# Improving Patient Safety and Patient-Provider Communication: A Clinical Forum

**SIG 12**

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**Improving Patient Safety and Patient–Provider Communication**  
by Richard R. Hurtig, Rebecca Alper, Karen Bryant, Krista Davidson,  
and Chelsea Bilskemperc

- Developing a Culture of Successful Communication in Acute Care  
  Settings: Part I. Solving Patient-Specific Issues  
  by Sarah Marshall and Richard R. Hurtig

- Developing a Culture of Successful Communication in Acute Care  
  Settings: Part II. Solving Institutional Issues  
  by Sarah Marshall and Richard R. Hurtig
INTRODUCTION

These Perspectives (SIG 12) articles provide an introduction to and description of the rationale for implementation of Augmentative Alternative Communication/Assistive Technology (AAC/AT) in acute care settings. Barriers associated with implementation of AAC/AT in acute care settings are identified and discussed. Data regarding use of the Noddle, a specific access and communication option, are presented and discussed. A series of case studies illustrate potential solutions to a wide range of both patient-specific and institutional implementation problems.

LEARNING OUTCOMES

You will be able to:

• describe the relationship between patient–provider communication and health outcomes in hospitalized patients
• identify the barriers that patients with complex communication needs in an inpatient setting may face
• describe the strategies to mediate institutional specific barriers in acute care settings

PROGRAM HISTORY

Start date: November 13, 2019
Available through: November 11, 2022

IMPORTANT INFORMATION

To earn continuing education credit, you must complete the test with a passing score on or before November 11, 2022.

This course is offered for 0.20 ASHA CEUs (Intermediate level, Professional area).