



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

CREATE CHANGE

QARC Clinical Forum

Aphasia groups and telerehabilitation during COVID

About me...

- From Brisbane, Australia
- ASK Postdoc (UQ)
- CRE Aphasia Postdoc (UTS)
- My BC self (before children, before Covid) loves eating out, travelling and British drama
- Now I just drink far too much coffee





Virtual community coordinators



Leanne Ruggero



Jessica Campbell



Brooke Ryan

Volunteer facilitators



Akhila Shibu



Japjot Kaur



Vicky Frostell

Kalliope Stivaktas

Susan Starr

to consider potential services and facilitators about your group members, we are aware that this list may not be comprehensive. If you would like to request changes or inclusion of an aphasia group we would welcome your feedback and encourage you to contact us at info@aphasia.community

We recommend that you contact the group prior to attending for the first time to check whether they are accepting new group members.

NEW!! ONLINE APHASIA GROUPS HOSTED WITHIN AUSTRALIA

Organisation	Group Name	Day/Time	Information about joining	Contact
Australian Aphasia Association (AAA)	AAA Online Aphasia Group	Every Tuesday at 10.30am QLD, NSW, VIC, TAS time 10am SA, NT time 8.30am WA time	You can sign up for free by clicking this link: https://aphasia.org.au/members/online-aphasia-group/ . Technical support to join the group is available.	zoom@aphasia.org.au


The Australian Aphasia Association (AAA) is offering support to help facilitators who are seeking to transition to online groups with any questions they have.

Facilitators are also more than welcome to visit the AAA online groups for observation. Please register for the AAA Online Aphasia Group via the AAA website to assist their coordination: <https://aphasia.org.au/members/online-aphasia-group/>


There is also an online discussion forum with FAQ's about Online Aphasia Groups on the AAA website: <https://aphasia.org.au/forums/>




Australian Aphasia Association x +
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HOME ABOUT US MEMBERS COMMUNITY CONFERENCE 2020 SHOP DONATE MY ACCOUNT

 Join the AAA Board of Directors
The Australian Aphasia Association is looking for 2 new Board of Directors If you are interested and would like to know more about this exciting opportunity to help lead the ...

 Online Aphasia Group – Join Us!
Members are invited to join our Online Aphasia Group! You can sign up for free by clicking this link: <https://aphasia.org.au/members/online-aphasia-group/>. Let us know if you would like some support to ...

Relaunching our 1800-APHASIA phone service

- Members are invited to join our Online Aphasia Group! You can sign up for free by clicking this link:
<https://aphasia.org.au/members/online-aphasia-group/>

Lessons learnt

- Develop specific guides that can be “screen shared” for various devices (e.g. IPADs) for the platform you are using
- Develop a checklist of tech functions for members to practice

Turn on/off the camera	
Mute/unmute the mic	
Change the gallery to speaker/side-by-side	
Write/draw on the whiteboard	

- Have a dedicated time to practice.
- Zoom is great for breakout rooms! (smaller group discussions)
- Our service is not perfect but we are continually trying to develop it based on member feedback.

Other Useful tips!



Supporting Online Aphasia Groups: Lessons We've Learned

Generated by the online and residential undergraduate and graduate students of the CSD 648 Aphasia course at the University of Wisconsin – Eau Claire

Over the past 9 months, we have been delivering aphasia groups in an online format. We have done this as part of the CSD 648 Aphasia course at the University of Wisconsin – Eau Claire with both the online and face-to-face students.

In the last week, we have worked collaboratively on the document below, and met to discuss our thoughts and ideas online. The information below will hopefully serve as helpful for those of you that are considering, or have just started delving into, online aphasia groups during

Telerehabilitation Delivery of Aphasia Group Therapy
During COVID-19

ISLHD Speech Pathology Adult Outpatients “Chat Champions”

Katie Tsaccounis
Katie.Tsaccounis@health.nsw.gov.au



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Local Health District

Chat Champions

- Traditionally delivered face-to-face, 4 x 6 week groups per year
- Avenue for social support for individuals with acquired communication deficits
- Provides an opportunity to meet others with a communication impairment and engage in meaningful conversation with appropriate support to ensure inclusion
- Aims = prevent/reduce mood disorder and increase self-efficacy (successfully execute a specific behaviour to produce a desirable result)
- Moved to online delivery using PEXIP from May 2020
- 2 x 4 week online groups conducted so far

Why?

