Yes We Can!

AAC Intervention via Telehealth
A Case Study and Lessons Learned
Presented by:
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Erin Cain, M.A. CF-SLP
Latrisha Lake, Project Manager,
Chair of BrightBlue, Caregiver

Disclaimers

- We have no financial interests or relationships to disclose
- We are not perfect!

Background - Monica Puente Tabila

- Mother of a 2 year old
- Speech Language Pathologist, Owner of BE HEARD LLC
- Favorite quote, "Start where you are. Use what you have. Do what you can." - Arthur Ashe

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Background - Erin Cain

- Family caregiver
- Speech Language Pathologist
- Favorite quote, "You have brains in your head. You have feet in your shoes. You can steer yourself any direction you choose. You're on your own. And you know what you know. And YOU are the one who'll decide where to go." - Dr. Seuss
- Second favorite quote, "If the patient isn't progressing then you as the clinician need to fix something." Karen O'Leary

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Background - Latrisha Lake

- Mother of M.
- Project Manager at Blue Cross Blue Shield of Michigan
- Chair of BrightBlue
- Favorite quote, "The will to win is nothing without the will to prepare". Bobby Knight

Why share our story?

- April 2020 conference call at the state level
- A question was raised whether "non-verbal kids" are even appropriate for telehealth, and if we could even serve them
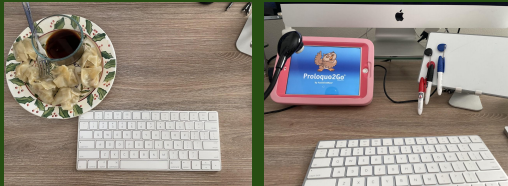- Yes we can! We are. And they're doing great!

Background on BE HEARD in telehealth

- Researching telehealth platforms and logistics when the Covid-19 pandemic arrived in Michigan
- Set up our clients in person the middle of March, and began telehealth services within days
- One month interruption in services due to insurance issues

How it started
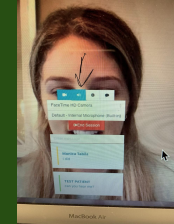
How it's going

Celebrating 1 Year of Telehealth Services

THIS CALLS FOR

A CELEBRATION

Presentation Outline

- Background: Tele-AAC
- Background: M.L. and K.M.
- Challenges
- Environmental modifications (video tutorials)
- Prompting (video case studies)
- Communication (video case studies)
- Best practices (video case studies)

Background: Tele-AAC 1 of 2

- Approximately 4 million Americans (1.3%) cannot rely on their natural speech to meet their daily communication needs (Beukelman and Mirenda 2012)
- For preschoolers with special needs, the prevalence of complex communication needs may be as high as 12% (Binger and Light 2006)

Background: Tele-AAC 2

- Telepractice has the potential to reach underserved populations worldwide
- "Telepractice leads to similar or even better clinical outcomes when compared to conventional interventions." (WHO, 2011 p.119)

Tele-AAC Working Group of the 2012 ISAAC Research Symposium 1 of 2

- Competent implementation is contingent upon
  - Appropriate and adequate technological infrastructure
    - Hardware
    - Software
    - Internet
    - Telecommunications
    - Trained personnel

Tele-AAC Working Group of the 2012 ISAAC Research Symposium 2 of 2

- Opportunities of Tele-AAC in service delivery
  - Needs assessments
  - Implementation planning
  - Device/system procurement
  - Set-up and training
  - Quality assurance
  - Client progress monitoring
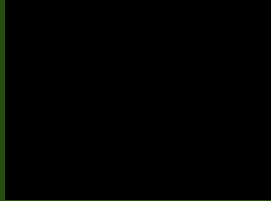 - **Follow-up service delivery**

Challenges

- Adjusting to change
- Connection glitches
- Frequency and duration of treatment
- Distractions
- Different (literal) point of views
- Materials
- Prompting

Hardware

- Hardwired Desktop
- Back up laptop
- Tablet
- Document Camera
- Phone
- Charger
- Mobile hotspot
- Headphones

Document Camera

Software / Skills

- HIPPA Compliant interactive video platform
- Dictation
- Spell check
- Grammar check
- Copy and paste
- Screen sharing
- Copying a link to open another application
- Using the chat
- Boom Cards
- Boardmaker
- PRC LAMP resource

