

Impact of Healthcare Provider Training on Aphasia Care, Providers, and Patients

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# Background

#### Northwestern Medicine Marianjoy Rehabilitation Hospital

- 125 bed freestanding rehabilitation hospital
- Specialized stroke and brain injury programs
- Teaching hospital with Resident Physicians on staff



#### Acute Care Transfers (ACTs)

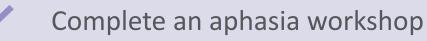
- No emergency room services on campus
- Resident Physicians are often the primary decision maker on code teams
- If emergency cannot be handled on campus, the patient is sent to nearby hospital ED
- ACTs interrupt the patient's therapy stay impacting rehab outcomes / plan of care
- ACTs have a negative financial impact on the patient and the hospital







Create a new process





Incorporate volunteers with aphasia



Complete surveys pre/post



# New Process and Training



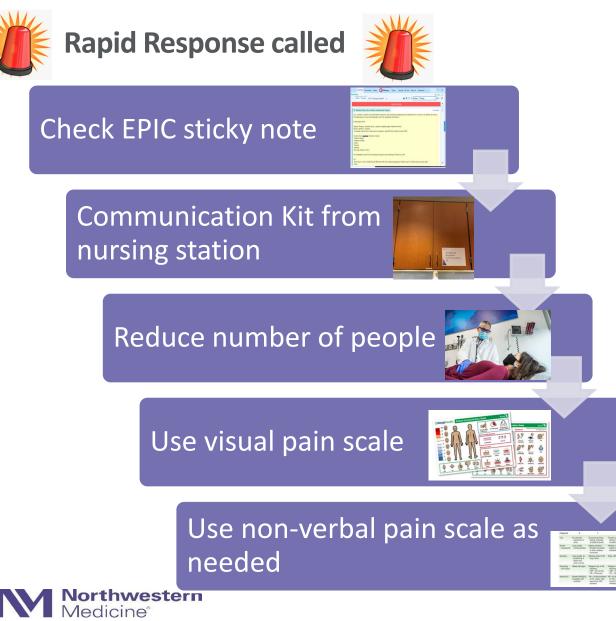


### Aphasia Workshop

- Resident Physicians and APRNs
- Speech-language pathologist (SLP) provided education on:
  - Aphasia and important considerations for emergency situations
  - Supportive communication strategies
  - The new process being implemented
  - Communication aids and how to use them

#### • Hands-on practice:

- Interview the person with aphasia / gain information
- Implement supportive communication strategies and use communication aids as needed
- \*Interactions were observed by a SLP and feedback was provided after the interview\*

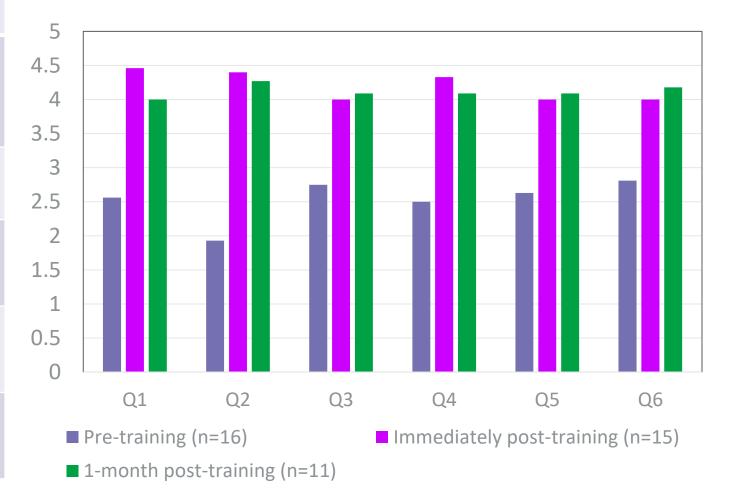


# **Surveys Questions and Outcomes**

- Q1 How comfortable are you in locating information on communication strengths and weaknesses for patients with aphasia in EPIC?
- Q2 How comfortable are you in locating communication tools, such a communication board, for use with patients with aphasia when required?
- Q3 How comfortable do you feel utilizing communication boards with patients with aphasia?
- Q4 Do you have knowledge of different types of communication tools accessible to you to utilize with patients with aphasia?
- Q5 How comfortable are you with using supportive communication strategies with a person with aphasia?
- Q6 How confident do you feel that you are able to communicate effectively with patients with aphasia?

Completed at 3 intervals to gauge comfort levels

- 1. Pre-workshop
- 2. Immediately post-workshop
- 3. One-month post-workshop







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