

Communication Assessment

Charlene J. Crump Roger C. Williams

Handouts and Supporting Articles at http://mhit.org/otherstuff/michiganca.html

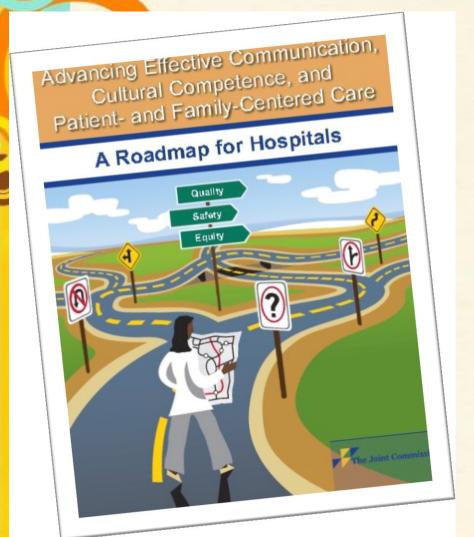


Agenda

- Overview of Communication Skills Assessment
- Introduction to types of dysfluency
- Practice viewing and conducting assessments
- Discussion of Communication Assessment

"How do we utilize communication assessments for clients so that we can provide more effective services?"

Standards



Joint Commission

Assessment of a patient must start at admission and continue throughout hospital stay. The information needs to be communicated to the treatment team.



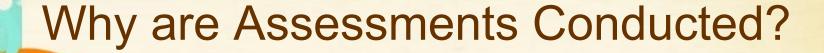
State Requirements for Mental Health Consumers

- Alabama
 - Required for all clients who are Deaf
- Georgia
 - Required for all clients with a communication disability
- South Carolina
 - Required for all new clients
- Pennsylvania
 - For all clients who are Deaf and DD

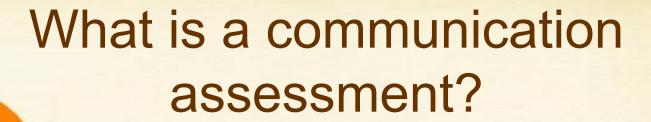


Assessments

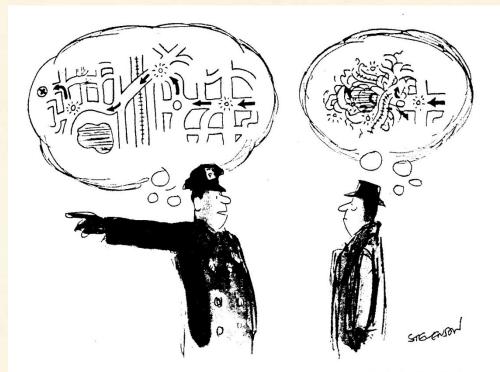
How have we conducted assessments in the past with consumers?



- Baseline
- Shared among the treatment team
- Share other interpreters, signing professionals, etc.
- Legal document, documentation
- More thorough understanding of dysfluent language.
- Other



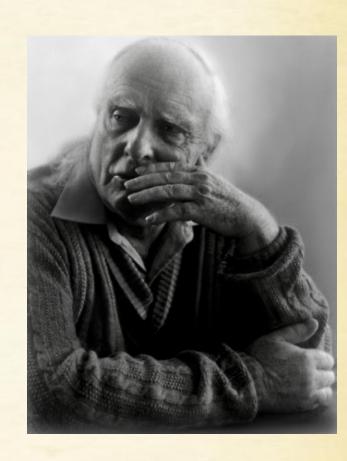
We do communication assessments every time we start a conversation



Paul Grice

Cooperation Principle

- Maxim of Quantity
- Maxim of Quality
- Maxim of Relation
- Maxim of Manner





Communication competency does not exist as an abstract, is a competency tied to a specific task or environment

- Social (Family/friends)
- Social (Community)
- Medical
- Legal
- Mental Health



- Educational background
- Communication background
 - Family
 - Social
- Cognitive abilities
- Neurological injuries
- Mental illnesses



The Perfect Assessment

- Impossible
- Contradictory demands
 - Comprehensive
 - Quick
 - Specific
 - General
 - Valid for all people
 - Reliable in all situations



Types of Assessments

What instruments are out there?

How are they conducted?

