

The Importance of Asking the Right Questions:

Interprofessional practice stories from across the healthcare continuum

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Disclosures

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Non-Financial Disclosures:

- Member of Aphasia Access
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Lecture Outline

Importance of Goal Setting in Aphasia

IPP Case Study

The Role of Perspective

360° Assessment

Life Span

Qualitative Interviews

Pilot project completed 2018: 17 PWA, 15 “close others” completed structured qualitative interviews.

- Question prompts surrounded:
 - feelings surrounding dx,
 - course of recovery,
 - impact of aphasia center in their recovery,
 - Advice for others about to embark on the journey

Interviews were coded for themes using Interpretative Phenomenological Analysis (Smith, Flowers and Larkin, 2009)

Themes were compiled and analyzed for correlations with TPO, Severity of Aphasia and Role (i.e. pwa or close other)

(Hoover, Balz, Kaplan, 2018)

Homogeneity in Themes

Differences seen between groups: Person with Aphasia vs Close Other

Themes were useful in understanding group differences; yet,

Did not fully capture the individual stories

Goal Setting in Aphasia Care

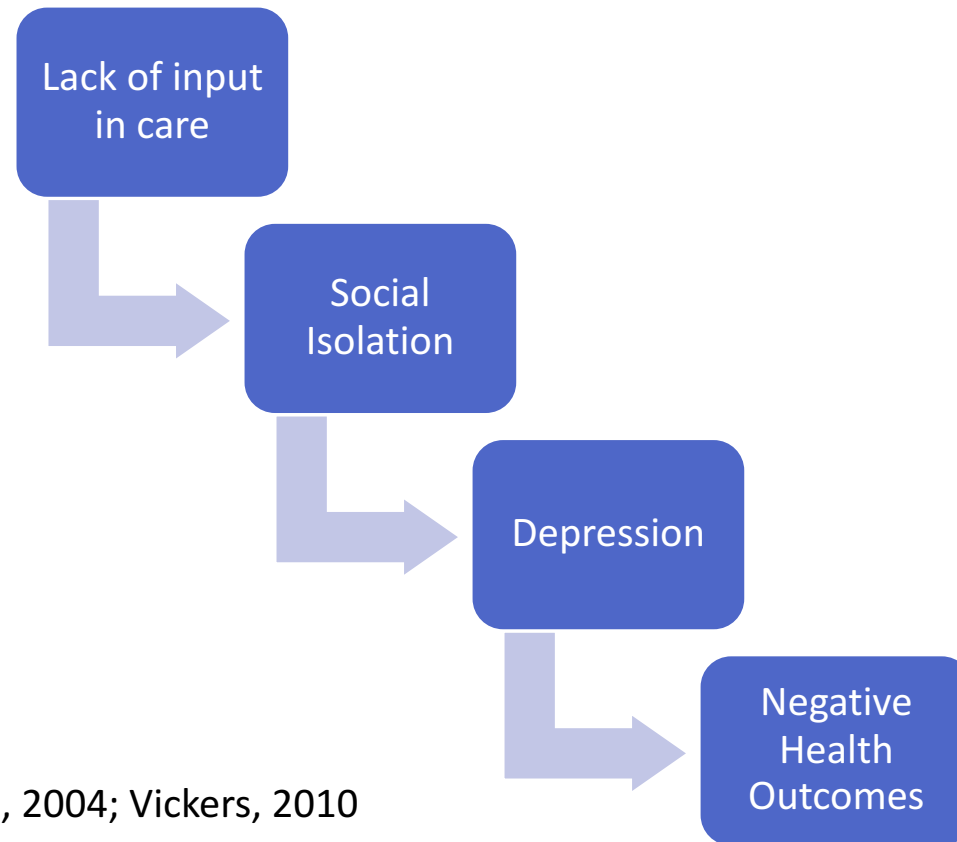
Evidence shows that people with aphasia participate less in goal setting in rehab in part due to the communication barriers

(Berg et al., 2016; Leach et al., 2010;, Simmons-Mackie, 2018)

Close others often made decisions or spoke for the PWA but were not reliably accurate in predicting the desires of the individual with aphasia

(Haley et al 2013).

