Assisting Patients with Communication Needs

1.1 Introduction

Transcript:

Welcome to BayCare Section 504 ADA Compliance Training.

Within this course you will review the relevant compliance information for BayCare facilities.

This course will equip you to better assist our customers who are in need of accommodations to ensure they receive the best care possible.

We will focus on the Communication, Customer Needs, and Process Focus elements of the BayCare Quality Model.

1.2 Introduction

Transcript:

The Americans with Disabilities Act requires hospitals to provide effective means of communications for patients, family members, and visitors who are deaf or hard of hearing.

It applies to all hospital programs and services, such as emergency rooms, inpatient and outpatient services, surgery, clinics, educational classes, and services in the cafeteria and gift shops. Anywhere patients, their family members, companions, or members of the public are interacting with staff, the hospital is obligated to provide effective communication.

1.3 Our Commitment

Transcript:

Federal law prohibits discrimination against otherwise qualified individuals on the basis of disability.

Accordingly BayCare facilities may not, on the basis of disability:
Deny a qualified disabled person benefits or services

Afford a qualified disabled person an opportunity to receive benefits or services that are not equal to those offered to non-disabled persons.

Provide a qualified disabled person with benefits or services that are not as effective as the benefits or services provided to others.

Provide benefits or services in a manner that limits or has the effect of limiting the participation of qualified disabled persons.

or

Provide different or separate benefits or services to disabled persons except where necessary to provide qualified disabled persons with benefits and services that are as effective as those provided to others.

### 1.4 Our Commitment

**Transcript:**

BayCare will take whatever steps are necessary to ensure that qualified disabled persons, including those with impaired sensory, manual, or speaking skills, are provided effective notice concerning benefits or services, or written material concerning waivers of rights or consent to treatment.

In addition to standard services, BayCare also has a procedure for effective communication with persons who are deaf or hard of hearing for the purpose of providing emergency health care services.

BayCare will provide appropriate auxiliary aids to persons with impaired sensory, manual or speaking skills, where necessary to afford them an equal opportunity to benefit from the service in question, at no cost to the patient.

Patients have the right to register a complaint with an agency listed on the “Patient Rights and Responsibilities” brochure.

### 1.5 Assisting Communication Needs

**Transcript:**

Upon admission or initiation of services, a communications assessment is performed on all patients to determine if communications assistance is required. This assessment must be documented in the Electronic Medical Records (EMR) system.
Patients who require assistance include those with a hearing, vision, speech, or language impairment or whose primary language is not English.

If a patient requires communication assistance, follow the guidelines outlined in this training module. Questions should be referred to the Nursing Office, the Section 504 Coordinator or the Administrator On Duty.

A patient’s auxiliary aid preference must be given primary consideration.

Notify Nursing Administration or the Section 504 Coordinator of all deaf or hard of hearing, and non-English speaking patients who may require an interpreter service.

1.6 Assisting Communication Needs

Transcript:

The medical record system has been modified to include options for noting sensory deficits, preferred communication mode and language (including American Sign Language), the ability to read and write and interpreter requirements. Once this information has been entered into the electronic medical record, you can access it anytime you access the patient record.

The communication assessment information, including the patient’s preferred communication mode, should be reviewed at each shift/encounter. This information is also available on nursing summary view pages within the EMR.

1.7 Methods of Communication

Transcript:

Hospitals and health care providers are legally required to provide appropriate methods to communicate with patients effectively.

It is usually inappropriate for family members, friends, or others to act as interpreters to relay clinical information.
Regardless of the method used, any time you are communicating information to a patient with an impairment, you should document how the patient demonstrated he/she understood the information in the medical record.

This is critical when addressing patient education, physical examination & assessment, obtaining consent for procedures, and for Discharge Planning & Instructions.

For example, you should document in the medical record whether the patient physically demonstrated the skill taught, or verified understanding of the topic by explaining or summarizing it.

Be sure to also note in the medical record the method of communication used.