Who conducts them

Review and on-going training



The Basics

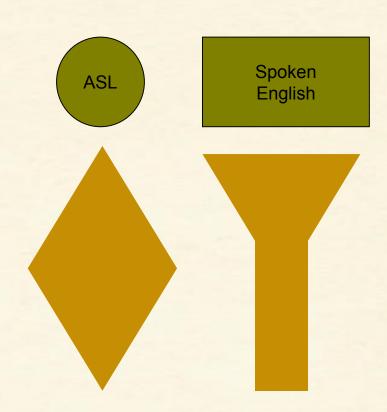
- ALL questions should relate to communication.
- Environments
- Audience
 - Terminology
 - Assumptions



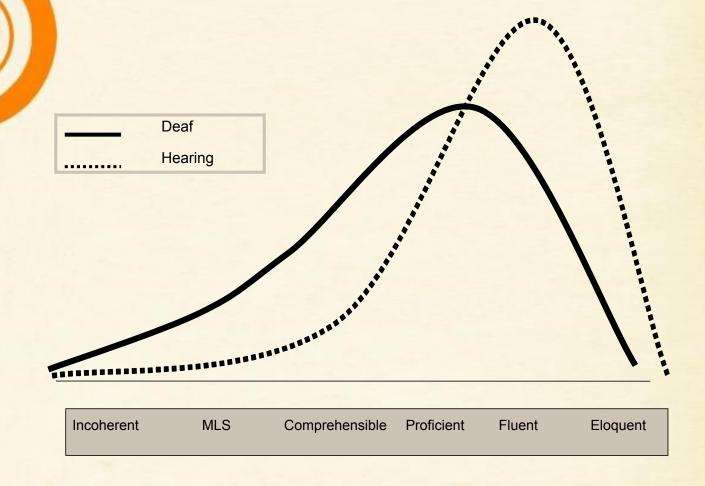
How are they conducted?

- Chart review
- Observation
- Interview
- Reports from others
- Etc.

What's Normal Anyway?





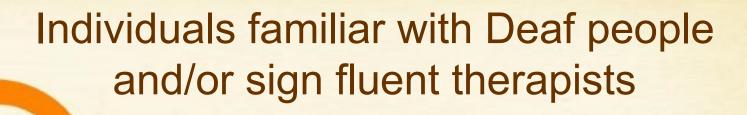




Individuals not familiar with Deaf consumers

Will often:

- Confuse poor English with poor language
- Underestimate the incidence of general language dysfluency
- Have no frame of reference to understand language deprivation
- Confused about interpreter role
- Cannot separate the interpreter /interpreting process from the Deaf person



Training and education is focused on the field of specialization.

People are trained to work with <u>fluent</u> language users.