Slippery slope.....



Hilari & Northcott, 2006; Parr et al 2007;
Simmons-Mackie, 2018; Threats & Worrall, 2004; Vickers, 2010

Good Clinical Decision Making



Good Clinical Decision Making

Appropriate
Goal Setting

Asking the Right
Questions

Self-check.....





Aphasia Resource Center

Case Example

Medical/Social/Educational History

MB is a 49, year-old woman who lived alone in a suburb of Boston MA.

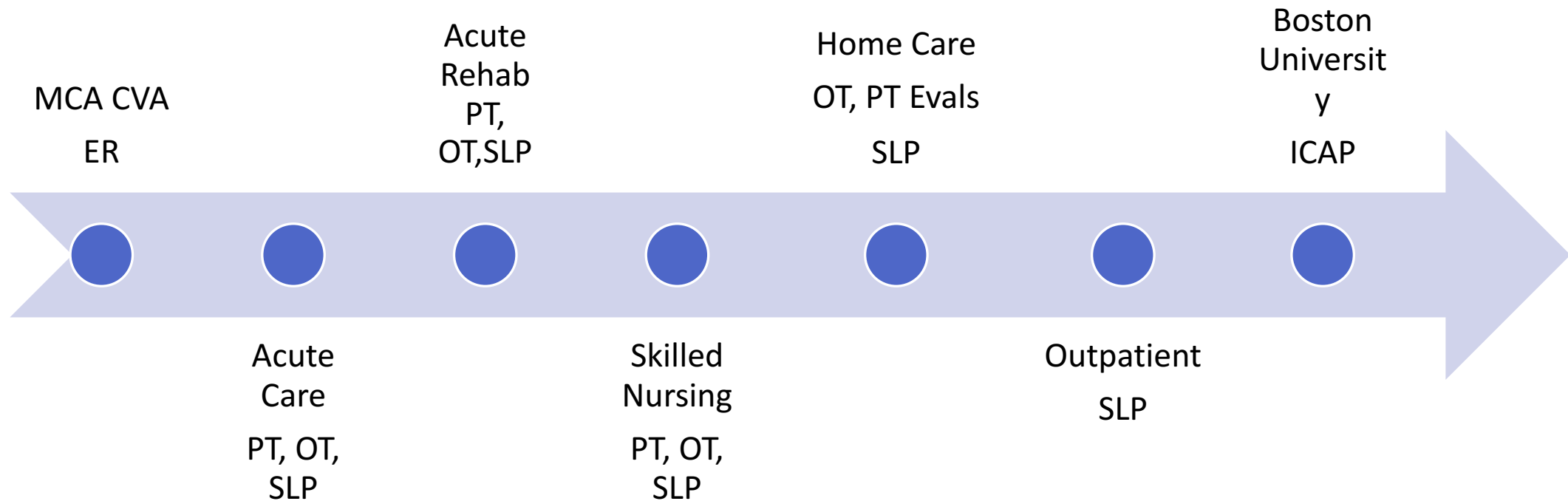
She has a large extended family.

She earned a Master's degree education from a local university.

Worked as an elementary school teacher for ~ 10 years

Promoted to the position of School Principal just prior to her injury.

Timeline of Events



Acute Rehab/Hospital Course

MB suffered a left-sided CVA (August)

Dx: Severe non-fluent form of aphasia, phonological dyslexia, deep dysgraphia right-sided hemiparesis and concomitant dysphagia.

She was admitted to a local stroke center for 2 days and transferred to rehabilitation hospital for inpatient therapies.

Her hospital course included occupational, physical and speech-language therapies. MB was referred to brace clinic and tone clinic.

She was discharged after 21 days to a step-down facility where she continued to work on ambulation with a device and communication.

Sub Acute Care Course

MB was transferred to a skilled nursing facility in September

She received an additional 23 days of rehabilitation

She was seen by an SLP and continued PT and OT therapies.

She reported feeling disappointed by the quality of her care in this environment.

She requested additional work from her therapists which was not provided.

Her friends from school brought in tasks for her to work on from the kindergarten curriculum.

Home Care

MB received four weeks of home care intervention in October

OT: one evaluation then discharge.

