



YES



NO



DON'T KNOW



LATER

If it's hard for patient to point, please use “partner-assisted scanning”

How:

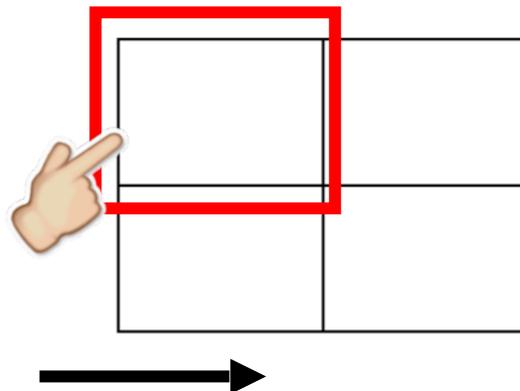
Ask the patient to focus on the communication board.

Establish patient's “yes” (i.e. nodding, blinking, thumbs up, etc.).

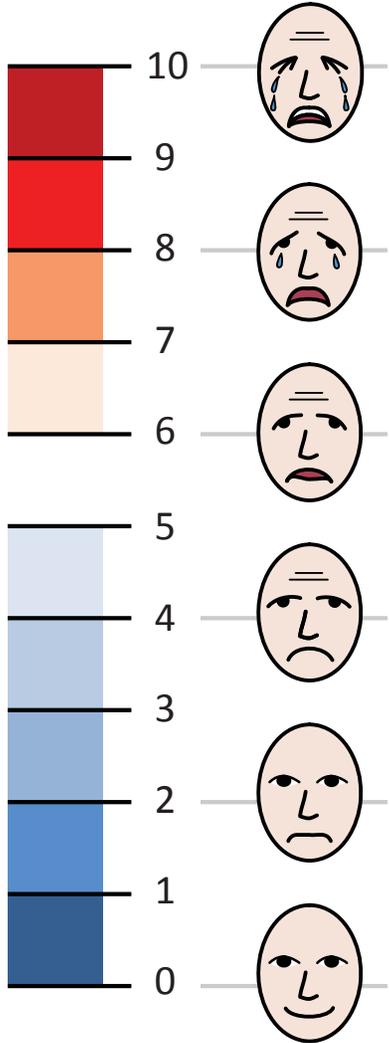
- 1. Proceed cell by cell across the communication board. Point to each item and ask if that is the patient's response.**
- 2. Patient will signal that you are pointing to the desired response using established YES response.**
- 3. Confirm the selection & repeat if necessary**

Additional Considerations:

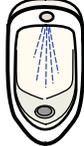
- Hold this tool ~12 inches (~30 cm) from the patient's face.
- Ensure good lighting, head positioning, and vision.
- Speak loudly and clearly using simple language.
- Wearing masks and other PPE may make it difficult to understand speech. Consider using communication tools when speaking to the patient as well.
- If the patient can't use this tool effectively now, that does not mean the patient won't be able to use it later today, tomorrow, or this week. Continue to provide opportunities to support communication.

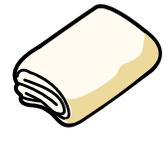
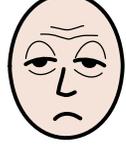
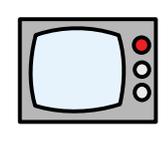


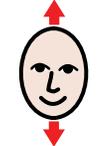
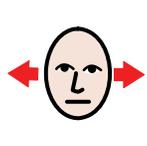
**Hospital
Symbol Board**



 nurse enfemera	 doctor médico	 time for medication la hora de la medicina	 wait here esperaré aquí	 visitor times la hora de la visita
--	--	--	---	--

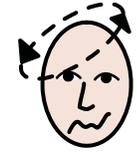
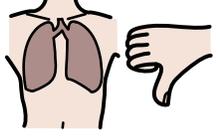
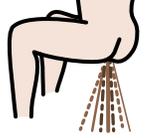
 eat comer	 drink tomar, beber	 bathroom baño	 bedpan bacinica, cómodo	 urinal orinal, urinario
--	--	--	--	--

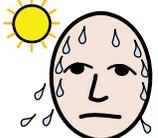
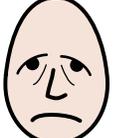
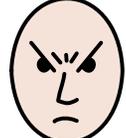
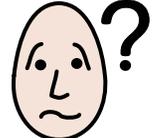
 bedtime hora de acostarse	 blanket cobija, frazada	 pillow almohada	 uncomfortable incómodo	 tired cansado
 get out of bed salga de la cama	 get dressed vestirse	 TV televisión	 book / magazine libro / revista	 radio / music radio / música

 yes sí	 No no
---	--

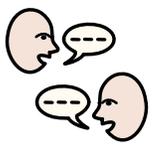
 bathe bañare(se)	 brush hair peinar	 brush teeth cepillarse los dientes	 wash hands lavarse las manos	 wash face lavar la cara
---	---	---	---	--



