Accessibility must include communication

An audit of communication access to shape our future stroke team education and environment development

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Outline of Presentation

• What is communication access?

• Project design
Outline of Presentation

• Summary of results

• Barriers & limitations

• Conclusions
What is Communication Access?

- A way in to discussions, information and decisions
- A way in to health, social care and other services
- Equality Act (2010)

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**Background**

**Service users** must be:

1. **enabled** to make informed decisions
2. **provided with accessible information** about their condition and treatment

**We must:**

1. meet **standards**
2. be taught **communication techniques** to interact with service users

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(Health Information and Equality Authority, 2012; Shared Decision Making, NHS England, 2013)  
(Irish Heart Foundation National Clinical Guidelines for Care of People with Stroke and Transient Ischaemic Attack, 2010)

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Background

What we saw:

Communication breakdown

No modified written documents

Unmodified environment

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Aims

To identify areas of **non-compliance**

for

1. Education

2. Environment development

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Method

1. Interactions
2. Documents
3. Environment

Initial Audit

Education

Re-Audit

8 weeks

Results

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• **Connect UK** Audit Checklist

*Permission given to use tool at Connect Training in 2011 in the Royal Hospital Donnybrook

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Sample Size

Patients with communication disability

Occupational Therapy
Physiotherapy
Medical Social Work
Medical Nursing
Healthcare Assistants
Podiatry
Household Staff
Sample Size

• A written document from each discipline

• Observation of the stroke environment
# Initial Results

80% target = compliance

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<tbody>
<tr>
<td>Interactions</td>
<td>47% ( (n = 8) )</td>
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<tr>
<td>Documentation</td>
<td>47% ( (n = 5) )</td>
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<tr>
<td>Environment</td>
<td>33% ( (n = 3) )</td>
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Interactions Education Programme

1 Hour
Presentation
Communication disability and access

½ Hour
Break
Reflection checklists
Resources

1 ½ Hours
Practical sessions
Feedback, evaluations, action plan

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Documentation Education Programme

1 Hour

Presentation
Communication disability and documentation

½ Hour

Break

1 ½ Hours

Practical session
Preparation of a sample document

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Environment Development

- **Signage** (Nurses’ Station, Bathroom, Patient Activities Board)

Nurses (Dr NAME)
Environment Development

• Colour Coded Stroke Rehabilitation Team Board

• Orientation Board

• Updated Communication Stations

• Information Leaflet Unit
23rd—27th November  

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**Environment Development**

**Individual Patient Timetables**

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## Summary of Results

80% target = compliance

<table>
<thead>
<tr>
<th></th>
<th>Initial Audit</th>
<th>Re-audit</th>
<th>Difference</th>
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</thead>
<tbody>
<tr>
<td><strong>Interactions</strong></td>
<td>47% (n = 8)</td>
<td>78% (n = 6)</td>
<td>↑ 31%</td>
</tr>
<tr>
<td><strong>Documentation</strong></td>
<td>47% (n = 5)</td>
<td>86% (n = 5)</td>
<td>↑ 39%</td>
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<tr>
<td><strong>Environment</strong></td>
<td>33% (n = 3)</td>
<td>80% (n = 3)</td>
<td>↑ 47%</td>
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Summary of Results

What we heard:

Team reported:

skills and knowledge
enjoyed training

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Summary of Results

What we saw:

- use of strategies in interactions
- use of aphasia friendly documents

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Barriers & Limitations

• **Service user** availability

• Discipline **rotations**

• Limited number of **written documents** for audit

• Auditing of **interactions** was not **blind**
Conclusion

• **Positive change** for service users

• Importance of team **education**

• Team members must **take responsibility**

• Communication access needs to be **everybody’s business!**

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References


Questions?