Other materials

- Toys, books, stickers, whiteboard and markers
- Drinks/snacks
- Tissue
- Fan
- Blanket/sweater
- Assessments
- Lighting

Stickers
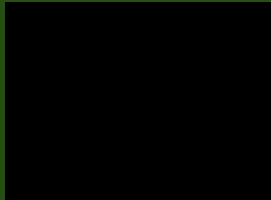
Handling glitches and connection issues

- Problems at times for both clients and clinicians
- Invested in having two telehealth platforms
- Shared recommendations for optimal connection during sessions
- "3 strikes, you're out!" policy when trying to get something to work
- Muting while playing videos or games to prevent echos
- Consider mobile hotspot/ "jet pack" for backup internet

TELEHEALTH TIPS

SET YOURSELF UP FOR SUCCESS

Schedule a reminder
Set up in a quiet area and minimize distractions
Be prepared with everything you need
Check your camera, microphone and speakers

MAXIMIZE INTERNET

Plug into the router directly or...
Sit where wifi is the strongest
Minimize family use of streaming, video games, downloads, and uploads during your session
Close all other applications
Schedule calls during non-peak internet use times

END ON A GOOD NOTE

Ask any questions you have about the session
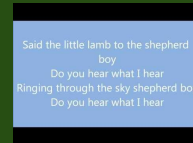Confirm any follow up appointments or action items

www.beheardmichigan.com

3 Strikes Rule
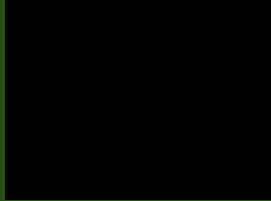
Different Points of View

- "Do you hear what I hear?"
- "Do you see what I see?"
- "A star! A star!"

Said the little lamb to the shepherd boy
Do you hear what I hear
Ringing through the sky shepherd boy
Do you hear what I hear

Participant Input: Challenges or Hacks ?

THERE ARE TWO THINGS I DON'T LIKE

CHANGE AND THE WAY THINGS ARE

Environmental Modifications

- KM moving device higher
- Adjusting for glare on their screen
- Clearing clutter
- Using a larger screen

Adapted Book Tutorial
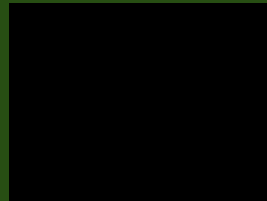
Adapted Book Resources

- N2Y -Symbol Stix Prime (symbols)
- Scribd (book pdfs)
- Boardmaker
- Tar Heel reader.org
- Aaclanguagelab.com
- Sherlock Center

http://www.ric.edu/sherlockcenter/wwslist.html

Slides

- Adapted Books / Materials
- Flip Books / Hide and Seek
- Videos with AAC modeling
- Writing stories
- Visual Schedules
- Choice Boards

Slides tutorial

Using Whiteboard

Boom Cards

- Target Areas:
  - Expressive language
  - Receptive language
  - Social/pragmatic
- Tips:
  - Fast pin: no login required
  - Hyperplay link: required to login, collects data
- Free Resources:
  - Beautiful Speech Life (AAC/Core words)
  - Daily Cup of Speech
  - Allisontalk
  - Susan Berkowitz

Youtube Videos

With AAC Symbols

- Swing Set Mamas
- Mr. Clay
- JDB Speech adapted books
- Speech and Language Songs core vocabulary songs
- Special Vids for Special Kids
- Ms. Alana

Without AAC Symbols

- Super Simple Songs
- Pixar Shorts (wordless shorts)
- Scratch Garden
- Animals doing funny things
- Epic/Fail on Ellen
- Virtual field trips (Disney, Aquarium)

Mr. Clay

Special Vids for Special Kids - Core Words

Scratch Garden - short and long vowels

Horse Playing Recorder

Canva

Canva
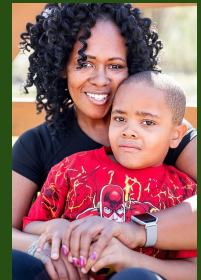
Canva

Adapted Video Tutorial - Toonly

Participant Input - Envir. Modifications

Background on ML
- 9 year old boy
- Bright, independent, fun child
- Medical history
- Online school
- Speech Therapy, ABA Therapy, and Occupational Therapy