 I'm sick nauseas	 chest pain dolor de pecho	 dizzy mareado	 headache dolor de cabeza	 throw up vomitar
 tooth ache dolor de muela	 sore throat dolor de garganta	 backache dolor de espalda	 stomachache dolor de estómago	 body pain dolor de cuerpo
 difficulty hearing dificultad para oír	 difficulty breathing dificultad para respirar	 difficulty swallowing dificultad para tragar	 difficulty seeing dificultad para ver	 diarrhea diarrea

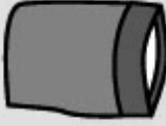
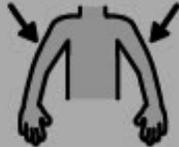
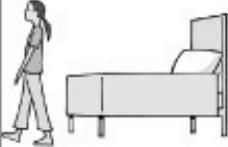
 hot acalorado	 cold frío	 sad triste	 angry enojado	 confused confundido
---	--	--	---	---

  yes sí	  no no
--	---

 I am hurt me duele	 I am fine estoy bien	 good bueno	 bad malo	 repeat repetir
---	--	---	---	---



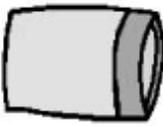
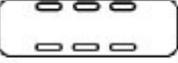
Comfort Communication Board

<p>adjust</p> 	<p>up</p> 	<p>on stomach</p> 	<p>head</p> 	<p>pain</p> 
<p>pillow</p> 	<p>down</p> 	<p>on side</p> 	<p>arms</p> 	<p>okay</p> 
<p>out of bed</p> 	<p>sit in chair</p> 	<p>rub</p> 	<p>legs</p> 	<p>itchy</p> 
<p>uncomfortable</p> 	<p>IV</p> 	<p>massage</p> 	<p>feet</p> 	<p>untie hands</p> 

body comfort

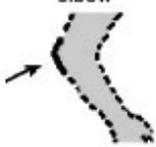
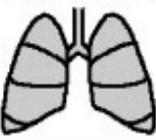
Help Needed Communication Board

I need help with something.....

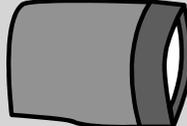
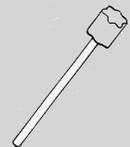
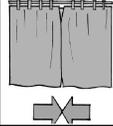
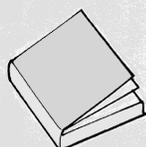
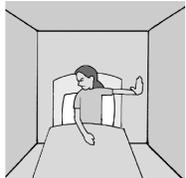
<p>head</p> 	<p>up</p> 	<p>fix my pillow</p> 	<p>bathroom</p> 	<p>TV remote</p> 	<p>nurse call button</p> 
<p>feet</p> 	<p>down</p> 	<p>Please wash & change me.</p> 	<p>blanket</p> 	<p>glasses</p> 	<p>clean glasses</p> 
<p>turn lights on</p> 	<p>turn lights off</p> 	<p>open/close curtains</p> 	<p>telephone</p> 	<p>listen to music</p> 	<p>doctor</p> 
<p>lip balm</p> 	<p>lotion</p> 	<p>eye drops</p> 	<p>wash my face</p> 	<p>sit in the chair</p> 	<p>go to bed</p> 
<p>stop</p> 	<p>that's okay</p> 	<p>thank you</p> 	<p>Get me off this board!!!</p> 	<p>leave me alone</p> 	<p>don't leave</p> 

How I Feel Communication Board

This is how I feel.....

I'm OK 	tired 	nauseated 	frustrated 	worried 	mad 
I hurt somewhere 	please blow my nose 	I want ice chips 	swab 	eat 	drink 
headache 	mouth 	tongue 	sore throat 	stiff neck 	too hot 
arm 	elbow 	hand 	knee 	feet 	too cold 
bottom ache 	breathing trouble 	gas pains 	backache 	side 	heart problem 

