
PROFESSIONAL DEVELOPMENT FOR SLPs- AAC

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Part 1: Analysis

Organizational Need

Children's Hospital of New Orleans employs 23 speech language pathologists who serve newborns through 21-year-old patients, in both in-patient and outpatient settings. The patients have a wide range of needs, including anything from a brain injury, to autism, leukemia, stroke, mental health issues, and many other challenges.

Many times, patients' conditions result in an inability to communicate verbally, either permanently or temporarily. It is the job of the speech language pathologist to find options for their patients with limited verbal communication abilities in the form of augmentative and alternative communication (AAC) devices. These devices may be simple, with printed icons a patient can point to when communicating, or robust, in the form of expensive specialized digital technology.

Clinical leadership at the hospital has identified patterns of skill gaps amongst clinicians, specifically around acquisition and implementation of AAC devices for patients. Clinicians need efficient training in how to swiftly and effectively trial, implement, and acquire communication devices for patients in need.

Instructional Goal

Clinical speech language pathologists will implement and acquire appropriate AAC communication device options for patients in the clinical setting with readily available clinic resources. Success toward this goal will be measured by an increase in AAC device usage amongst patients with an identified need, as well as by a decrease in the amount of time it takes clinicians to identify patient need and complete necessary paperwork to acquire AAC devices.

Performance Environment

Speech language pathologists at Children's Hospital in New Orleans work in both in-patient (in the hospital) and outpatient (in an adjacent clinic) settings. All clinicians see patients in-person, so skills learned about implementation of AAC devices will be performed in-person, in clinical settings with patients. Regarding acquisition of AAC devices, clinicians will execute their knowledge and skills developed when report-writing, which is done on their hospital-issued laptop at work.

Learning Environment

Speech language pathologists at Children's Hospital in New Orleans work in both in-patient (in the hospital) and outpatient (in an adjacent clinic) settings. All clinicians have access to employer-provided laptops and Wi-Fi at work. All participants will engage in professional development remotely while in their office or communal office space. A live, virtual meeting platform such as Zoom will be used for this training. Email will be used for asynchronous pre-survey and follow up.

Learner Analysis

Learners for this professional development are employed speech language pathologists working at Children's Hospital New Orleans. Number of years of experience in the field ranges from less than one year to over 15 years. The average age of the clinicians is 33 years old. All clinicians have graduate degrees in their field and are required to maintain their licenses via professional development. Virtual meeting technology is frequently used in their setting and most rate themselves as "comfortable" with technology and online meetings.

Goal Analysis

In the performance environment, how to successful SLPs implement and acquire appropriate AAC communication device options for patients?

1. Evaluate the patient.
2. Determine need for AAC device.
3. Understand funding options available to patients (such as insurance, Medicaid, etc.).
4. Follow funder's process for acquiring AAC device.
5. Train patients and stakeholders in use of the AAC device.

Task Analysis

1. Evaluate the patient.
 - a. Use available assessment tools to evaluate the patients' communication needs.
 - i. Choose the assessment tools that match the patients' needs.
2. Determine need for AAC device.
 - a. Based on the evaluation, determine if patients' communication needs require an AAC device to support progress toward clinical goals.
 - i. Know when an AAC device is warranted.
 - ii. Consider all aspects of the person, including cognition and motor skills.
 - b. Use information about patients to determine which AAC device is appropriate to meet their needs.
 - i. Know the difference between AAC devices.
 - ii. Know which AAC device supports which skills and deficits.
 - c. Document all information related to patients' need.
 - i. Follow institutional reporting requirements.
 - ii. Capture details about benefits of AAC device, as well as barriers for the patients that would exist if they did not have access to an AAC device.
3. Determine funding options available to patients (such as insurance, Medicaid, etc.).
 - a. Work with billing department to understand patients' benefits.
 - i. This will vary from patient to patient.
4. Follow funder's process for acquiring AAC device.
 - a. Complete and submit all paperwork on time (in accordance with benefits timelines).
5. Train patients and stakeholders in use of the AAC device.

- a. Focus teaching the device in motivating ways.
 - i. Understand which priorities are important to the by planning treatment with interests in mind.
- b. Assign responsibility to different stakeholders so everyone can support patients' goals.

Prerequisite Knowledge and Skills

What do learners require before entering the training session. Specifically, what assumptions are you making about their knowledge and skill level.

