

Co-Design of Aphasia Services

Metro North Health report



Metro North hospital and health care sites involved

- Royal Brisbane and Womens Hospital
- Surgical Treatment and Rehabilitation Service
- The Prince Charles Hospital
- Redcliffe Hospital
- Caboolture and Kilcoy Hospitals
- Brighton Health Campus
- Caboolture Community Based Rehabilitation Team
- North Lakes Community Based Rehabilitation Team
- Chermshire Community Based Rehabilitation Team
- Redcliffe Community Based Rehabilitation Team



Metro North participants

- 8 People with aphasia
- 6 Significant others
- 29 Speech pathologists

Ranked priorities for aphasia service development identified by people with aphasia in Metro North

1. Self-management approaches for people with aphasia (including telehealth support in regional areas, accessible online treatment plans, and the use of technology (therapy apps and training to use personal devices) to support self-management) [Therapy & service delivery]
2. Preparation for transitioning home for people with aphasia (therapy to prepare for the outside world) [Therapy & service delivery]
3. Personal advocate to connect PWA with services (consistent person to talk to about treatment) [Support & help]
4. Clear communication and education resources (ways language can be affected, medications and how they affect recovery) [Education & information]
5. Therapy that is personalised for a person with aphasia (including: access to research involvement, new research knowledge, and information about alternative therapy options, e.g. massage, music) [Therapy & service delivery]
6. Ways to support communication for people with aphasia connecting with government services (e.g.: banks, insurance, or funding applications, scheduling appointments, and protection against scammers) [Support & help]
7. Information about emotional changes after stroke (available support options) [Education & information]

Ranked priorities for aphasia service development identified by significant others in Metro North

1. Chart alert systems for aphasia in hospitals [Hospital environment & patient safety]
2. Communication partner training (available from early on & continue after going home) [Education & information]
3. Care that is tailored to the individual [Therapy & service delivery]
4. Consistent care providers [Hospital environment & patient safety]
5. Intensive therapy top-up services for people with aphasia in the community [Therapy & service delivery]
6. Support completing applications to access services (or advocating for services in remote or regional areas) [Support & help]
7. Equitable access to specialist services in regional and remote communities [Therapy & service delivery]
8. Therapy to support self-management of care (using personal devices and subsidised costs for suitable devices) [Therapy & service delivery]

Ranked priorities for aphasia service development identified by speech pathologists in Metro North

1. Hospital environments that support a person with aphasia (signage, places for supported conversations)
2. Improved intensive communication therapy options (top-up therapy, combining function/impairment approaches)
3. Equitable access to aphasia services (all severities, time post-stroke, geographic location)
4. Regular delivery of (standardised) training for all who manage post-stroke care in how to support communication
5. Care managed and co-ordinated in multi-disciplinary teams (integrated goal setting, therapy planning, and treatment approaches)
6. Therapy tailored to the individual (including care delivery: in-hospital, patient homes/community, or use of virtual reality to target social/functional goals)
7. Ongoing carer and family support (including access to education resources that PWA/SO can refer back to later)
8. Specialised training for speech pathologists (self-management, psychosocial support, demonstrations of evidence-based therapies, supervision)
9. Mental health service options for PWA (professionals trained in supporting communication, joint team approaches)
10. Practice guidelines for speech pathologists (capacity assessments, handover reporting, managing complex cases)

Quotes

I guess as far as the speech therapy goes, I found it really beneficial that they related – related it to things that could really help..., stuff that I could do with my daughter, as well.

Person with aphasia

...just seeing the change or the hope grow in both the client and the family when you can give them the tools to communicate with each other.

Speech Pathologist

Travel to and from hospital for multiple therapy appointments – wish it was in the home – it's a lot of strain on families.

Significant other

