



**Innovative Applications
of Video Conferencing Tools to
Increase Clinician and Student Use of
Communication Accommodations and
Reduce Social Isolation for People with
Communication Disabilities**

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Roundtable Discussion: Aphasia Access 2025 Leadership Summit

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Program Aims

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Need <i>(opportunities for...)</i>	Clinical educational experience + social connection	Practice utilizing communication accommodations in conversational contexts
Setting	University in rural Illinois	Urban rehabilitation hospital system
Target Learners	Undergraduate and Graduate SLP Students	Practicing Allied Health Clinicians
Community Expert Partners	Community members with dementia	Community members with aphasia

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Zoom Pals

Meeting link

Host admits:

1. Students (pre-instruction)
2. Residents

Structure:

- Full group (5 min)
- Breakout rooms (25 min)
- Full group (3-5 min)
- Student debrief (15 min)



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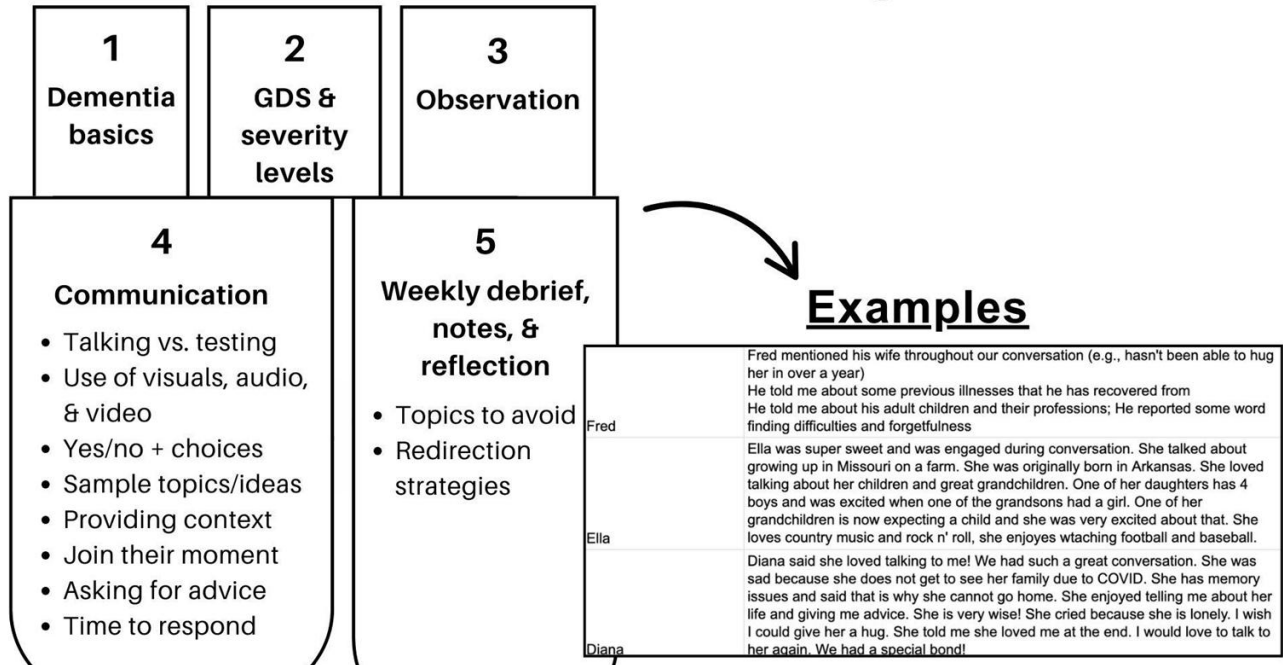
Sign-Up Sheet

(available to students and facility staff)

	A	B	C	D	E	F	G
1		9/7/22	9/12/22	9/14/22	9/19/22	9/21/22	9/2
2	Activity	Zoom Pals	Zoom Pals	Zoom Pals	Zoom Pals	Zoom Pals	Zoom Pals
3	Students:*	(JM)	(JM)	(JM)	(JM)	(JM)	(JM)
4	BEFORE YOUR SESSION- check conversation ideas (Activities tab)	Liza	Leah	Viviana	Leah	Viviana	Sarah
5	AFTER YOUR SESSION- record notes (link will be given at the end of the zoom)	Amanda	Faith	Henry*	Sarah	Liza	Faith
6		Ashley	Henry	Liza	Faith	Ashley	Leah
7	*If it is your first time on zoom pals and you want to shadow an E-Board member, put a "*" next to your name on the sign-up!	Viviana	Sarah	Ashley	Henry	Amanda	
8				Alicia*	Henry		
9	MONDAYS 11-11:30						
10	MONDAY ZOOM LINK: https://niu-edu.zoom.us/j/81908578065?pwd=Nm00VXhISWtJQVczMWpLYWlqWnISZz09						
11	MONDAY MEETING ID: 819 0857 8065						
12	MONDAY MEETING PASSWORD: 109100						
13	WEDNESDAYS 4-4:30						
14	WEDNESDAY ZOOM LINK: https://niu-edu.zoom.us/j/83808599941?pwd=VGVyYmgvYzBYUXZxaFNvN2NTaEw4QT09						
	Zoom Pals SIGN UP HERE	In Person Sign Up	Orientation	Activities	Student Info	Explore	<

