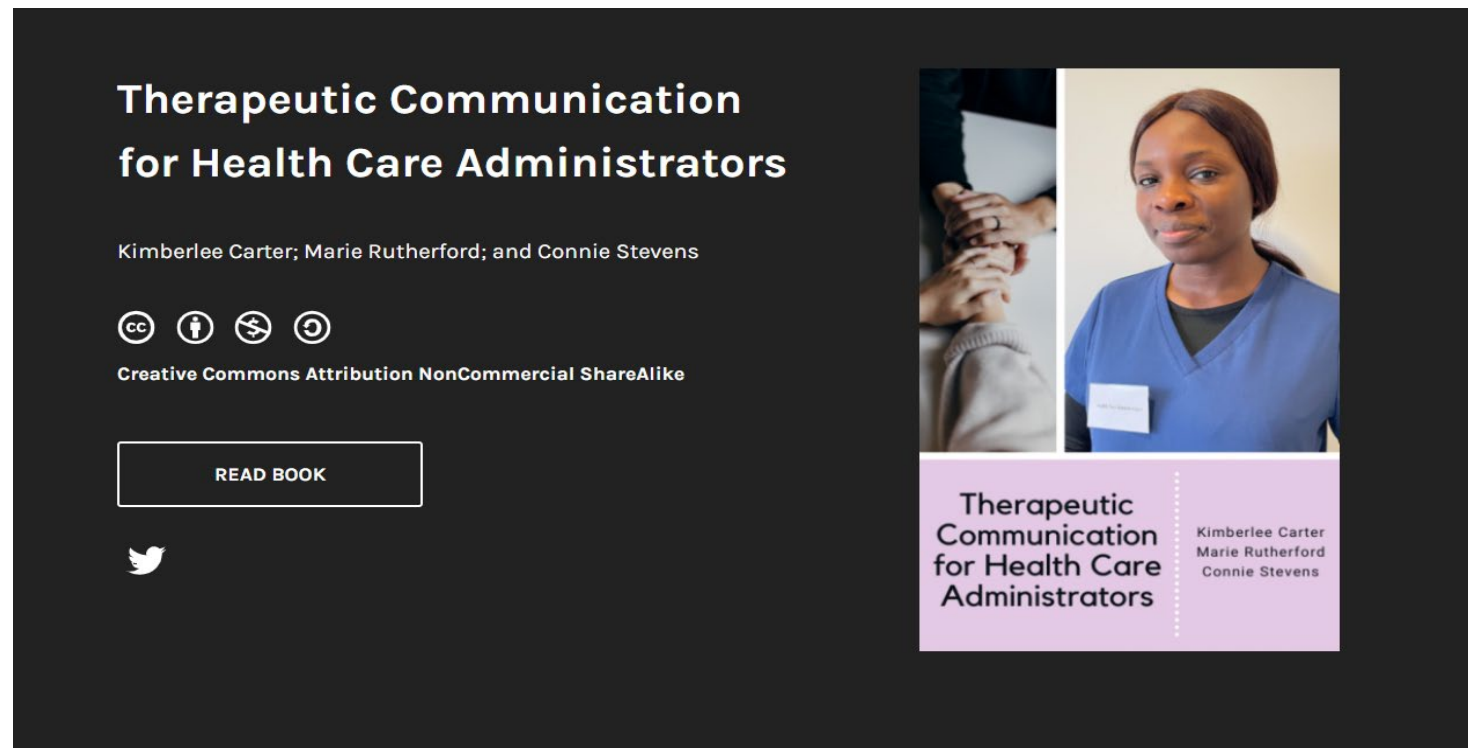


Therapeutic Communications for HCA

Chapter 7: Communicating with clients of Differing Ability



Accessibility Statement

- This PowerPoint is compatible with assistive technology
- Images have alternative-tags applied
- Complex images have long descriptions and are available in the notes section of each slide
- We welcome your feedback if you notice an area not addressed, please contact the authors listed here

Learning Objectives

Learning Objectives:

- Clear communication and providing exemplary customer service to Patients with differed abilities
- Discuss different strategies for effective communication
- Discuss importance of understanding of addressing person with any impairment such as visual, verbal or hearing
- Demonstrate empathy and understanding of different needs.

Introduction

- We will discuss about ways of communication with people who have developed changes in ability due to trauma, disease, age or inborn.
- This chapter covers general principles of communication with patient having verbal, visual and hearing impairment.

Governing Principle of Communication with Client with Limitations

- Impairment can be new or temporary, resulted due to injury, surgery or drug impairment.
- Principles to be kept in mind
 - Ask the client for the help they need in communication
 - Don't make assumptions
 - Wait for response
 - Do not touch any of the clients' assistive devices or service animals

Communications with Clients with Verbal Impairments

- Main strategies for effective communication are
 - Ask the client first how to proceed.
 - Never judge client's impairment.
 - Use hand motions and actions to communicate effectively.
 - Face and speak to client, though someone is accompanying the client.

Communications with Clients with Verbal Impairments

- The verbal impairment may be new or temporary, such as a facial injury, dental surgery, drug impairment or trauma. When the impairment is new, try different methods to address the clients' needs (Harrington, 2020).
- Try to engage client in Interaction model of communication.

Communications with Clients with Visual Impairments

In visual impairment ones' ability to see is reduced or lost.

- Recognizing Visual Impairment
 - Person wearing glasses
 - Uses white cane
 - Uses guide dog
 - Exhibit squinting
 - Read at close range

Communications with Clients with Visual Impairments Additional Considerations

How to enhance communication with client with Visual Impairment.

- Ask the person if assistance is needed.
- Address the person by name in normal tone and be precise and clear with the words.
- Give the client details of the office setting as they cannot visualise the layout.

Communication with Clients with Hearing Impairments

There are several types of hearing loss such as

- Hard-of-Hearing
- Deafened
- Oral deaf (unable to speak or hear)
- The knowledge of types of hearing loss is important for effective exchange of messages and knowledge.

Communication with Clients with Hearing Impairments Consideration

How to enhance communication with client with hearing impairment.

- Client may have their own ways of communication
- may use American Sign Language interpreter. If so, the HCA can use an ASL interpreter.
- Use illustrations or images or allow the patient to write if needed.
- may use any assistive device.
- If the client uses a technological device or implants, Try to minimize background noises/disturbances.

Summary

In this presentation you have learned:

- Communicated clearly as part of a team while providing exemplary customer service to clients with differing limitations or needs.
- Explored strategies to support communication channels with clients of differing abilities.
- Developed an understanding of addressing persons with communication limitations such as verbal, visual, or hearing impairment.
- Demonstrated empathy and understanding of differing needs.

References

Harrington, C. N., Koon, L. M., & Rogers, W. A. (2020). Design of health information and communication technologies for older adults. In A. Sethumadhavan & F. Sasangohar (Eds.), *Design for Health: Applications for Human Factors* (pp. 341-363). Academic Press. <https://doi.org/10.1016/C2018-0-00043-2>