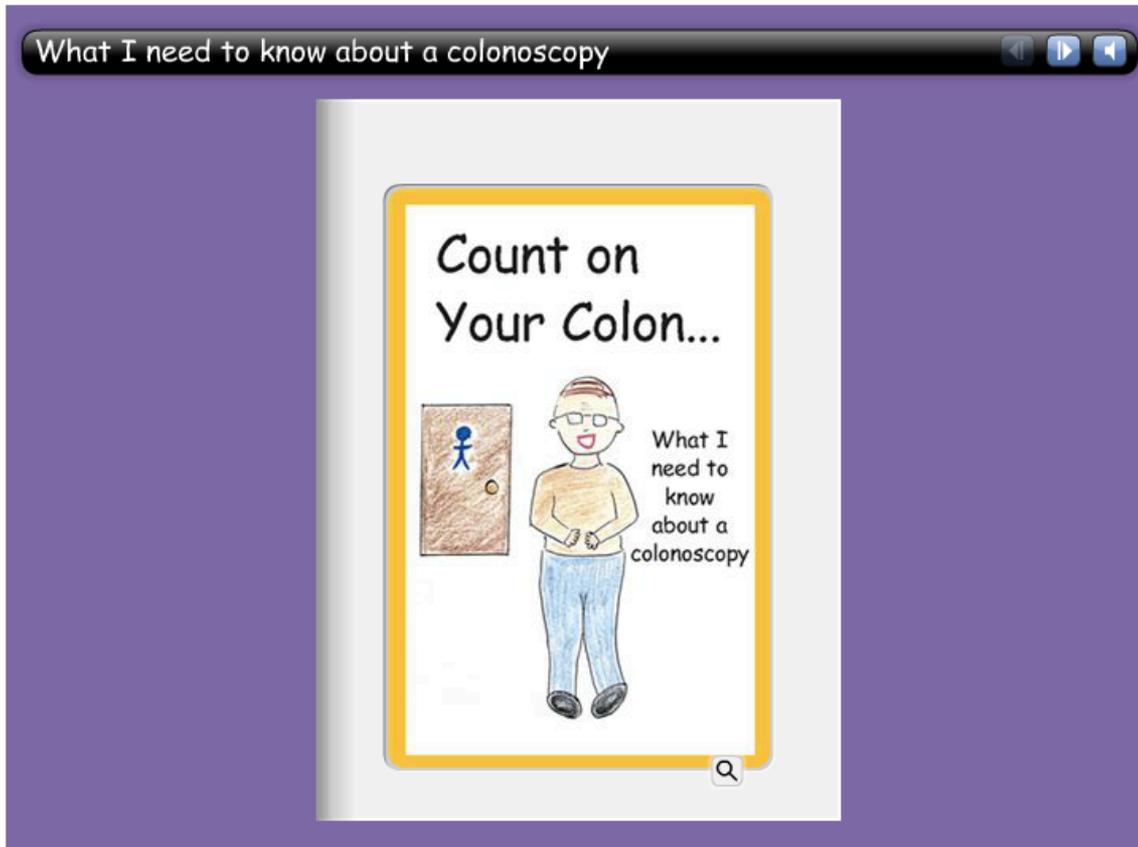


<p>My full name is: _____</p> <p>I like to be called: _____</p> <p>Date of birth: ____ / ____ / ____</p> <p>My primary care physician: _____</p> <p>Physician's phone number: _____</p>	<p>Attach your picture here!</p>
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	<p>I communicate using: (e.g. speech, preferred language, sign language, communication devices or aids, non-verbal sounds, also state if extra time/support is needed)</p> <p>_____</p> <p>_____</p> <p>_____</p>
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[http://
flfcic.fmhi.usf.edu/
docs/
FCIC Health Passp
ort Form Typeable
English.pdf](http://flfcic.fmhi.usf.edu/docs/FCIC_Health_Passport_Form_Typeable_English.pdf)

Tools to Improve Communication about Health and Wellness



Created by
Surrey Place
Centre in
Ontario,
Canada

[http://
www.surreyplace.o
n.ca/resources-
publications/
videos/](http://www.surreyplace.on.ca/resources-publications/videos/)

Tools to Improve Communication about Health and Wellness



Hello, my name is _____ and I'm calling to make an appointment with _____.

2. When you contact the provider's office, tell them what the appointment is for. You may need to give details to a nurse, medical assistant or scheduler—they are an important part of a team and will keep your information confidential.

NOTE: If you are making your first appointment with a new provider, tell them you want to make a **new patient appointment**. See section below for additional information you may need.

The reason that I am making the appointment is:

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[http://
aaspire.org/?
p=projects&c=h
ctoolkit](http://aaspire.org/?p=projects&c=healthtoolkit)

Written Communication - Inaccessible -

Conjunctivitis

You have contracted conjunctivitis. This is an inflammation or swelling of the conjunctiva. Often called "pink eye," conjunctivitis is a common eye disease. It may affect one or both eyes. Some forms of conjunctivitis are highly contagious. You have bacterial conjunctivitis which you need to treat with prescription eye drops from the pharmacy. Follow the directions on the bottle. It may improve after three or four days of treatment, but you need to take the entire course of antibiotics to prevent recurrence. Good hygiene is important also.

Written Communication

- Accessible -

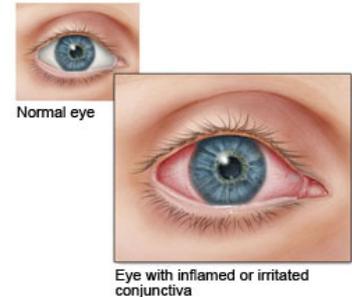
Pink Eye

You have an **eye infection called pinkeye**. To make it go away:

- You need to get eye drops from the drug store.
- Squeeze eye drops into your infected eye 3 times per day (breakfast, lunch, and supper).
- Use the drops until they are gone.

Pink eye is really **easy to accidentally give to another person**.

- To keep this from happening, wash your hands after you use the drops and before you touch another person (like shaking hands).



Written Communication

-More Accessible -

- You have pinkeye. To make it go away:
- Get eye drops from the drug store.
- Squeeze eye drops into your eye.
- Use the drops 3 times a day.
 - Morning
 - Noon
 - Night
- Use the drops until they are gone.
- Pink eye is really easy to give to another person.
-  Wash your hands a lot!



Modify Physical Space to Improve Communication



Look at your checklist:

- What might make this space challenging for communication?

Modify Physical Space to Improve Communication



Look at your checklist:

- What makes this space more welcoming for communication?

Handouts

We Have a
Ton!

Please visit our table to
pick up handouts and
find resources.

Communication with people with disabilities needs to be **equally effective** as communication with people without disabilities.



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