- Opportunity to **connect** with us and others
- Increase **confidence** with communication
- Increase **confidence** with videoconferencing



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Newsletter

Illawarra Shoalhaven Local Health District

Speech Pathology News

EDITION ONE

Welcome to Edition One of our newsletter. You have received this newsletter as you are a current patient of ours. We have created this newsletter to share information with you. We would appreciate your feedback.

COVID-19 What has changed?

- We have moved to telehealth.** This means that we are conducting appointments over the phone or over videoconference using F2F2P. When we talk to you to book your assessment appointment, your assessment or therapy sessions, we will talk to you about your options.
- Groups** We are looking to start a new group using videoconference to allow our patients with communication difficulties to continue to connect with us and others. **Chat Champions and Lead Voice Group** have been postponed for now.

COVID-19 Worried or anxious about COVID-19 and need to talk to someone?

Call one of these services:
 Lifeline Australia: 18 11 14
 NSW Mental Health Line: 1800 011 811
 Kids Helpline: 1800 551 800

Publication Date: 31st March 2020
 Author: Katie Tsanoulas

Illawarra Shoalhaven Local Health District

To access an aphasia friendly video to support mental health and wellbeing during the COVID-19 pandemic, visit:
<https://cloudstor.sarnet.edu.au/plus/i/KcG0IeBIVaU1KW>

We are here to help

- We can help you decide what to do about your upcoming appointments.
 - Do I go ahead with my appointment by my Modified Barium Swallow at The Illawarra Hospital, now or later?
 - Should I go ahead with therapy sessions over the phone now or wait till the pandemic is over?
- We can help you if you are running out of dysphagia products (e.g. thickening powder, thickened fluids) and are waiting for your order. If you need help, call us on (02) 4223 8201 or send us an email at ISLHD-PK04-SpeechPathology@health.nsw.gov.au

1. Online Chat Groups

Lots of you told us you would like to be involved in an online chat group. As such, we will be hosting a number of online chat groups with about 10 people per group. This will continue until we are able to offer our face-to-face groups again. If you would like more information, please contact us by calling (02) 4223 8201 or sending us an email at ISLHD-PK04-SpeechPathology@health.nsw.gov.au

Continue your healthcare

It's important that you keep on accessing the healthcare services you need. No matter what health concerns you have, it is safe to attend your GP or hospital. Immediate and ongoing support is available to everyone in NSW to help them through difficult times. Continue to visit your local hospital when you need to.

Source: <https://www.nsw.gov.au/visit-15-how-to-protect-yourself-and-visit-safely>

Publication Date: 22nd May 2020
 Author: Katie Tsanoulas

Illawarra Shoalhaven Local Health District

Speech Pathology News

EDITION TWO

This is Edition Two of our newsletter. You have received this newsletter as you are a current patient of ours. We have created this newsletter to share information with you. We would appreciate your feedback.

One Aphasia Action

Daily tasks you can do from home to help keep up speech therapy progress

Go to: <https://www.aphasia.org/one-aphasia-action/introduction>

Do you have Parkinson's disease?

PARKINSON'S NSW is a not-for-profit organisation striving to make life better for people living with Parkinson's, their families and carers. To find out how they can assist you, go to their website at <https://www.parkinsonsnsw.org.au/>

Have you had a stroke?

The STROKE RECOVERY ASSOCIATION OF NSW is a non-profit organisation that advocates for and provides a range of stroke support and information services. Go to: www.stroknsw.org.au

BEYOND BLUE works to equip older adults with the knowledge and skills to maintain their own good mental health and wellbeing, and recognise symptoms in people close to them, in order to prevent the development of a mental health condition. Read more information, advice and personal stories of older adults' experiences with depression, anxiety and suicide on their website. Go to: <https://www.beyondblue.org.au/who-does-it-affect/older-people>

DID YOU KNOW?

We now have a Speech Pathology email address. Our email address is: ISLHD-PK04-SpeechPathology@health.nsw.gov.au You can continue to call us on (02) 4223 8201

Publication Date: 22nd May 2020
 Author: Katie Tsanoulas



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What is working well?