Dysfluency Sample...in Hearing

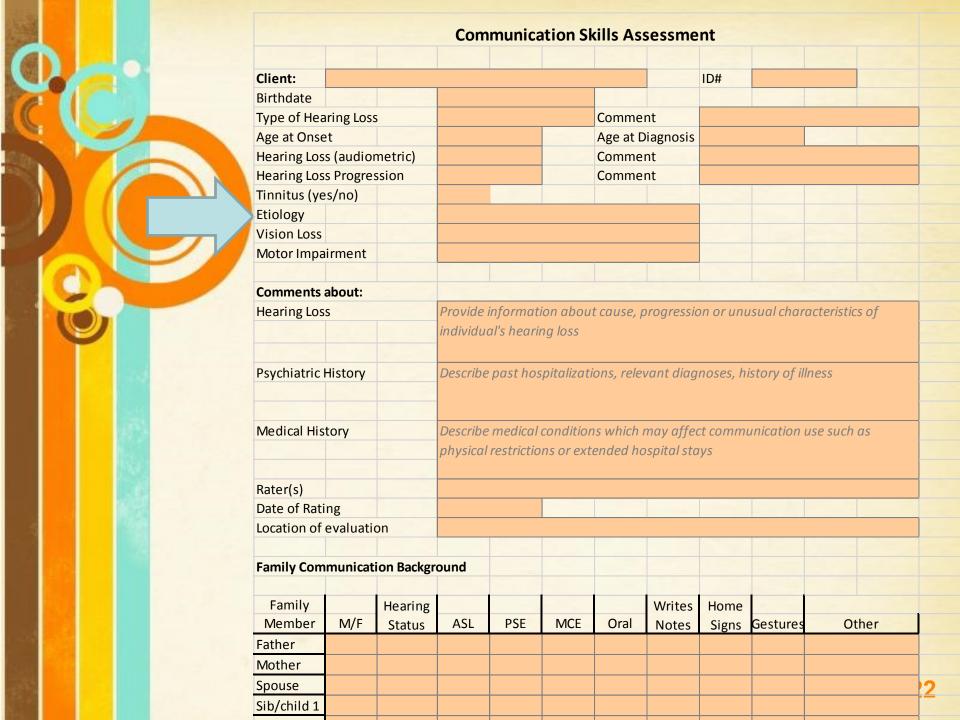


Dysfluency Sample...in Hearing





LANGUAGE CONSIDERATIONS





- Genetic Syndromes
- Maternal Illness or Infection
 - Rh Factor
 - CRS (Rubella)
 - Syphilis
 - Herpes
 - Cytomegalovirus (CMV)
 - Toxoplasmosis
 - Fetal Alcohol Syndrome
- Prematurity
- Birth trauma



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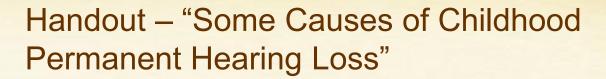


- Genetic Syndromes
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Deafness Etiologies - Postnatal

- Trauma
- Infections
 - Meningitis
 - Measles
 - Chicken Pox
- Tumors
- Medications (Ototoxicity)
- 30% unknown



Some Causes of Childhood Permanent Hearing Loss,

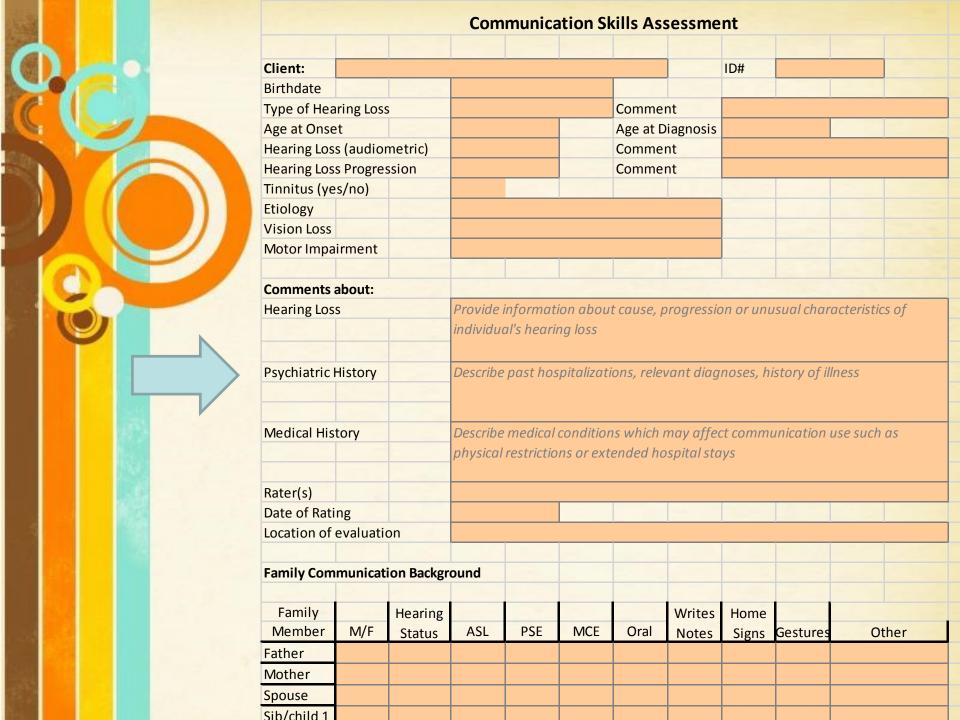
Possible Physical Problems and Developmental/Psychological Difficulties

