

CDP Update

* SPECIAL EDITION 2018

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Re-aligning our Practice with our Mandate

As some of you may already be aware, the Communication Devices Program receives our funding through Employment and Income Assistance (EIA), not Manitoba Health. This means that we report directly to EIA on a regular basis about the services that we provide. The Communication Devices Program has been in existence for 9 years now, and that has given us time to develop and grow as a program. Through this time, we had expanded our services to suit the needs of our clients and the clinicians working with them. Ultimately, we provided services that could be considered outside the scope of our mandate. Previously, we had that luxury and at the time, we had hoped it would become a sustainable practice.

As with everyone else in the Province, belts have been tightened and we have all been forced to take a long look at the services we offer. We need to ensure that we align with our mandate.

We will continue to provide service to clients and clinicians in a way that ensures a high quality of care, sustainability, fiscal responsibility and will meet the mandate we have been provided.

So, what does that really look like for clients and clinicians accessing the CDP?

1. Where clients have access to a clinician (SLP/OT), that clinician will be expected to remain the primary contact for the client. CDP clinicians (SLP/OT) will provide consultation to the primary clinician as appropriate. See page 2, "Primary Clinician Responsibilities" for further information.
2. Feature matching will ***continue*** to be an essential part of every assessment and consultative process. Meaning that equipment will be provided based on the communication ***needs*** of a client rather than based on wants and/or specific hardware/features requests that may be ***desired***.
3. Some equipment we typically have 'in stock', ***may*** now be purchased on an 'as needed' basis. This ***may*** mean that you/your client ***may*** have to wait a short period of time before the start of a trial or rental of a device.
4. Once rental begins, devices will be maintained with a client for as long as those devices continue to meet that client's face-to-face communication needs (i.e. for the purpose of Speech Generation).
5. We have revised/created new forms, in an effort to better serve you, and make the intake process more efficient. See page 3 for further detail about Paperwork and Process.
6. We have created easy to access online resources via Facebook, Twitter, Pinterest and/or our newly updated website. Please like, follow, comment, and visit!

Primary Clinician Responsibilities

We recognize that everyone is incredibly busy. In facilities, hospitals, programs and the community, where SLP and OT services are available, these clinicians will be identified by CDP as the primary clinicians. In order for CDP to meet our mandate as specified by our funders, primary clinicians will be expected to maintain the following responsibilities:

Prior to, or at the time of referral:

1. A speech/language screening will be completed by the SLP and shared with CDP
2. A basic physical/access assessment will be completed by the OT and shared with CDP
3. Client will be identified as a suitable candidate for AAC when they are:
 - Medically stable
 - Alert and able to follow basic commands
 - Using some form of no/low tech communication, and/or have established a yes/no with fair reliability in response to routine care questions
4. Ensure that family/NOK have been notified, and that client/SDM has agreed to referral and assessment

Following referral:

1. Schedule initial appointment with the unit/family as discussed/agreed on with CDP
2. Introduce client, family, and staff (as appropriate) to CDP clinician(s) at initial assessment. Remain an active participant during assessment as caseload allows
3. If unable to participate in assessment as per above, the primary clinician will be available to discuss results either immediately following the assessment, or at an agreed upon time later.
4. Participate with CDP clinicians in identifying communication goals and gathering vocabulary for client
5. Once the team has determined a device for trial, attend a training session regarding device/system; conduct further staff/family training regarding the basic set-up and care of the communication system
6. Follow-up with staff and/or client/family a minimum of once a week during 4 week trial
7. Provide oversight for any available Rehabilitation Assistant /Support services (e.g. training/practice sessions, etc)
8. Serve as the initial contact for the unit/staff, and client/family when questions or problems with device, mounting and/or access method arise
9. Notify CDP of any significant changes in client status during the trial that may warrant further assessment
10. Notify CDP clinicians as soon as possible if client is being transferred or discharged from hospital, facility, program, etc.
11. Complete prescription, should trial be successful and completed during involvement.