Pictorial Hospital Communication Board

<p>come back later</p> 	<p>uncomfortable</p> 	<p>fix pillow</p> 	<p>swab mouth</p> 	<p>lips dry</p> 
<p>hold hand</p> 	<p>stay with me</p> 	<p>light on</p>  <p>light off</p> 	<p>washcloth on head</p> 	<p>suction mouth</p> 
<p>I love you</p> 	<p>cold</p> 	<p>hot</p> 	<p>open curtain</p>  <p>close curtain</p> 	<p>bathroom</p> 
<p>When tube out mouth</p> 	<p>television</p> 	<p>listen to music</p> 	<p>read book</p> 	<p>leave me alone</p> 

**WHAT IS MY
PROGNOSIS?**

**WHAT ARE MY
OPTIONS?**

**WILL I GET
BETTER?**

**AM I GOING
TO DIE?**

**WHAT WILL
HAPPEN NEXT?**

**WILL I HAVE
PAIN?**

**I WANT TO
DISCUSS MY
DECISIONS**

**I WANT MY
FAMILY TO
DECIDE**

**I AM NOT
READY TO MAKE
A DECISION.**

**WHEN WILL I
COME OFF THE
VENTILATOR?**

**WHAT HAPPENS IF
I AM TAKEN OFF
THE VENTILATOR?**

**I HAVE
ANOTHER
QUESTION**

MAYBE

I DON'T KNOW

LATER

If it's hard for patient to point, please use "partner-assisted scanning"

This is how:

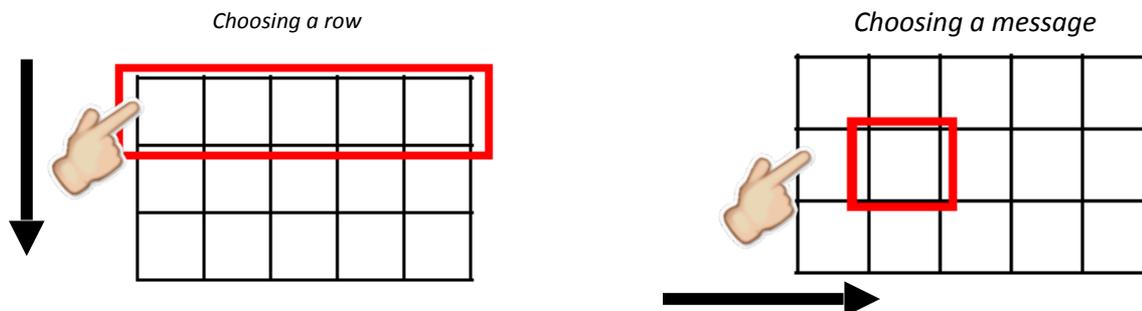
Ask patient to focus on the communication board and find the message they want to communicate.

Establish patient's "yes" (i.e. nodding, blinking, thumbs up, etc.)

- 1. Proceed row by row. Point to each row and ask if the desired message is in that row**
(e.g. point to 1st row and ask, "Is it in this row?" followed by 2nd row, and so on)
- 3. Patient will select a row using the established YES response. Verify the choice out loud.**
- 4. Point to each message within the selected row ("Are you in pain?" "Do you need oxygen?," etc.).**
- 4. Patient will signal that you are pointing to the desired message using established YES response.**
- 5. Confirm the selection & repeat.**

Additional Considerations:

- Hold this tool ~12 inches (~30 cm) from the patient's face.
- Ensure good lighting, head positioning, and vision.
- Speak loudly and clearly using simple language.
- Wearing masks and other PPE may make it difficult to understand speech. Consider using communication tools when speaking to the patient as well.
- If the patient can't use this tool effectively now, that does not mean the patient won't be able to use it later today, tomorrow, or this week. Continue to provide opportunities to support communication.



A		B		C		D		SPACE		END OF MESSAGE	
E		F		G		H		START OVER		I DON'T KNOW	
I		J		K		L		M		N	
O		P		Q_u		R		S		T	
U		V		W		X		Y		Z	
1	2	3	4	5	6	7	8	9	∅	YES 	NO 