Cause	Possible Co-Occurring Difficulties	References
Genetic Factors (Heredity)	Possible Co-Occuring Dimiculary Children whose hearing loss is genetically based are the least likely of all major etiological groups to have multiple disabilities. However, approximately 1/3 of genetic hearing loss is associated with another trait recognizable as a syndrome, Cep. Down Syndrome, Usher Syndrome, Fetal Alcohol Syndrome, CHARGE, Treachers, etc.) that can negatively affect physical and psychological well being. Infants with an FASD may also have low muscle tone or be floppy. They may have poor spatial awareness, resulting in a failure to cross the midline (e.g., reaching for something to the left with one's right hand). Child may have much less detailed language than peers. Expressive skills are superior to receptive skills. They can repeat information and sound as if they understand when they do not. Parents report that children can repeat a rule, tell what might happen if it is broken, and then break it a minute later. When they are reprimanded, they do not understand why the parent is upset. Individuals in the 70% category of non-syndromic deafness can still experience Specific Language Impairment (SLI).	Brookhouser, Worthington, & Kelly, 1994; Grundfast, 1992; Grundfast, Atwood, & Chuong, 1999; Karchmer, 1985; Vernon, 1999; Karchmer, 1999; Vernon, 1999; Karchmer, 1995; Vernon, 1999; Karchmer, 1999; Vernon, 1999; Karchmer, 1995; Vernon, 1999; Karchmer, 1999; Vernon, 1999; Vernon, 1999; Karchmer, 1999; Vernon, 1999;
Complication of Rh Factor	Cerebral palsy Aphasia Developmental delay/mental retardation Multiple disabilities Behavior disorders Learning Disabilities	D. F. Moores, 1987; Vernon, 1982.
Meningitis	High incidence of physical and cognitive disabilities (e.g., aphasia, developmental delay/mental retardation, learning disabilities, behavioral/emotional problems). Children may suffer severe physical and neuropsychological sequelae and have difficulty in educational programs. Problems with: short-term memory loss, verbal intelligence, reading difficulties, acquisition of language skills, delayed language skills, visuo-spatial functions, metaphors, idioms, jokes, riddles, discourse, turn taking, inferential reasoning tasks, hyperactivity, distract ability, impulsivity, ability to solve non-routine problems, sentence assembly, ambiguous sentences, making inferences, figurative language inferring other's intentions. Expressive skills can be superior to receptive ability.	Dodge, 1992; Karchmer, 1985; D. F. Moores, 1987; Schuyler & Rushmere, 1987; Vernon, 1967. Schmidt, Heimann, Djukic, Mazurek, Fels, Wallesch and Nau, 2006. Pentland, Anderson, and Wrennall, 2000.
Maternal Rubella, Congenital Rubella Syndrome (CRS)	Physical difficulties may include hearing, vision, urogenital, and endocrine disorders. Increased contraindications for lithium. Major, frequently late-occurring neuropsychological sequelae (such as developmental delay/mental retardation, autism, abnormal behavior patterns, impulsivity,	Cunningham, 1992; Hutchinson & Sandall, 1995; D. F. Moores, 1987; Sison & Sever, 1993. Bird and Kitson (2000).

Prematurity	hyperactivity, rigidity and specific learning disabilities). Language related issues such as intermittent skips in understandability. Infants under 3.5 pounds who experience anoxia	American Academy of Pediatrics.
. Tomacany	or intracranial bleeding are at risk for later developmental problems. Infants with a hearing loss who are born prematurely often have physical and psychological sequelae (e.g., developmental delay/mental retardation, cerebral palsy, and learning and emotional disabilities). Hyperactivity, Distractibility, Restlessness, LD, MR, etc.	1995; Bergman et al., 1985; Duara, Suter, Bressard, & Gulberlet, 1986; Hille et al., 1994; McCormick, 1997; McCormick, Brooks, Workman-Daniels, Turner, & Peckham, 1992; D. F. Moores, 1987; Vernon, 1969b, 1982.
Syphilis Bacterial Infection	 May be asymptomatic at birth, but may later manifest signs of intellectual delay, visual disability and sensorineural hearing loss. 	American Academy of Pediatrics, 1995; Blackman, 1997
Herpes Simplex Virus Infection	Approximately two-thirds of all herpes simplex virus infections are body-system pervasive. More than half of all survivors have permanent neurological impairments (e.g., learning disabilities) and accompanying visual system disturbances and hearing loss.	Hutchinson & Sandall, 1995; McCollister, 1988; Sison & Sever, 1993; Stagno & Whitley, 1985.
Cytomegalovirus (CMV) Infection	CMV is a common cause of congenital hearing loss. One out of 100 infants born with CMV is asymptomatic. 10% to 15% of affected infants will likely develop central nervous system damage (i.e., hearing loss, developmental and intellectual delays, and psychomotor difficulties). CMV-related learning problems may go unidentified until formal schooling begins. Schildroth (1994, 31) noted that "CMV has pernicious educational consequences" for children who are deaf or hard of hearing. CP, vision loss, small head, motor difficulties, developmental delays, mental retardation, learning delays, autism, add, OCD, SLI, balance. Shorter attention span, impulse control issues, low tolerance for delayed gratification. Significantly different language processing problems that are just now becoming obvious in research.	Bale, Blackman, Murph, & Andersen, 1986; Barbi et al., 2003; Blackman, 1997; D. F. Moores, 1987; Pappas, 1985; Schildroth, 1994; Schuyler & Rushmere, 1987; Sison & Sever, 1993; Stagno, Pass, Dworsky, & Alford, 1982. Anderson, Amos, Boppana, Pass, 1996; Kylat, Kelly, Ford-Jones, 2006; Dollard, Grosse, Ross, 2007
Toxoplasmosis	Multiple disabilities including vision loss (eye pain sensitivity to light, tearing of the eyes, blurred vision) and brain damage, abnormal enlargement or smallness of the head, seizures, mental disabilities. Confusion, lethargy, memory loss, weakness on one side of the body, speech and language disorders.	CDC, Toxoplasmosis Report; Berger, 2003; Freeman, 2005.