PT evaluation: two treatment visits for ambulation in the home then discharge with follow-up for brace clinic.

Only SLP continued in the home for the entire four weeks of “home care.”

- Worked on naming, conversation, reading and writing.
- MB reported, “I did what they brought me to work on.”

Outpatient Course

MB was referred to outpatient SLP (November)

“Lucky enough to find Jerome Kaplan”, MA, CCC-SLP.

She also joined the monthly Aphasia Community Group at the ARC

Finding her Outpatient Therapist and Connecting with the Aphasia Community Group



Intensive Comprehensive Aphasia Programs

Jerry recognized that she needed more intensive services

MB and her family had looked into traveling to ICAPS offered elsewhere in the country, but they could not afford the cost.

We started recruiting for our Interprofessional ICAP program due to run in June.

Interprofessional Intensive Comprehensive Aphasia Program (ICAP)

Schedule: five days per week, over a four-week interval (June)

30 hours of weekly therapy was provided in the following areas:

- 15.5 hours speech-language instruction (9.5 hours group, three hours dyadic, and three hours individual),
- five hours group occupational therapy treatment,
- four and a half hours group physical therapy treatment and
- five hours group nutrition treatment.

MB and 5 other participants enrolled in the program.

Initial ICAP Team Evaluation

- MB had not received any kind of nutritional counseling but had goals to manage cholesterol, blood sugars.
- Needed better nutrition management to assist with sit to stand and ambulation goals.
- Had goals of food prep: only cooking done at home was microwaved pre-packaged meals
- Take out food

- PT discovered that when her Home Health PT discharged her, MB's ambulation guidelines were for:
 - *Independent ambulation in the home only.*
 - *Min Assist/contact guard in the community only with trained personnel***
- MB had dutifully followed these recommendations

MB's Participation-Based ICAP Goals:

Ambulate distances of 50 feet with modified independence

Ambulate a flight of stairs with modified independence

Walk 300 steps per day.

Prepare and cook healthful meals

Increased independence and efficiency with self-care

Participate in 5-10-minute conversations

Read 250 word personally relevant passages

Synthesize above passages verbally and in writing in fewer than 5 sentences.

**Navigating her house
Going out with friends**

**Independence in her
home and dress
professionally**

**Returning to teaching
first and second
graders/ interact with
parents/collaborate
with other teachers**

Progress

Mary progressed on all the goals identified.

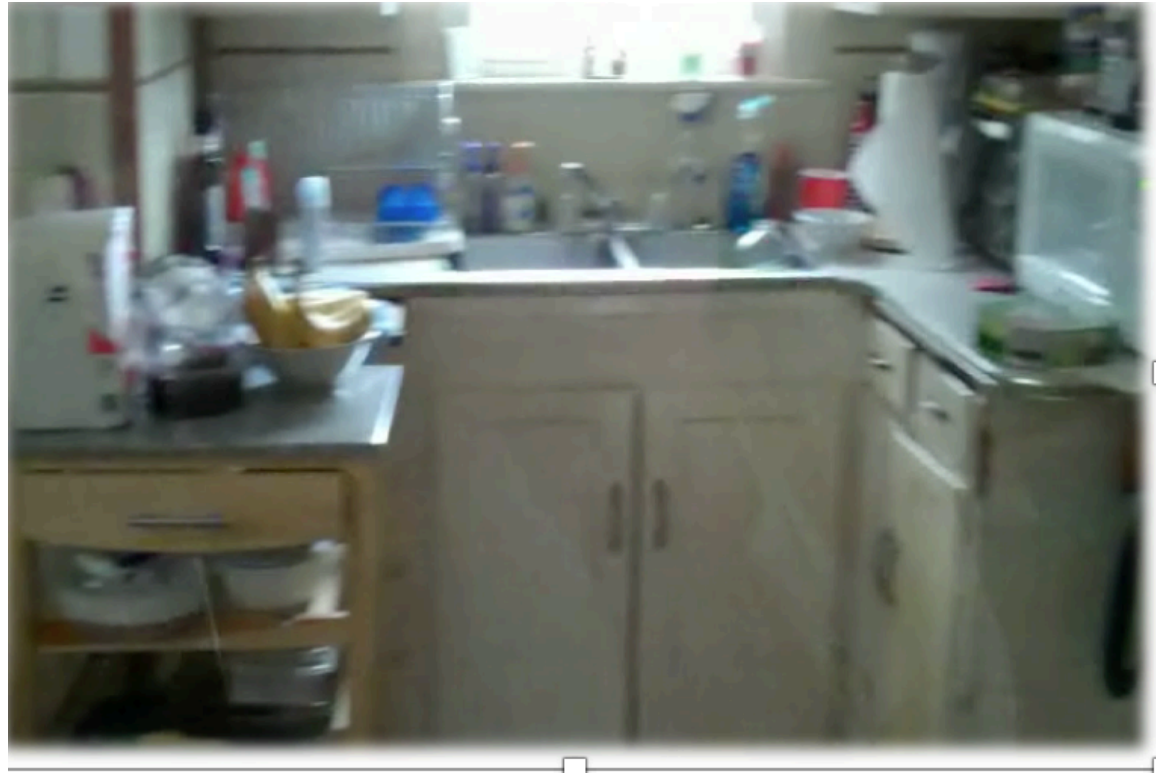
Anecdotally, she voiced a greater sense of purpose, greater self-esteem