Letter Board - AEIOU format

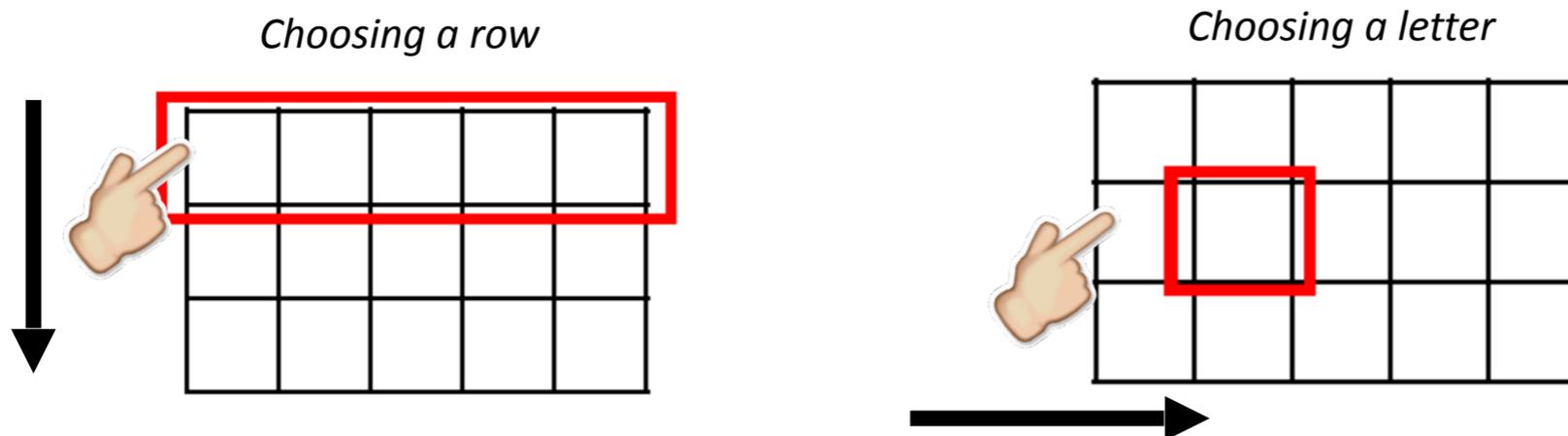
If it's hard for patient to point, please use partner-assisted scanning This is how:

Ask patient to think of a message to spell (simple, single word messages are often best).
Establish the patient's "yes" (i.e. nodding, blinking, thumbs up, etc.).

1. Cue the patient to focus on the 1st letter of the word.
2. Proceed row by row. Point to each row and ask if the letter is in that row.
(e.g. point to 1st row and ask, "Is it in this row?" followed by 2nd row, and so on)
3. Patient will select a row using the established YES response. Verify the choice out loud.
4. Point to each letter within the selected row ("Is it A, B, C, D?").
4. Patient will signal the desired letter using the established YES response.
5. Confirm the selection & repeat.

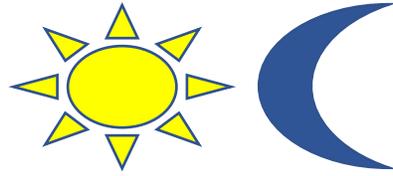
Additional Considerations:

- Hold this tool ~12 inches (~30 cm) from the patient's face.
- Ensure good lighting, head positioning, and vision.
- Speak loudly and clearly using simple language.
- Wearing masks and other PPE may make it difficult to understand speech. Consider using communication tools when speaking to the patient as well.
- If the patient can't use this tool effectively now, that does not mean the patient won't be able to use it later today, tomorrow, or this week. Continue to provide opportunities to support communication.



Today is _____.

Time: _____



I am getting treatment at

_____.

I have been in the hospital for days.

Today I feel...

Better	The Same	Worse	Not Sure
<u>stronger</u>	<u>okay</u>	<u>stressed</u>	<u>anxious</u>
<u>optimistic</u>	<u>tired</u>	<u>sad/upset</u>	<u>confused</u>

Reminders:

- Nurses and doctors wear protective gear to help fight this virus and help people get better
- People are washing their hands and practicing 'social distancing' (staying 6 ft apart) to stop the spread of this virus

REMINDER:

Please make sure that the kits are properly disinfected before they are brought to patients. One set of communication boards is designed for the use of one patient only. It should not be re-used. It must be disposed of properly once the patient does not need to use it anymore. You may communicate with us if there is a need for more specific communication boards. Email us at pasp.aac.sig@gmail.com.

FORM 2.7

Augmented Comprehension Instruction Card

To convey more specific information to someone with comprehension difficulties:

- WRITE key words or concepts on a tablet and show them to the patient.
 - Use large print.
 - Use drawings (e.g., of the body, of the United States).
 - Write AS YOU TALK.
- POINT to what you're talking about (e.g., to things in the room, to give directions).
- GESTURE or PANTOMIME.
- DRAW key ideas or relationships between items and people (e.g., a quick map of the state and a stick figure labeled "son" with arrows between the two objects to augment a verbal utterance such as "Does your son live in Massachusetts or outside of Massachusetts?").