Background on KM

- 10 year old girl
- Energetic, affectionate, motivated
- Autism, Dysarthria, and Cerebral Palsy (CP), visual impairment
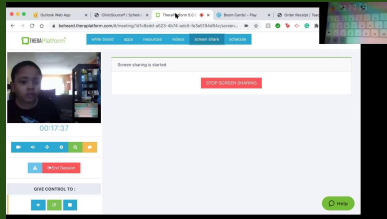- Speech therapy, ABA therapy, Occupational, and Physical Therapy

Prompting

- Searching
- Typing the word
- Video or static video model
  - Identical symbols, similar
  - Written words, drawings
- Verbal navigating through folders
- Coaching the parents to assist
- Sign Language and gestures
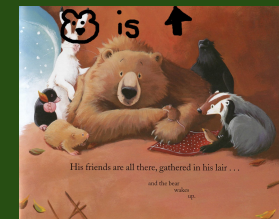
Modeling navigation of device

the presents?
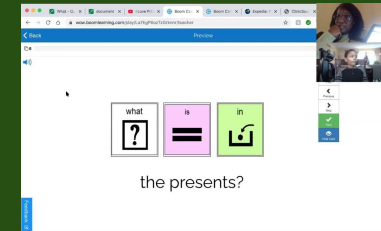
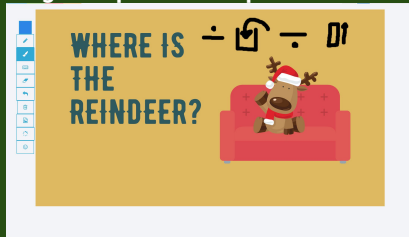## Modeling search function

Providing a communication board

Drawing symbol prompts on the fly

His friends are all there, gathered in his lair . . .

and the bear
wakes
up.

Drawing multiple choice options

WHERE IS THE REINDEER?

Wait time
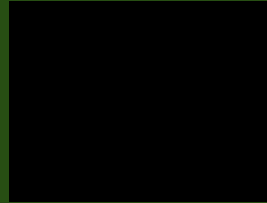
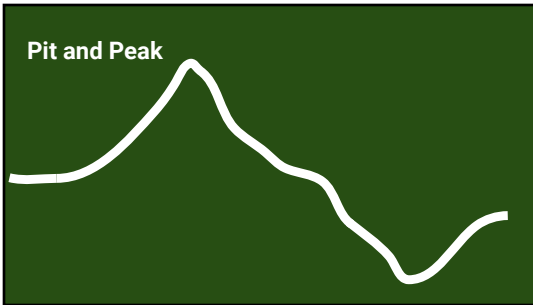## Participant Input - Prompting

Communication

- Parent Coaching
- Mental Health Check ins
- What the best hardware is
- How the parents want to be involved in the session
- Explaining purposeful silence
- Narrating awkward silences
- Reminding parents of goals targeted

Rapport with Clients

- Ask how they are feeling!
- Address any primary needs (thirst, bathroom, hunger, rest, security, safety)
- Address sensory or transitional needs
- Cheer up if necessary
- Acknowledgement of effort and communication attempts
  - Parallel talk
  - Recasting
  - Respectful redirection

How to find out how your client is doing

- Modeling
- How are you feeling?
- Choice board
- Pit and Peak of the week
- Choose an emoticon

Pit and Peak

How are you?

I'm feeling...

What to do if they're feeling blue

- Listen to a favorite song
- Watch a funny video
- Get moving!
- Affirmations
- Choose a familiar activity they will have success with
- Give more frequent positive reinforcement and rewards or breaks

ML - Respectful Redirection

Total Communication

- Accepting all forms of communication
  - Gestures
  - Signs
  - Verbal
  - High and low tech devices
  - Writing

Alternative ways to respond

Gestures

Caregiver Input Regarding Communication

Participant Input - Communication

ML Video Case Study (8 min) - Review

Questions or Comments?

For questions contact monica@beheardspeech.com

www.beheardspeech.com

AAC Organizations

International Society for Augmentative and Alternative Communication (ISAAC) isaac-online.org

U.S. Society for Augmentative and Alternative Communication (USSAAC) ussaac.org