Went shopping for new clothes, got a haircut...wore make-up for the first time in a year.

We were all feeling really good about ourselves.....

Home Visit

Home Visit: Kitchen



Home Visit: Bedroom



Home Visit: Stair Rail



The Importance of asking the Right Questions.....

LPAA tenets:

- The explicit goal of intervention is enhancement of life participation
- All those affected are entitled to services
- Measures of success include documented life enhancement
- Both personal and environmental factors are targets of intervention
- Emphasis is on availability of services as needed at all stages
- LPAA Project Group, 2000

Critical to take the time to understand the needs of your client

Ask questions.... ask more questions, and then ask different questions.

Exploring our Individual Lenses

5 W's



- Considered Basic in Information Gathering and Problem Solving





This makes me sad, my dog just passed away.

OMG....It looks like a pitbull; I was bit when I was a child...



Yuck...Dogs are grody... I'd rather 10 cats or a pot-bellied pig!

That is the cutest face I've ever seen in my whole life...



PERSPECTIVE

Who

What

When

Where

Why

How

Perspective: Understanding the role of Lens

- JP (47 y/o attorney s/p CVA w/nonfluent aphasia and verbal apraxia)
 - JP: “I want to practice law again!”
 - JP’s wife: “We were on the verge of divorce before.”
 - JP’s sisters: “She’s dumping him. But I can’t help right now”
 - JP’s kids: ...well, it depends who you ask...
 - JP’s TAP providers: “Back to Work group, a CST, etc.”
 - JP’s SLP: Some Executive Functioning challenges, but is not incompetent. Family has never been to offered trainings.
 - JP’s Neuropsych eval: Cognitive/Linguistics Impairments, mood / depressive state



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Perspective influences **judgements**
which in turn influences **actions**
which in turn influences **consequences**
which in turn influences **mindset**
which in turn influences **outcomes.**



An ad for Electrolux (1932)

Blinders... *because she*
Shies
At New Ideas



FLYING MACHINES, horseless carriages — they had their skeptics. Every new idea, every great advance, does. Electrolux is no exception.

We don't mind that. For though Electrolux is four years old, has enjoyed a phenomenal success and is today in hundreds of thousands of homes, it is still the new idea, the big radical improvement in automatic refrigerators.

All we ask is that you go and see Electrolux with your eyes wide open. Judge the facts at first hand.

You will find that Electrolux not only freezes ice cubes quickly and provides perfect constant cold always, but does this without sound, without machinery, and at much less cost than any other refrigerator.

Is it any wonder that Electrolux sales in 1931 were far ahead of 1930?

You certainly owe it to yourself to see this remarkable refrigerator that has so greatly changed the old order of things. It is on display at the showroom of your gas company.

And if you'd like complete information by mail, write to us direct for free literature. Electrolux Refrigerator Sales, Inc., Evansville, Indiana.