- Good attendance and participation, new friendships
- Increased access for patients who live across large geographical area with removal of travel burden
- Subjectively achieving our additional aim of online service delivery = increased confidence with videoconferencing
- Clinician skill development with online delivery of group therapy
- Development of new way of collecting feedback – email with survey link or QR code through screen sharing


“I learned from others, seeing them overcome the same things I was having trouble with, I was able to use that”

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Speech Pathology Telehealth Services

NSW Health
Illawarra Shoalhaven
Local Health District

Speech Pathology Telehealth Consumer Feedback

QR CODE SURVEY



[HTTPS://WWW.ESURVEYCREATOR.COM/S/ISLHD-SPEECHPATH](https://www.esurveycrator.com/s/ISLHD-SPEECHPATH)

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Speech Pathology Telehealth Services

NSW Health
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Challenges

- Technical difficulties – Overcome through use of an Allied Health Assistant before/during/after group sessions to assist with set up and problem solving technical difficulties
- Reluctance of some patients to engage with telehealth – Considering allocating SP FTE to technical support for telehealth/telehealth engagement role



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Evaluating your telerehabilitation service

- How do I know this is working?
- Is telerehabilitation meeting the needs of my patients and the health service?
- How well is this working?
- What can be improved?



Tip 1: Know your audience

Patients and Community

Outcomes Costs
Access Integration
Best practices and evidence

Researchers and Experts

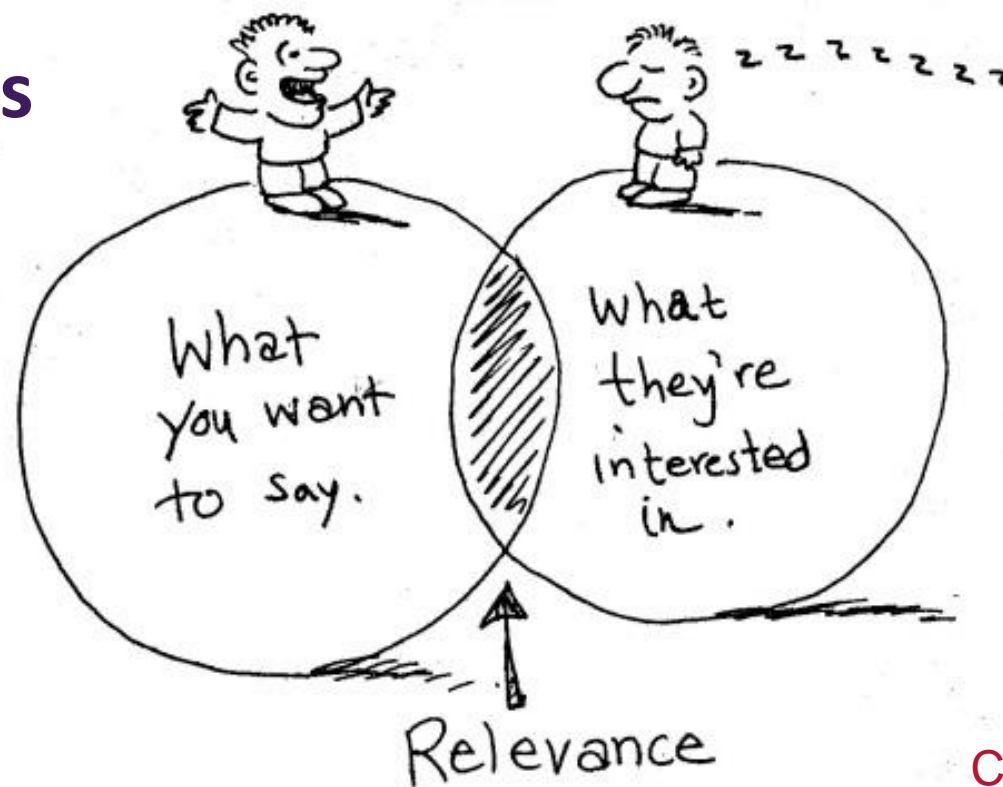
Comparison to best practice Innovation
Implementation barriers