Learners are required to know:

- How to evaluate basic communication skills in patients
- Paperwork/documentation requirements in the field (evaluation reports, insurance related documentation)
- How to work with patients in a person-centered way
- Internal billing department representatives and processes

PART 2: DESIGN

Performance Objectives

1. SLPs at Children's Hospital New Orleans will evaluate patients' communication needs using available assessment tools.
2. Based on the evaluation, SLPs at Children's Hospital New Orleans will determine if patients' communication needs require an AAC device to support progress toward clinical goals.
3. SLPs at Children's Hospital New Orleans will determine funding options available to patients (such as insurance, Medicaid, etc.).
4. SLPs at Children's Hospital New Orleans will follow funder's process for acquiring AAC device.
5. SLPs at Children's Hospital New Orleans will train patients and stakeholders in use of the AAC device.

Learning objectives

1. SLPs at Children's Hospital New Orleans will evaluate patients' communication needs using available assessment tools.
 - a. SLPs at Children's Hospital New Orleans will choose the assessment tools that match the patients' needs.
2. Based on the patient evaluation, SLPs at Children's Hospital New Orleans will determine if patients' communication needs require an AAC device to support progress toward clinical goals.
 - a. Using clinical knowledge, SLPs at Children's Hospital New Orleans will know when an AAC device is warranted.
 - i. SLPs at Children's Hospital New Orleans will consider all aspects of the person, including cognition and motor skills.
 - b. SLPs at Children's Hospital New Orleans will use information about patients to determine which AAC device is appropriate to meet their needs.
 - i. SLPs at Children's Hospital New Orleans will know the difference between various AAC devices.
 - ii. SLPs at Children's Hospital New Orleans will know which AAC device supports which skills and deficits.
 - c. SLPs at Children's Hospital New Orleans will document all information related to patients' need.
 - i. SLPs at Children's Hospital New Orleans will follow institutional reporting requirements.
 - ii. SLPs at Children's Hospital New Orleans will capture details about benefits of AAC device, as well as barriers for the patients that would exist if they did not have access to an AAC device.
3. SLPs at Children's Hospital New Orleans will determine funding options available to patients (such as insurance, Medicaid, etc.).
 - a. SLPs at Children's Hospital New Orleans will work with billing department to understand patients' benefits.

4. SLPs at Children's Hospital New Orleans will follow funder's process for acquiring AAC device.
 - a. SLPs at Children's Hospital New Orleans will complete and submit all paperwork on time (in accordance with benefits timelines).
5. SLPs at Children's Hospital New Orleans will train patients and stakeholders in use of the selected AAC device.
 - a. SLPs at Children's Hospital New Orleans will focus on teaching the device in motivating ways.
 - i. SLPs at Children's Hospital New Orleans will demonstrate understanding of which priorities are important to the patients by planning treatment with interests in mind.
 - b. SLPs at Children's Hospital New Orleans will assign responsibility to different stakeholders so everyone can support patients' goals.

Learner Assessment

Objective	Assessment Strategy
1. SLPs at Children's Hospital New Orleans will evaluate patients' communication needs using available assessment tools.	Formative assessment- students will be asked to name at least three assessment tools available in their setting
a. SLPs at Children's Hospital New Orleans will choose the assessment tools that match the patients' needs.	Activity- students will be asked to match example assessments to their associated patient need
2. Based on the patient evaluation, SLPs at Children's Hospital New Orleans will determine if patients' communication needs require an AAC device to support progress toward clinical goals.	Formative assessment- students will be asked to give examples of when AAC is appropriate for patients
a. Using clinical knowledge, SLPs at Children's Hospital New Orleans will know when an AAC device is warranted.	Same as above
i. SLPs at Children's Hospital New Orleans will consider all aspects of the person, including cognition and motor skills.	Assessment not necessary
b. SLPs at Children's Hospital New Orleans will use information about patients to determine which AAC device is appropriate to meet their needs.	Activity- students will be asked to match which AAC device characteristic is compatible with patient skills and deficits
i. SLPs at Children's Hospital New Orleans will know the difference between various AAC devices.	Same as above
ii. SLPs at Children's Hospital New Orleans will know which AAC device supports which skills and deficits.	Same as above
c. SLPs at Children's Hospital New Orleans will document all information related to patients' need.	Formative assessment- students will be asked to give examples of at least 5 pieces of information that are required in typical patient documentation
i. SLPs at Children's Hospital New Orleans will follow institutional reporting requirements.	Assessment not necessary (handled by hospital)
ii. SLPs at Children's Hospital New Orleans will capture details about benefits of AAC device, as well as barriers for the patients	Formative assessment- students will be asked to give examples of pertinent details that should/should not be included in documentation