COMMUNICATION BOARDS

Implementation Instructions

Patients in the ICU, particularly those on mechanical ventilators, experience difficulties communicating with their caregivers. By being unable to communicate, there's a risk of causing adverse events to happen, events that may impact patients' recovery. **Patients who are unable to communicate cannot effectively participate in medical decision making.** These in turn make their ICU stay more stressful for them and their caregivers.

Some hospitals in the Philippines possess tools that alleviate these communication barriers in acute care settings, but many other hospitals may lack these tools. The Philippine Association of Speech Pathologists through its Augmentative and Alternative Communication (AAC) Special Interest Group has come up with free, downloadable low-tech communication tools that can be quickly distributed to hospitals that are tasked to treat patients with Covid-19. The following is a guide on how to implement these tools.

Common sense strategies:

It is best to assume that there will always be barriers in the way of effective communication. When the patient is unable to understand what you are saying, what they are trying to say or do is not reflective of their status nor of their needs. **Since you are wearing PPE, it will be difficult for patients to hear and understand you, even moreso by patients with visual and hearing issues.**

or other languages

Ask if the patient speaks in Tagalog or English / Taglish. **Speak clearly and slowly.** Speak directly to the patient. If the patient typically uses glasses or a hearing aid, make sure the patient is wearing them.

Masks, PPE and other equipment at the bedside will make it difficult for the patient to hear and understand you. **Use visual cues along with your talking to support your communication attempts.**

Mechanical ventilation will make it difficult, even impossible, for a patient to speak. Even if the patient mouths words, it is difficult to do in the situation. Lip reading is known to be prone to misunderstanding and errors.

A few tips to remember and use:

- To get a patient's attention: touch patient's shoulder or arm; establish eye contact
- Speak slow and loud: enunciate
- Establish how a patient can communicate YES-NO to you: is it head nod/shake? Thumbs up/down? Thumbs up/closed fist? Blink eye/close eyes?)
- When you have established the patient's preferred YES-NO communication gestures, put a sign at the bedside to alert all providers:

This Patient Communicates by:

YES: _____

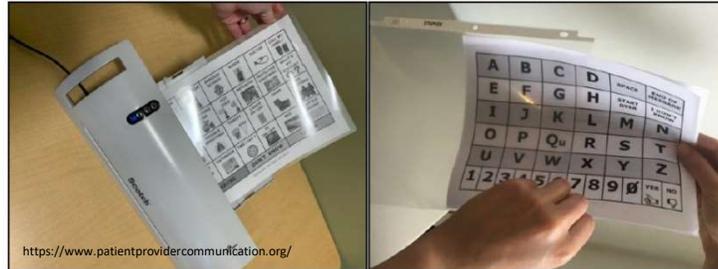
NO: _____

OTHER: _____



To avoid infection control issues, these boards are **single-patient use** only. They **must be disposed of** properly once the patient does not need to use it anymore.

In order to prevent early wear-and-tear, these boards may be laminated, put in plastic sleeves, or printed on waterproof printer paper.



When using the boards with the patients, position them where the patient can see them, and where they can use their hands to point. Position at the patient's dominant and/or hand/arm that is least restricted by tubes/tape.

If the patient cannot point, use partner-assisted scanning:

- Hold up the board so the patient can clearly see it
- Hold the board ~12inches (~30 cm) from the patient's face
- Make sure there is good lighting
- Ensure that the patient's head is positioned well, and the board is at his line of vision
- Ask the patient to focus on the communication board, and look for the message they want to communicate
- Use the patient's established YES (i.e. head nod, eye blink, thumbs up, etc.)
- Go row by row on the board
- Point to each row, ask if the patient's desired message is in that row
- Speak loudly, clearly, using simple / short phrases (ex: point to 1st row: "This row?" and so on)
- When the patient selects a row by communicating YES, verify: "Ah, this row."
- Then, point to each message on the row: (say: "Suction?" "Hard to breathe?")
- Patient will communicate YES if you pointed to the desired message
- Finally, confirm with the patient that that was the desired message before continuing



Remember:

- If the patient cannot use the tool now, the patient can try again later today, or tomorrow, or next week.
- Keep on providing opportunities to support communication

This Patient Communicates by:

YES: _____

NO: _____

OTHER: _____

A few tips to remember and use:

- To get a patient's attention: touch patient's shoulder or arm; establish eye contact
- Speak slow and loud: enunciate
- Establish how a patient can communicate YES-NO to you: is it head nod/shake? Thumbs up/down? Thumbs up/closed fist? Blink eye/close eyes?)

- When you have established the patient's preferred YES-NO communication gestures, put THIS sign at the bedside to alert all providers