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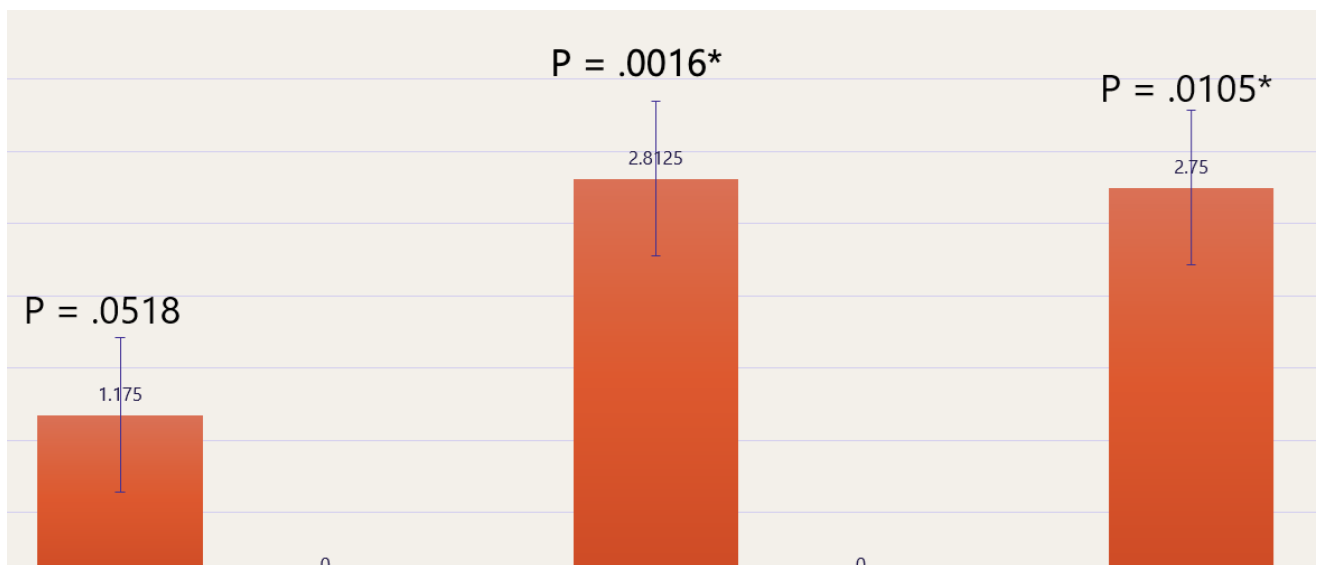
Student Training



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Student Outcomes

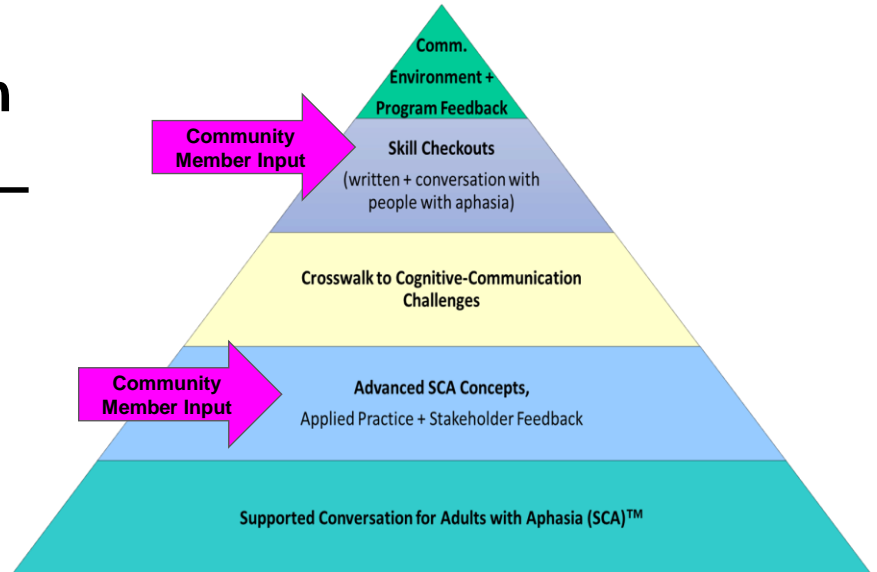
(change scores: pre- post)