In order for the CDP to continue to provide services to clients in hospitals, facilities, and programs, it is imperative that clinicians working in these places continue to take the primary role. CDP staff should be viewed as a resource for collaboration, rather than as the professional who will complete the process themselves. Unfortunately, we are not funded to be able to provide that level of service. CDP provides service across the Province of Manitoba, and is required to collaborate with clinicians already available to clients, so as not to duplicate service. In the event that a client does not have access to any SLP and/or OT services, the CDP will take on the role of Primary Clinician as it relates to the Communication System.

Paperwork & Process

Revised/New Paperwork:

The Communication Devices Program paperwork is getting a facelift. We have been using pretty much the same forms since the day we opened in 2009. We have taken your feedback, and our experience, and put these together to come out with our new and improved versions of the following:

1. [CDP Referral Form](#). This form will be separate from the Assistive Technology Products and Services form that we previously used. Our experience and feedback from the AAC Community told us that we weren't gathering pertinent information on this form, and therefore we had to call or email you to get it. So, we have updated the form to include more of this information in an attempt to streamline the intake process for you and your clients.
2. [Equipment Loan/Rental Agreement form](#). Essentially this form remains the same with the addition of one important statement: *"I understand that if I choose to access the internet using the CDP Equipment that such access could cause the exposure of my personal and/or personal health information stored on the CDP Equipment. If I choose to access the internet using the CDP Equipment I understand and assume the risk of disclosure of my personal and/or personal health information"*.
3. [Equipment Rental Payment Agreement Forms \(private payee and third party\)](#). Many clinicians may never need to use these forms, but if you do, or have in the past, the changes that we made include a "Deposit" for non-rental items such as E-Tran Boards (typically only loaned internally to CDP clients), and we have also removed the section where a list of equipment was written down, as this is all done electronically now.
4. **NEW!!** CDP [Desired Equipment Form](#). Hot off the presses, totally brand new form! We created this form in response to your desire to see us get equipment out to you/clients faster. We found that we were always calling with the exact same questions about what you needed for a trial and/or rental. With this form, we hope to gather all that information upfront and avoid playing phone tag or using multiple emails back and forth to get the correct information. This form is a work in progress and we are open to suggestions to make it more user friendly and/or helpful - so **PLEASE** let us know what you think!
5. [Service Category Flow Sheets](#). We have created new one page flow sheets for quick glance reference when you are trying to decide what category to request for a client. We have created 2 separate flow sheets, one that indicates which services are available for clients that have not been referred, and another which indicates which services are available for clients that are actively involved with the CDP.



Updated Process:

In addition to the updated paperwork, the CDP has updated the scope of the service category "Clinic Loan". We realize that clinicians occasionally need to have equipment for a period of time **before** providing it to their client for trial or rental. Clinicians were occasionally using the Clinic Loan option for this purpose already. We wanted to recognize that this is a valid request, and clinicians should be offered time **ahead** of a trial or rental to properly prepare the equipment and/or assess their client. Clinic Loans for this purpose will require a referral with the client's information and will be limited to 2 weeks. Alternatively, you may continue to request a 'Clinic Loan' for its original purpose, which was to get to know a piece of equipment and/or software yourself. You do not have to have any client in mind when requesting a Clinic Loan for this purpose, and therefore no referral is required. When Clinic Loans are requested for individual learning purposes, equipment may be recalled at any point if CDP has a need for that particular piece of equipment.

CDP Resources

NEW WEBSITE is LIVE!:

We are finally LIVE!! Our new & improved website is up and running. You can find us here: www.deerlodge.mb.ca/cdp

Key pages for clinicians: [Home Page](#)

[Resources](#)

[For Healthcare Professionals](#)

Forms: [CDP Specific](#)

[CDP Newsletter](#)



As per the previous pages, all the updated/new forms and guides will be available on the website. If you have any trouble finding anything, let us know! We'll be happy to help.

And as always, don't forget to check us out on social media! Like us, follow us, share us..... you know the drill!!!



Our Services

The CDP offers a range of services to eligible clients in Manitoba.