*
ELECTROLUX
THE *Gas* REFRIGERATOR



The old order changeth — a tiny gas flame takes the place of all moving parts

For the woman
afraid of
technology's
progress, a set
of horse
blinders

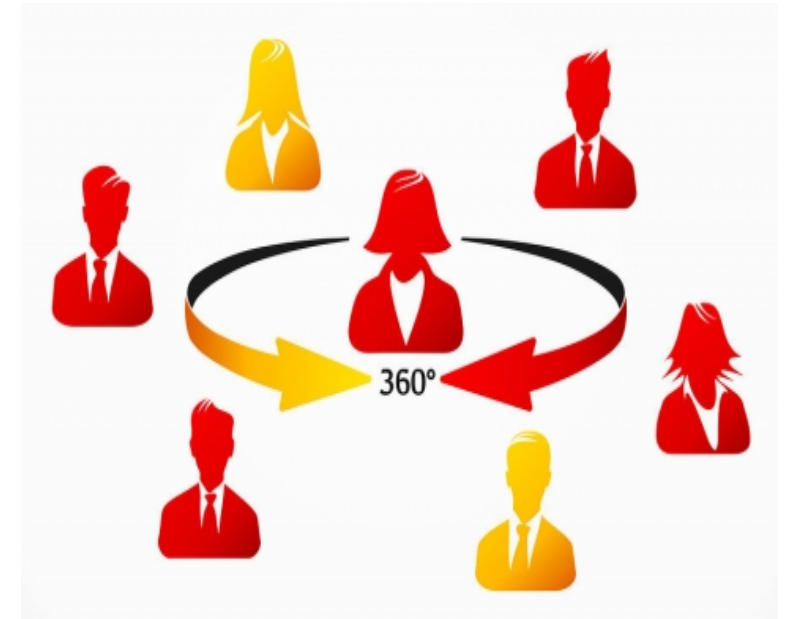
So how do we see the full picture?

