



Communication Skills Information and Resources Module for LEND and UCEDD Trainees

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Background

•In 2009, a report by the National Council on Disabilities stated: “The absence of professional training on disability competency issues for health care practitioners is one of the most significant barriers that prevent people with disabilities from receiving appropriate and effective health care.”

Goals & Objectives

The goal of the Arc HealthMeet initiative is to reduce health disparities and increase the longevity and quality of life for people with ID, including through supporting training and education for health professions trainees. HealthMeet provided support through AUCD to develop a website to assist LEND and UCEDD trainees and early career professionals in building knowledge and skills in this area .

“Communication Skills” is the second module of the website, Resource Modules on Health of People with Intellectual Disabilities and was designed for trainees and early career professionals to build communication knowledge and skills in seven areas.



Methods

Seven Topic Based Scenarios

- Health care and wellness encounters with people with intellectual and developmental disabilities (I/DD)
- Universal design in written and electronic communication
- Language use to demonstrate respect
- Supporting self-determination in health
- The use of technology to enable effective communication
- Communication with people with sensory challenges such as hearing loss and visual impairment
- Working with interpreters

A variety of media were reviewed and rated by the authors and organized by scenario. Materials were chosen based on content quality and relevance, online accessibility, and availability to users without charge.



Product - Results

HealthMeet 2 Communication Skills

Resource Modules on Health of People with Intellectual Disabilities

Site activity is being tracked using Google Analytics

As of 10/24/14:
Visited by 491 users
in 21 countries

Metric	Value
Sessions	557
Users	491
Pages / Session	3.77
Avg. Session Duration	00:02:29
Bounce Rate	54.58%
% New Sessions	86.00%

Instructional Applications

Target Audience: LEND and UCEDD trainees, faculty and training staff; Individuals, graduate students and professionals in other disciplines who work with people with disabilities
May be used for individual self-study and skills-building or as an in-class or pre-class assignment for trainees or professionals

Examples of including these resources in instruction:

- “Module Mania” 1) Divide trainees into teams. 2) Each team reads one of the scenarios and reviews the resources for that scenario. 3) Each team creates a poster/handout that has the following information: What types of resources are available? What are the general topics/themes? What was the best resource you found? Why was it helpful? Would you use these resources in your own practice? Why or why not? 4) Teams share out.
- “Scenario Experts” 1) Choose one scenario. 2) Divide trainees into teams. 3) Each team looks at one resource for that scenario. 4) Each team reviews their resource and considers how they would use information from that resource within the context of the scenario. 5) Teams share out.
- “Resource Review” 1) Choose one scenario. 2) Choose one resource from that scenario. 3) Trainees review the resource in a “Text Rendering Experience,” (each trainee highlights a word, a phrase and a sentence that are particularly meaningful to them), and 4) Whole group discussion about the importance of that resource and how the resource could be used.
- “Discipline Dive” 1) Divide trainees into disciplinary teams 2) Teams search for their discipline in the search box. Trainees review the materials that specifically target their discipline. 3) Trainees create a resource document (i.e. annotated bibliography) that outlines the resources they found.



HealthMeet 2 – “Communication Skills in the context of health and wellness”

<http://www.iddhealthtraining.org/module-2>

(or scan QR code)