1.8 Methods of Communication

Transcript:

A variety of resources to assist in communication are available. Florida Relay Service is available in all areas: Dial 7-1-1 for assistance with telephone communications for deaf, hard of hearing, deaf/blind or speech disabled persons.

Additional resources vary by facility and may include:
- Over-the-Phone Interpretation (OPI)
- Telephone Devices for the Deaf/TeleTypewriter (TTY/TDD)
- Video Remote Interpretation (VRI)
- UbiDUO two - party texting
- Electronic Tablets
- Closed Captioning
- Signage

When circumstances require an in-person sign language interpreter, the patient requesting the service should be advised of the anticipated delay in the arrival of the interpreter. BayCare has contract interpreters available by contacting Nursing Administration, the Section 504 Coordinator or the AOD.
1.9 Methods of Communication

Transcript:

Over-the-Phone language translation services are available 24 hours a day, 7 days a week, via phone, with translation services in over 140 different languages by a qualified interpreter.

Contact information and instructions are available on each unit or through the BayCare Intranet.

1.10 Methods of Communication

Transcript:

The Telecommunication Devices for the Deaf or TDD and the Teletypewriter or TTY refer to the same device. This device or phone, when hooked up to a phone or analog jack, allows for the typing of messages back and forth between text telephones. Anyone can call in to a TTY phone (usually to one who is hard of hearing or deaf) from a relay service, also known as Telecommunications Relay Service. Under Title IV of the Americans with Disabilities Act, this service must be offered free of charge by every state (Dial 7-1-1 to be connected with a representative from the Florida relay center).

The Text telephone user calls in to the relay service and gives the service representative a phone number to call to facilitate the relay. The TTY user can type in the message which the relay rep verbally relays to the other person. The other person verbally speaks his or her message and the relay representative types it into the Text telephone. Also, a non-TTY user can facilitate a call to the relay service (also by calling 7-1-1), so he or she can communicate with a TTY user. This service is free and available 24 hours a day.

1.11 Methods of Communication

Transcript:

Video Remote Interpretation (VRI) is the preferred method for communicating with deaf or hard of hearing patients. A portable unit is available in the nursing office with instructions available. To use the VRI follow the steps listed here.

Document VRI was used and how the patient demonstrated that he or she understood the communication.

If you are using VRI to communicate with a patient, it can typically remain in the patient's room for the duration of the patient's stay.
If the VRI equipment is not working and circumstances require an alternate method of communication, the patient should be advised of the anticipated delay in the arrival of the interpreter.

For technical difficulties, contact the BayCare Service Desk.

1.12 Methods of Communication

Transcript:

While some persons may prefer or request to use a family member or friend as an interpreter, consider competency, confidentiality, privacy and conflict of interest. Family members or friends of the patient should not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by the facility. Staff should document the offer and response in the medical record.

In time-sensitive, life-threatening situations, we may rely upon communications through a family member, advocate or friend until a qualified interpreter or other appropriate auxiliary aid or service is obtained. That information should be documented in the medical record.

Document the interim method of communication, the efforts to provide appropriate interpretative services and how the patient demonstrated that he or she understood the communication.

1.13 Methods of Communication

Transcript:

Here are a few things to remember when using alternative communication methods...

Button One
1) Upon admission or initiation of services, perform a communication assessment; document this information into the medical record

Button Two
2) Document the patient's preferred method of communication in the medical record, the
medical record has been modified to include fields for assessment needs, communications preferences and methods used.

Button Three
3) When information is being communicated document how the patient demonstrated that he or she understood the communication

Button Four
4) Reassess patient's communication needs as appropriate

Button Five
5) Provide communication assistance as needed

1.14 References

Transcript:

Policies entitled: Effective Communication and Auxiliary Aids and Services for Persons with Hearing, Vision, or Speech Disabilities or Limited English Proficiency. This policy can be located on the BayCare Team Member Portal along with additional resources, contacts, and instructions. Information regarding Video Remote Interpreting can also be located on the Bay Care Team Member Portal.

Questions should be referred to:
- The Nursing Office
- The Section 504 Coordinator
- The Administrator on Duty (AOD)