- Communication assessment and consultation for Speech-Generating Device (SGD) selection by a Speech-Language Pathologist (SLP)
- Access and/or mounting needs assessment or consultation by an Occupational Therapist (OT)
- No-cost Speech Generating Device (SGD) trials (4 weeks per trial)
- Education and training for clients, family members, support staff and/or clinicians
- Ongoing technical support and repairs/ device replacement
- Available in person and via MB Telehealth, as required

Please find our Service Guide Below:

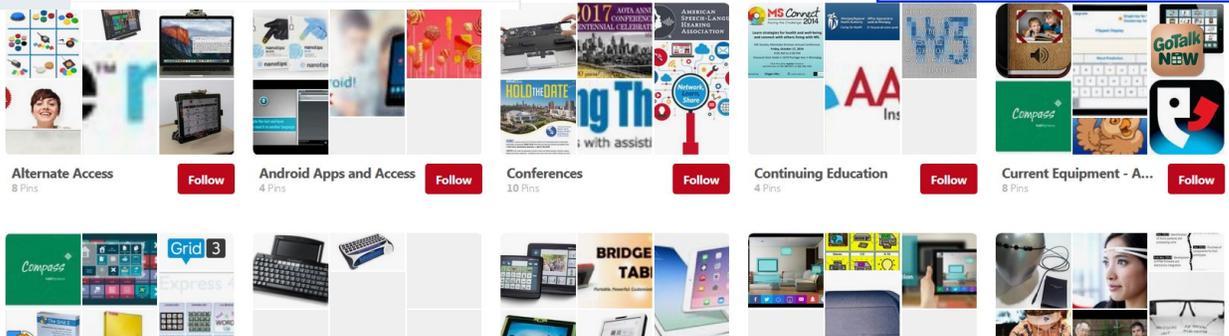
- CDP Service Guide: How to Access CDP Clinical Services

Communication Devices Program

- About Us
- What is AAC?
- Eligibility & Referrals
- Our Services
- Our Team
- Policies
- FAQ
- Resources
- For Healthcare Professionals
- Contact Us & Location



Pinterest: [ATPSCDP](#)



Communication Devices Program Team

While I know many of you reading the CDP Update likely already know our little team very well. I like to think that there are a few of you that we have never met. That means that we are growing, and reaching new audiences. Which is great! Great for us and we hope it's great for you as well.

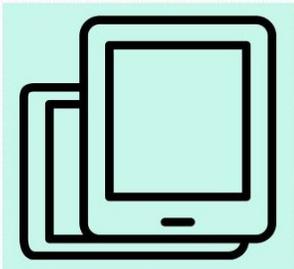


Services Offered

Assessment



Device Trial



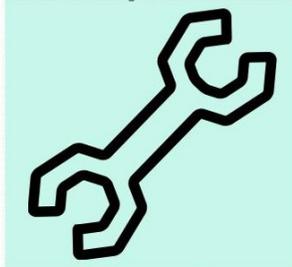
Consultation



Rental



Repairs



Education



The CDP offers a wide variety of services. For more information on what service is right for you (or your client), please browse our new [Service Category Request Flow Sheets](#). You will notice that there are 2. The first flow sheet was designed to guide clinicians who are referring a client to the program (meaning the client is not already active with our Program). The second was designed for clinicians, support staff, or family members to understand what services are available to clients that are already active with our Program.

Take a Moment and Contact us!



204-831-3430



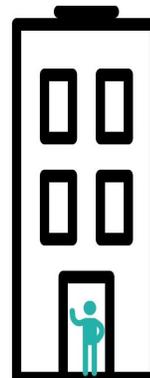
cdp@wrha.mb.ca



204-885-2524



Communication Devices Program
Deer Lodge Centre
2109 Portage Ave
Winnipeg, MB R3J 0L3



CDP Office Hours are:
M-F 8 am until 4 pm
An appointment is required.
Please call ahead!

You can find us located in the main hallway, right before the back (Lodge Ave) doors.

24 hour equipment drop-off @ the Information Desk, near the front (Portage Ave) doors. Please call ahead to arrange drop-off.