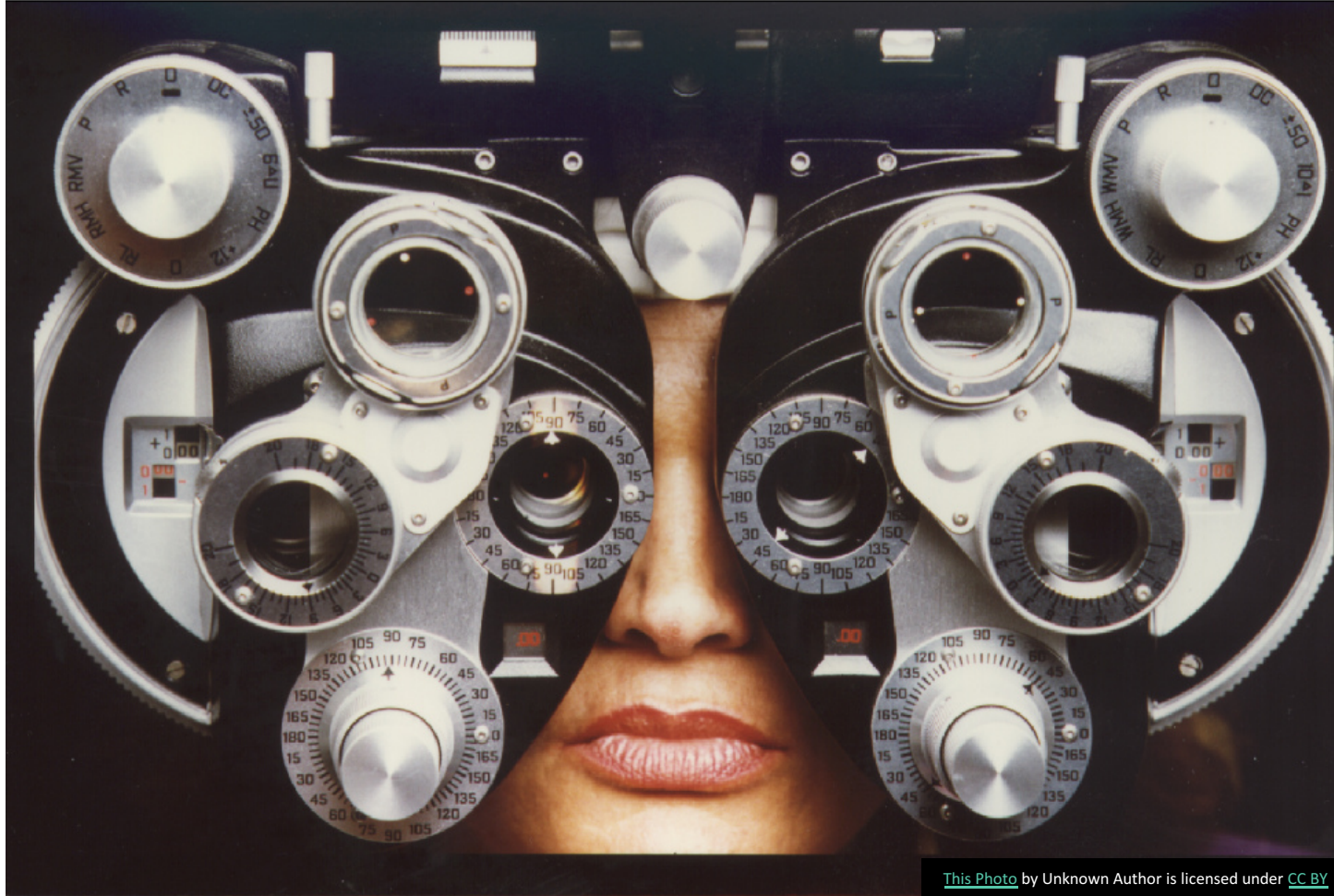


Exploring the Lens...

360° Evaluation / Appraisal / Assessment

- multi-rater/source feedback
- includes all “stakeholders”
- emphasizes self – assessment
- performance and goal oriented





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360° Review of Aphasia Needs RAN, 2019

So ... Back to our 5 W's

Who?

- stakeholders

What?

- Needs, barriers, goals

When?

- Throughout the person's lifetime

How?

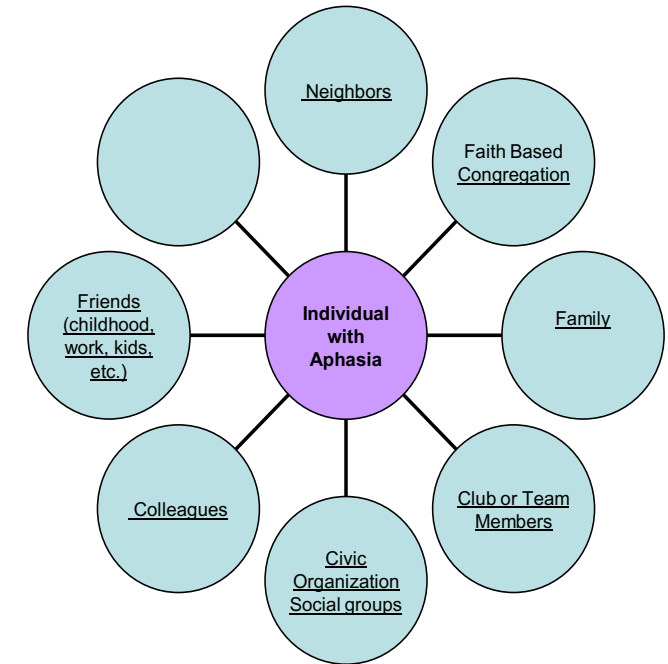
- Getting to Know You; surveys/scales;

Why?

- Ensure programming at all stages of life

Who?

- Identify Individuals' Stakeholders (all of them!)
- Interdisciplinary Team (therapy, case mgr, nursing/aides, etc.)
- Family Composition / Living Situation / Anticipated Changes in Caregivers/Care partners
- Social Networks (Blackstone & Berg, 2012)
- Use SCA tools (Kagan, 2011), supports and drawing for PWA's view of family/friends/community.
- C.A.P.E. (Partner Training) Foundation



Who?



