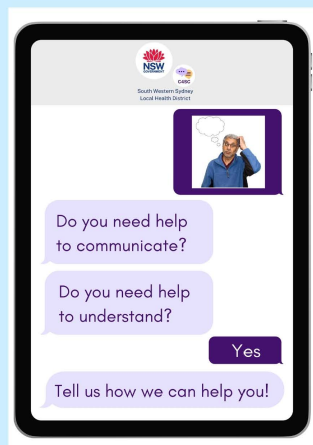


## SWSLHD Emergency Department

<h3>Goal</h3>	<p><b>Improving healthcare access for people with communication support needs.</b></p>
<h3>Solution</h3>	<p>Implementing communication visuals to support people with communication support needs, and building the capacity of staff.</p>
<h3>Outcomes</h3>	<ul style="list-style-type: none"> <li>✓ <b>Co-designing service improvements</b> – Developed and implemented solutions tailored to the Emergency Department with consumers and healthcare staff.</li> <li>✓ <b>Enhancing communication support</b> – Created tools that help patients self-identify communication support needs and support effective staff-patient interactions, such as communication boards and posters.</li> <li>✓ <b>Building staff capacity</b> – Delivered training clerical staff to enhance communication skills, with a focus on supporting patients with communication support needs.</li> <li>✓ <b>Building staff capacity</b> – Provided Patient Experience Officer training: “Making the Emergency Department Accessible: Inclusive Care for Patients with Disabilities.”</li> <li>✓ <b>Driving systemic change</b> – Raised awareness of communication accessibility through staff engagement and education.</li> </ul>

### Communication visuals in the Emergency Department



<h3>Feedback</h3>	<p><b>“The visual aid is a valuable resource to have in the emergency department”</b> Healthcare Worker</p>
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