Objective	Assessment Strategy
that would exist if they did not have access to an AAC device.	
3. SLPs at Children's Hospital New Orleans will determine funding options available to patients (such as insurance, Medicaid, etc.).	Assessment not necessary (accountability procedures handled by hospital); will provide resources provided by hospital
a. SLPs at Children's Hospital New Orleans will work with billing department to understand patients' benefits.	Assessment not necessary (accountability procedures handled by hospital); will provide resources provided by hospital
4. SLPs at Children's Hospital New Orleans will follow funder's process for acquiring AAC device.	Assessment not necessary (accountability procedures handled by hospital); will provide resources provided by hospital
a. SLPs at Children's Hospital New Orleans will complete and submit all paperwork on time (in accordance with benefits timelines).	Assessment not necessary (accountability procedures handled by hospital); will provide resources provided by hospital
5. SLPs at Children's Hospital New Orleans will train patients and stakeholders in use of the selected AAC device.	Formative assessment- students will be asked to give examples of AAC device training ideas and strategies for patients and families
a. SLPs at Children's Hospital New Orleans will focus on teaching the device in motivating ways.	Same as above
i. SLPs at Children's Hospital New Orleans will demonstrate understanding of which priorities are important to the patients by planning treatment with interests in mind.	Activity- students will identify 5 examples of interest-based training strategies from a list of 10 possible strategies
b. SLPs at Children's Hospital New Orleans will assign responsibility to different stakeholders so everyone can support patients' goals.	Activity- students will be able to give examples of sample responsibilities of at least 3 different stakeholders

Delivery Strategy

Training will be provided synchronously via Zoom. Large group and breakout rooms will be utilized with resources and handouts provided digitally ahead of the training. A recording of the training will be created for future reference.

Asynchronous materials related to training content will be sent to Professional Development Liaison for distribution at the 1 week, 1 month, and 3 months post-training marks.

All clinicians will participate via employer-provided laptops and Wi-Fi from their office space.

Course Outline

The training will be delivered in a single day training, divided as follows:

Part 1: Evaluating Patients to Determine Need for AAC

After completion of Part 1, SLPs will be able to:

1. Evaluate patients' communication needs using available assessment tools.
2. Choose the assessment tools that match the patients' needs.
3. Determine if patients' communication needs require an AAC device to support progress toward clinical goals.
4. Tell the difference between various AAC devices.
5. Identify which AAC device supports which skills and deficits.

Part 2: Documenting AAC Needs to Secure Funding

After completion of Part 2, SLPs will be able to:

1. Document all information related to patients' need.
2. Follow institutional reporting requirements.
3. Capture details about benefits of AAC devices, as well as barriers to communication.
4. Determine funding options available to patients.
5. Seek support from hospital billing department to understand patients' benefits and understand funder's process for acquiring AAC device.

Part 3: Training Patients and Stakeholders

After completion of Part 3, SLPs will be able to:

1. Train patients and stakeholders in use of the selected AAC device.
2. Demonstrate understanding of interest-based treatment.
3. Assign responsibility to various stakeholders to support patients' goals.

PART 3: DEVELOP

Course Materials

This course will include the following materials:

- Pre-training survey to determine how objectives outlined by leadership correlate to learners' self-identified objectives
- Slides presenting information outlined above ([see sample via Canva](#))
- Formative assessment questions prepared via Google Forms (see Learner Assessment table)
- Activity opportunities (x4) to give learners opportunities to put knowledge into practice (see Learner Assessment table)
- Infographic for navigating hospital billing/funding resources
- Infographic for involving families in AAC ([see sample via Canva](#))
- Links to resources ([see Wakelet](#))
- Training Evaluation [Training evaluation](#) (via Google Forms)
- Asynchronous training materials related to course content will be sent 1 week, 1 month, and 3 months post training

PART 4: IMPLEMENT

Implementation Plan

The training provider will work with the Professional Development Liaison at Children's Hospital New Orleans to send out pre-training survey, set training time, and get feedback on training materials. The Professional Development Liaison will manage meeting time, Zoom link distribution, and dissemination of resources.

Feedback will be collected via Google Forms upon completion of the training.

Post-training asynchronous materials will be sent to Professional Development Liaison for distribution. Professional Development Liaison will discuss the asynchronous materials at regularly scheduled team meetings and will connect with trainer if more training or information is needed.

PART 5: EVALUATE

Evaluation Plan

SLPs will complete an evaluation feedback form using Google Forms after the training is over. The evaluation will include questions evaluating the instructor's performance, the quality of the content, and the format of the training.

Evaluation Tools

[Training evaluation](#) (via Google Forms)

REFERENCES

Hogue, R.J. (2021). *Foundations of instructional design*. <https://id.rjhogue.name/foundations/>

Additional references for training content: [see Wakelet](#)