About | Online Store | Login / Register

Search *Begin typing a word...*

Showing results for **family**

Click and drag desired image to the 'Your Folder' icon

Download View All

Narrow Your Results

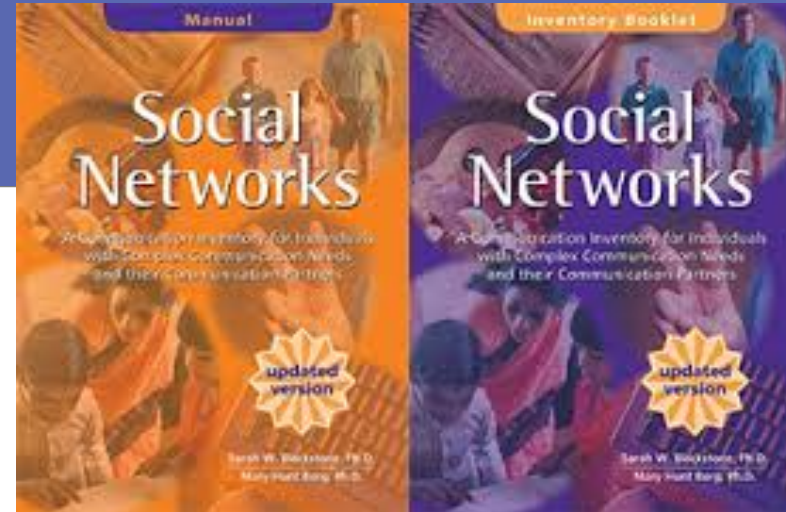
Actions 1

Objects 5

Concepts 1

Attributes 2

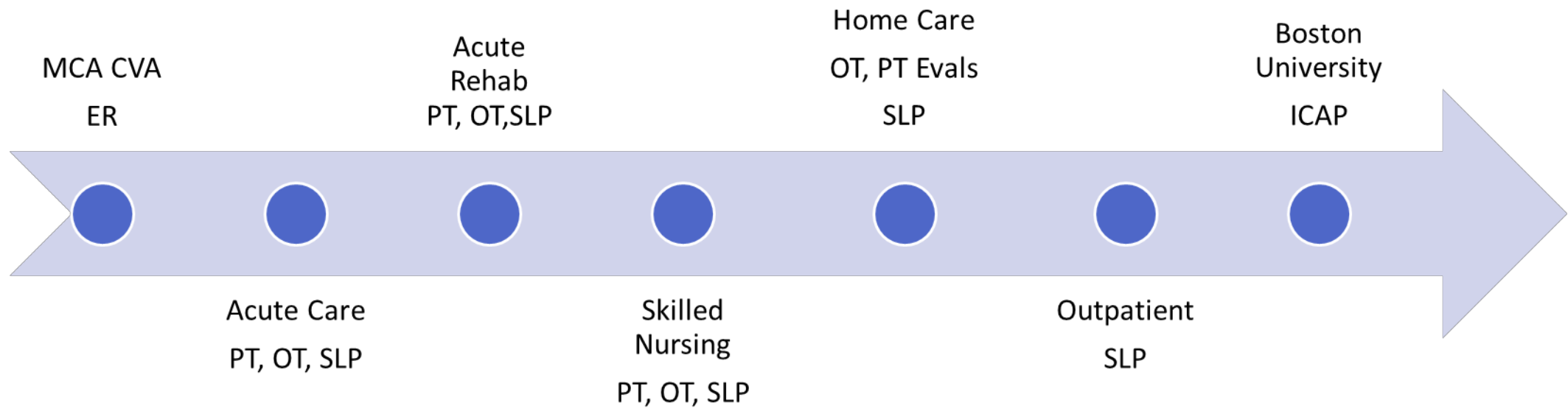
www.aphasia.ca



C.A.P.E. is a mnemonic device that helps SLP's be cognizant of the framework that guides their intervention for individuals with moderate-to-severe communication disorders. The C.A.P.E. checklist is applicable to all etiologies.