Managers and Leaders

Costs Safety
Access
Strategy Sustainability

Clinicians and MDT

Feasibility Processes
Outcomes
Uptake Efficiency



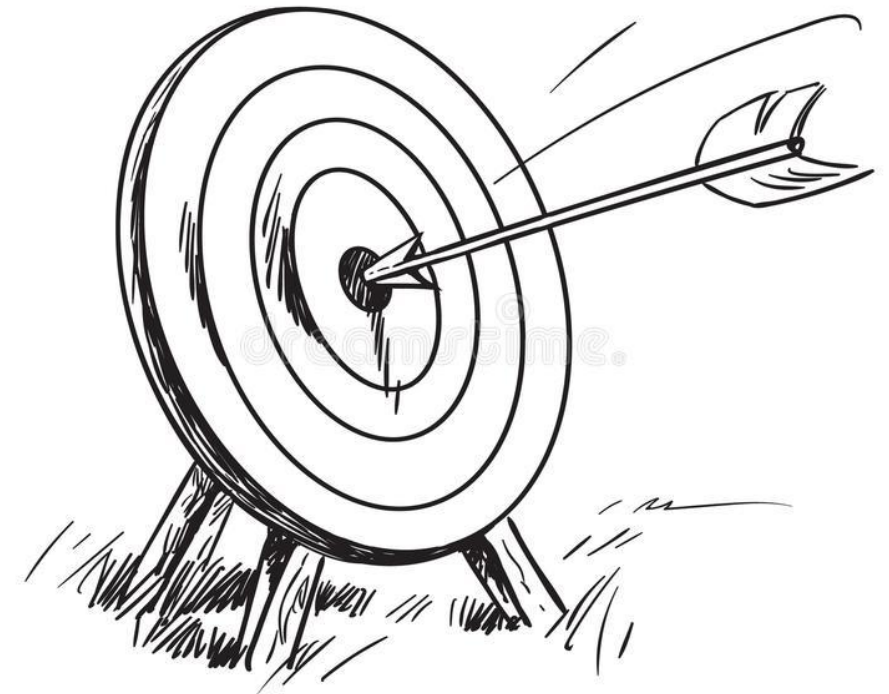
Tip 2: Set your target for success

How will the service be considered successful?

- Improved access and timeliness
- Increased efficiency
- Improved patient experience
- Non-inferior patient outcomes

What would good look like (in real terms)?

- E.g. 30% reduction in FTA, referral to new appointment within 2 weeks, care provided within 50kms of home



Tip 3: Measure what matters

Impact

Does my service help my patients?

- Clinical outcomes - communication, QOL, functioning, participation
- Unintended outcomes - technology use
- Access – timeliness, OOS, referral to other services, FTA, duration of care, New:RV, OOS/episode of care
- Safety and quality – risks, adverse events
- Usually requires pre-post measures and/or a comparison group/service

Process

How does my service work?

- Processes and procedures
- Uptake and abandonment
- Technology feasibility, breakdowns and failures – duplication or follow up
- Staff involved and time attributable
- Costs and resources
- Barriers and facilitators
- Staff experience, perception and satisfaction (MDT and other stakeholders)
- Patient satisfaction, experience, barriers

It is just as important to know if a service is NOT working and why

Tip 4: Ask the experts



Tip 5: Get the right approvals

Research Ethics and Governance

- May need ethics approvals (and/or waiver) to access, use and publish the data
- May need consent from staff and/or patients to collect satisfaction/experience data
- Check with your local Ethics and Governance Officer