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Communication Champions

Year-Long
Communication
Accommodation Skill
Training Program for
Clinical Staff



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Live Conversation + Feedback (Recorded)

1. Unstructured Conversation (10 minutes)

- Completed in pairs
- Clinicians review recording
 - Complete self-rating

2. Structured conversation (12 minutes)

- 1:1
- Target facts to GIVE and GET
- Community member rates
- Clinicians review recording
 - Complete self-rating

Community Member Feedback

Therapist Name: _____	
1. What <u>kind of therapist</u> did you meet with?	
SLP (Speech)	PT (Physical Therapist)
OT (Occupational)	
2. How many <u>years</u> has s/he practiced at SRAIab?	
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;">←</div> <div style="display: flex; justify-content: space-between; width: 100%;"> <div>1 2 3 4 5 6 7 8 9 10</div> <div>11 12 13 14 15 16 17 18 19 20</div> </div> <div style="margin-left: 10px;">→</div> </div>	
3. In what <u>state</u> did s/he go to school?	
<div style="text-align: center;"> </div>	
When talking with the therapist:	
1. How <u>respected</u> did you feel?	
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;">☹️</div> <div style="display: flex; justify-content: space-around; width: 100%;"> <div>1</div><div>2</div><div>3</div><div>4</div><div>5</div> </div> <div style="margin-left: 10px;">😊</div> </div> <div style="display: flex; justify-content: space-between; width: 100%; font-size: small;"> Not at allSome-whatVery much </div>	
2. How well did you <u>understand</u> what s/he said?	
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;">☹️</div> <div style="display: flex; justify-content: space-around; width: 100%;"> <div>1</div><div>2</div><div>3</div><div>4</div><div>5</div> </div> <div style="margin-left: 10px;">😊</div> </div> <div style="display: flex; justify-content: space-between; width: 100%; font-size: small;"> Not at allSome-whatVery well </div>	
3. How <u>easy</u> did they make it to <u>answer</u> his/her questions?	
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;">☹️</div> <div style="display: flex; justify-content: space-around; width: 100%;"> <div>1</div><div>2</div><div>3</div><div>4</div><div>5</div> </div> <div style="margin-left: 10px;">😊</div> </div> <div style="display: flex; justify-content: space-between; width: 100%; font-size: small;"> Not at allSome-whatVery well </div>	

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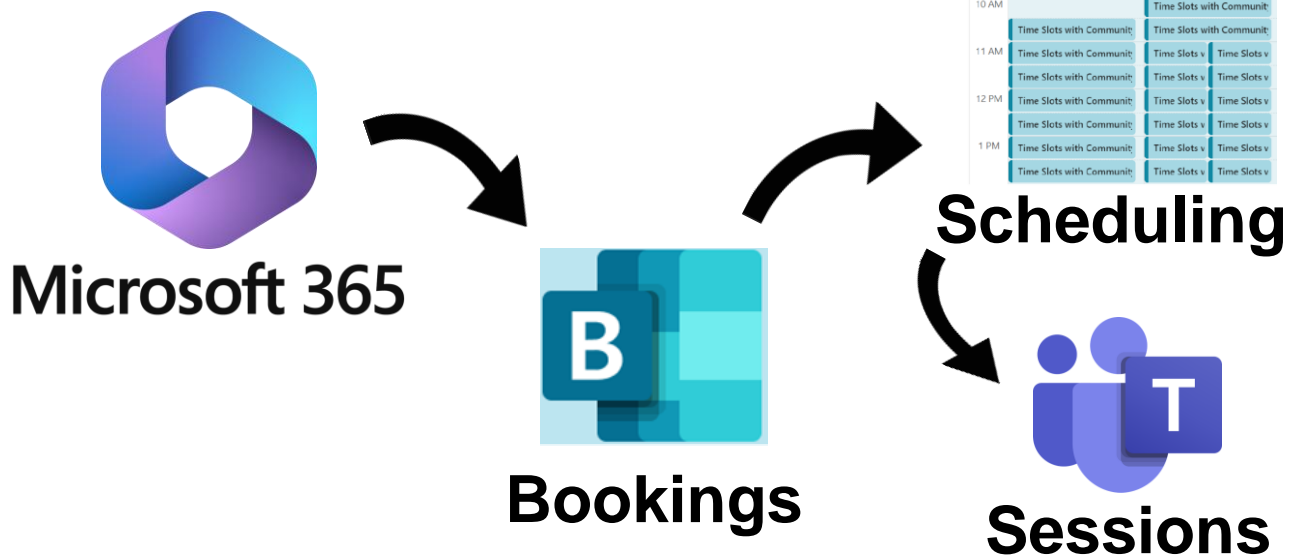
Trainee Self Review Tool