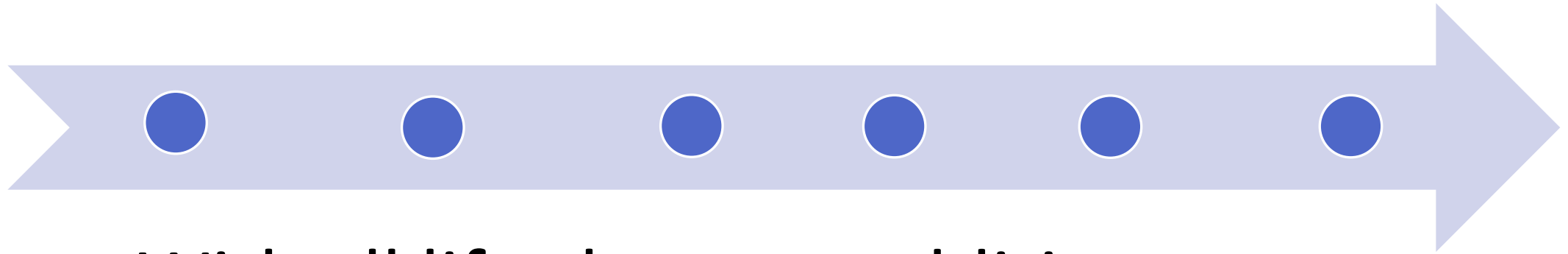
R.J. Elman (2013, 2016)

When?



When?

Throughout the PWA's life



With all life changes, additions, etc.

What?

- **Concerns:**

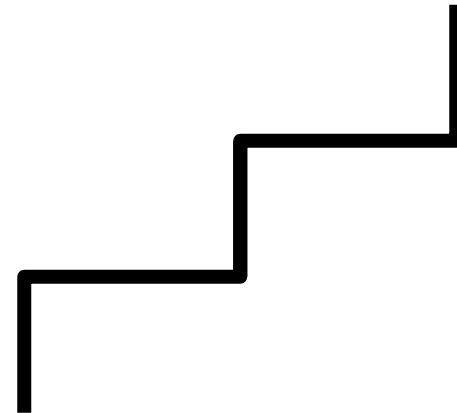
- My biggest concern about going home right now is: _____

- **Barriers:**

- Describe the last communication breakdown that occurred (detail)
- Role Play / Exchange Roles and state concerns

- **Goals:**

- Describe a typical day (w/supports)
- Long term → breakdown (w/action items)



How?

**Comprehensive evaluation as time / setting permits with use of LPAA inventories for goals
(LIV cards, Haley et al, 2010)**

- ❖ **Caring Bridge or Facebook group**
- ❖ **Journey Binder**
- ❖ **Intake/Questionnaire that follows PWA**
- ❖ **Assign Point Person**
- ❖ **Schedule Follow Up calls / Booster Visits**
- ❖ **Care Model / COMPASS study**

Getting to know you...

Getting to Know You

Name: _____

I like to be called / nicknames: _____

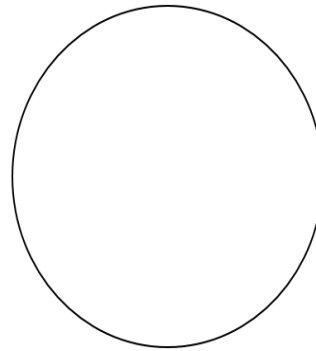
Describe your living situation and level of independence before aphasia:

Tell me about a typical day for you:

Tell me about your family:

Favorite places to go:

Fill in this pie chart to help me understand about your time and energy:



- Work
- Volunteering
- Travel / vacation
- TV
- Entertaining /socializing
- Shopping / errands
- Chores /
- Exercise
- Reading / Study
- Faith based activities

Write me a short bio: _____'s Story

Describe any recent challenges or struggles that you may have been experiencing prior to the onset of your aphasia (you do not need to provide details, just note situations that I should be aware of...)

Personality Traits (circle as many as you want that help define you)

- | | | |
|---------------|----------------|------------------|
| Patient | Passive | Social |
| Stubborn | Interested | Cautious |
| Nervous | Nosey | Self-Disciplined |
| Compassionate | Short Tempered | Organized |
| Fearful | Kind | Driven |

Interest	Goal	Barrier	Access	
			<i>Compensate</i>	<i>Rehabilitate</i>

Why?



I've learned...
that two people
can look at the exact
same thing and see
something totally
different.



Thank you!

QUESTIONS?