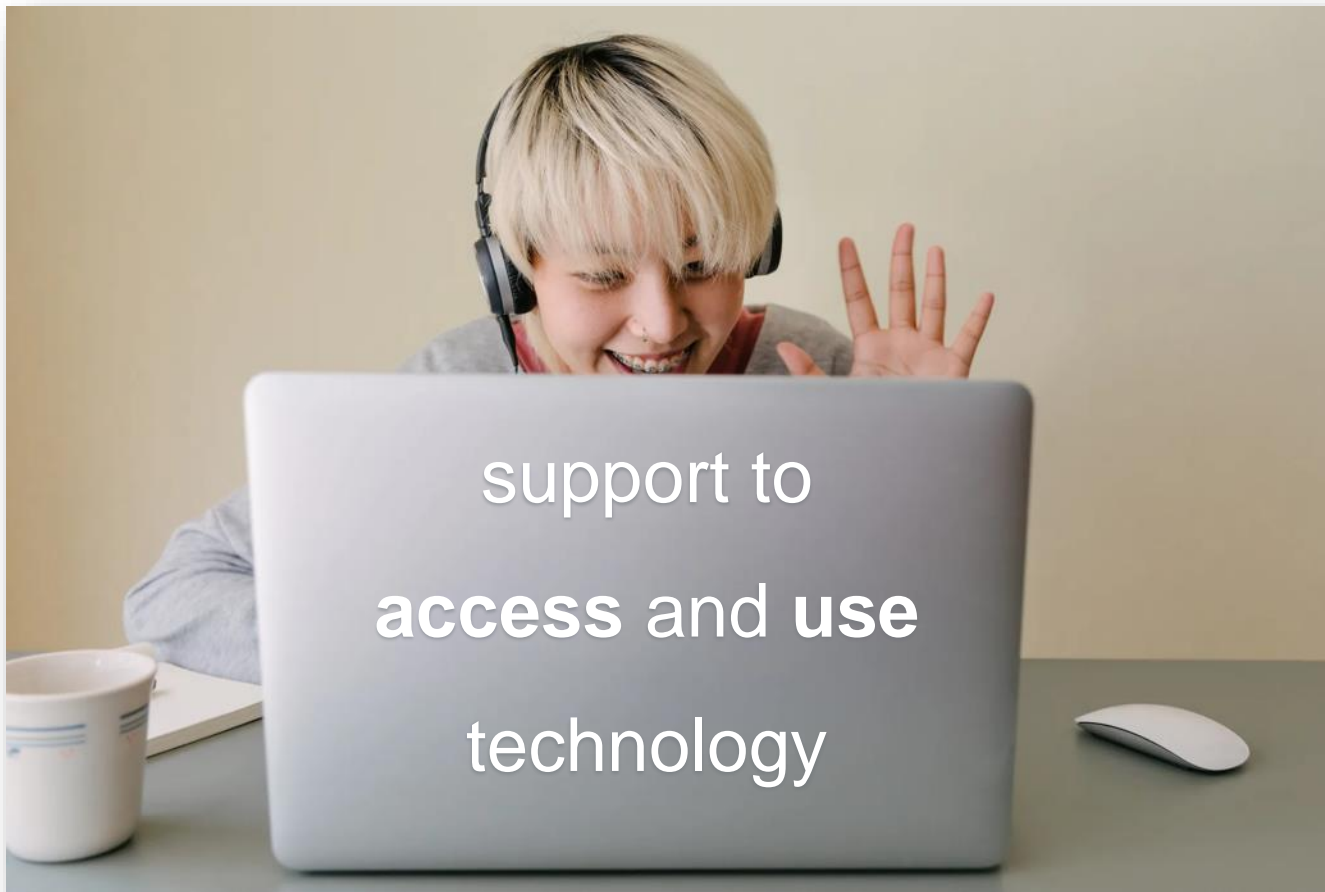
Line manager/Leadership approval

- May need approval and/or steering committee approval
- Check with your Line Manager and/or Quality team



Aphasia Tech Hub

led by Jess Campbell Jessica.Campbell@uq.edu.au



Clinical

Student, clinician-led clinics

Social

Physical, online spaces

Support +
advice

Hardware, software troubleshooting

Available tech, funding, suppliers

Demonstration, trials

Education

For people with aphasia and family,
clinicians, AHAs, students

Research

Trials / co-design

Panel Discussion

- Dr Jessica Campbell, Chair (Postdoctoral Research Fellow, QARC)
- Dr Annie Hill (Postdoctoral Research Fellow, Aphasia CRE)
- Dr Brooke Ryan (Postdoctoral Research Fellow, Aphasia CRE)
- Dr Rachelle Pitt (Director of Research and Innovation, West Moreton Hospital and Health Service)

Aphasia Community Groups

- Aphasia Community <https://www.aphasia.community/> is currently updating their database. If you currently run a community aphasia group and would like it included please contact info@aphasia.community



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Thank you

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