Measure of Skill in Supported Conversation (MSC)	Measure of Participation in Conversation (MPC)
<p>The MSC provides an index of the ability of a conversation partner to provide support for the person with aphasia by communicating in a way that acknowledges the person's inherent competence while at the same time facilitating his/her ability to exchange thoughts, opinions, and feelings that help to reveal inherent competence.</p> <p>0 1 2 3 4 None Adequate Excellent</p>	<p>The MPC provides an index of the person with aphasia's level of participation in conversation in the areas of interaction (social connection) and transaction (ability to ability to exchange thoughts, opinions, and feelings).</p> <p>0 1 2 3 4 None Adequate Excellent</p>
<p>Process for determining the score on the scale:</p> <ul style="list-style-type: none"> First determine whether score is a 0 or 4 If neither, is score a 2? If not, does score fall in the negative or positive side of the 2? Establish where score falls between 0-2 or 2-4 (namely 0.5 / 1 / 1.5 <u>or</u> 2.5 / 3 / 3.5) 	<p>Process for determining the score on the scale:</p> <ul style="list-style-type: none"> First determine whether score is a 0 or 4 If neither, is score a 2? If not, does score fall in the negative or positive side of the 2? Establish where score falls between 0-2 or 2-4 (namely 0.5 / 1 / 1.5 <u>or</u> 2.5 / 3 / 3.5)

Kagan, A., Simmons-Mackie, N., & Shumway, E. (2018). Revised rating anchors and scoring procedures for measure of skill and measure of participation in conversation between adults with aphasia and their conversation partners. Toronto, ON: Aphasia Institute. Retrieved from <https://www.aphasia.ca/wp-content/uploads/2020/05/VF-MSC-MPC.pdf>

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Leveraging Available Technology



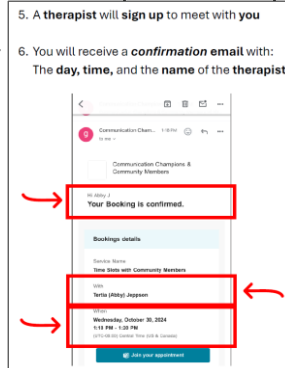
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Microsoft Bookings Training Materials

Community Members

Communication-friendly documents:

- General information
 - *Community member availability*
 - *A session is scheduled*
- How-to for Microsoft Teams
 - *Computer + Laptop*
 - *Phone + Tablet*
- Cancellations
- Quick Reference for Emails
 - *Availability Entered*
 - *Confirmed Session*
 - *Session Reminder*
 - *Cancelled Session*



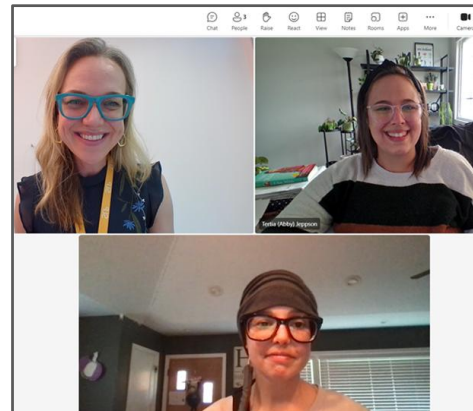
Clinicians

- How to navigate to Bookings
- View available sessions
- Scheduling sessions
- Cancellations
- Additional considerations/reminders

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Training Community Members

- Logged onto Teams
 - Groups usually held on Zoom
 - New platform for Community Members
- Reviewed communication-friendly document
- Trial-run with Bookings system
 - Receiving email
 - Joining the meeting from the email
 - Problem solve in the moment



Community Members' initial thoughts

"Can do from home, not driving. Help out, that's what I need."

Talked about barriers like Medicare benefits, how therapy can be limited, and friends that do not live close. This program provides "additional practice and opportunities to use my language"

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Adjustments, Considerations, & Troubleshooting

- Changed how Community Member availability was inputted
 - Significantly reduced email spamming and confusion for Community Members
- Clinical staff members' availability + limited protected time
- Brief pre-/post-session surveys for Community Members and clinicians
- Additional practice session(s) as needed with Community Members
 - Emailed and mailed physical instructions
 - Used Zoom to use written keywords and see what the Community Member was seeing
 - Mock scheduled sessions on multiple devices to troubleshoot (e.g., signing on, entering name, video settings - take off blur)

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Center for Aphasia Research and Treatment

Interest Forms

General

(Research, Community Groups,
Intensive, Mailing List)



Aphasia Choir



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Resources

Music & Memory



BRACE Lab

*(Brain Resilience through Active
Communication and Engagement)*

