# Research Poster Awards 2023







Aphasia Recovery and Rehabilitation



"We got there in the end...somehow we got there": a qualitative study of healthcare professionals providing care to people with chronic aphasia, and how technology could assist.

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### INTRODUCTION

- Aphasia is a chronic communication disability caused by acquired brain injury, impairing the ability to speak, understand, read and write.
- Health care professionals have difficulty communicating with people with aphasia in hospital<sup>1</sup>
- Little is known about community-based healthcare interactions with people with aphasia

# **OBJECTIVES**

- Examine the experiences of health care professionals in their community healthcare communication interactions with people with aphasia
- Explore how technology may assist the interactions

# **METHOD**

- Generic qualitative study interviewing community healthcare professionals (n=7)
- Thematic data analysis<sup>2</sup>

# RESULTS

Six themes were identified.

"It would have been easier if he'd given me a title or something... then I would have been able to do a bit of research".

# DISCUSSION

- Healthcare may be compromised for people with aphasia in the community
- HCPs are not sufficiently resourced to have the knowledge and skills to enable healthcare communication to people with aphasia.

### CONCLUSIONS

- Providing healthcare to people with aphasia was challenging, taking extra emotional, intellectual effort and time
- Low knowledge of aphasia and communication skills led to unsuccessful interactions causing emotional distress and compromised care
- Interactions and relationships between healthcare professionals and people with aphasia became easier over time
- More knowledge and skill about conversation partner training led to more successful interactions
- More system level supports such as conversation partner training and technology support are recommended
- Future research is needed to see if a purpose-built Aphasia app would meet people's need in the community.

We can't really predict what comes through your door.... it's so wide....in general practice it could be anything really... from women's health to haemorrhoids".

# **HEALTHCARE PROFESSIONAL COMMUNICATION TOPICS**

An extensive array of complex communication topics were identified

# **HEALTHCARE PROFESSIONAL KNOWLEDGE**

Generally a lack of knowledge about aphasia. Success of interaction depended on the healthcare professional's skill and knowledge

"That would go a long way in making the communication easier"

# **HOW TECHNOLOGY COULD HELP INTERACTIONS**

Technology generally viewed positively.

A range of ideas of what could be included

"Now I've got very specific things that I need to do.... I've worked out how we could communicate"

# **INTERACTIONS AND RELATIONSHIPS GREW EASIER OVER TIME**

Interactions and relationships grew easier over time, with more communication strategies, and trust and rapport being built

# **COMMUNICATION EXCHANGES THROUGH** THE INTERACTIONS

**KEY** 

**THEMES** 

Healthcare professionals and people with aphasia tried many strategies, some successful, others not. This impacted on emotions

### **COMMUNICATION IMPACTS ON CARE**

Miscommunication commonly led to compromised care for the person with aphasia

"I never got to the bottom of her pain""

"I could identify that he was upset, but didn't have the skills to be able to give him any assistance... I didn't know what I had to do to give him support"

# **SCAN TO READ PUBLISHED PAPER**



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### REFERENCES & ACKNOWLEDGEMENTS

[1] Carragher, M., Steel, G., O'Halloran, R., Torabi, T., Johnson, H., Taylor, N., & Rose, M. (2020). Aphasia disrupts usual care: the stroke team's perceptions of delivering healthcare to patients with aphasia. Disability and Rehabilitation. https://doi.org/10.1080/096382

[2] Braun, V., & Clarke, V. (2022). Thematic analysis: a practical guide. SAGE Publications Ltd.