National Child Traumatic Stress Network (2005). White paper on addressing the trauma treatment needs of children who are deaf or hard of hearing and the hearing children of deaf parents. Los Angeles, Calif., and Durham, NC: National Child Traumatic Stress Network, 2006, www.NCTSN.org.

Added. Charlene Crump, Office of Deaf Services, 2008.





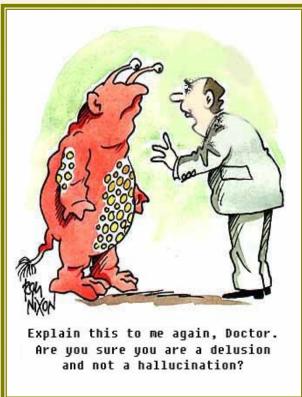
Hallucinations

- Sensory Modalities
 - Auditory
 - Visual
 - Tactile
 - Olfactory
 - Gustatory





Delusions



 Erroneous beliefs that usually involve a misinterpretation of perceptions or experiences, not supported by reality.



Bizarre Delusions

"I am Godd."

"I used to play with Napoleon as a young boy. We built a wagon together."

- "My mother is Elizabeth Taylor. My father is Andrew Coumo."
- "The TV tells me what to do and I communicate with the TV by placing notes into the vents in the back of the TV."
- "I am pregnant with 99 babies. They won't come out."
- "I am a CIA baby. The CIA talks to me through my hearing aids and tells me what to say."
- "Orange is the CIA, Green is the army, Black is evil except for interpreters..."
- "Every night someone sneaks into my room and takes apart my clothes and then re-sews them a size smaller."



Linguistic Errors

- Clanging
- Illogicality
- SignPerseveration
- Stereotypy
- Topic derailment
- Topic/thematic perseveration
- Incoherence

- Visuo-spatial anomalies
- Paraphasia
- Neologism
- Pressured Speech
- Circumstantiality
- Echolalia
- Poverty of content



"Parents are the people that raise you. Anything that raises you can be a parent. Parents can be anything, material, vegetable or mineral, that has taught you something. Parent would be the world of things that are alive, that are there. Rocks, a person can look at a rock and learn something from it, so that would be a parent."



"Myself clever, mouth clever, speak sign speak mouth tea food Sarah. Some nurse food there bad eat here saw chestnut. No different me say no bad boy say different walnut."



Topic Derailment

"Yes the fireworks were nice, blue, red, green, then horse got killed by man."



"Why do people believe in God?"

Response: "Because make a twirl in life, my box is broken help me blue elephant. Isn't lettuce brave? I like electrons, hello."

http://psychocentral.com

(Andreasen, 1979)



"finger-wiggle she finger-wiggle told me finger-wiggle that fingerwiggle devil finger-wiggle everywhere finger-wiggle."

(Hamerdinger, 1989)



Paraphasia

"Saturday was good.

But... Backwards-Sunday was boring.

I need something to do on backwards-Sundays."



"It's late at night now, although this morning when I work up, I felt as thought today would be a productive day. While I was eating my Cap'n Crunch, as a matter of fact, that thought occurred to me. Especially when I was pouring my milk, which is always nonfat. Traci and I try to cut down on our fat intake wherever possible. I think the milk came from Safeway, but I can't remember."

(Halgin & Whitbourne, 1994)



"Deaf, deaf me. Deaf. Hear none. Deaf, hear none me, deaf."



Neologism

"The dilajistics are after me."

(SVU, 2005)

"Computer in nose tells me."

(Williams, 1997)



"Can we talk for a few minutes?"

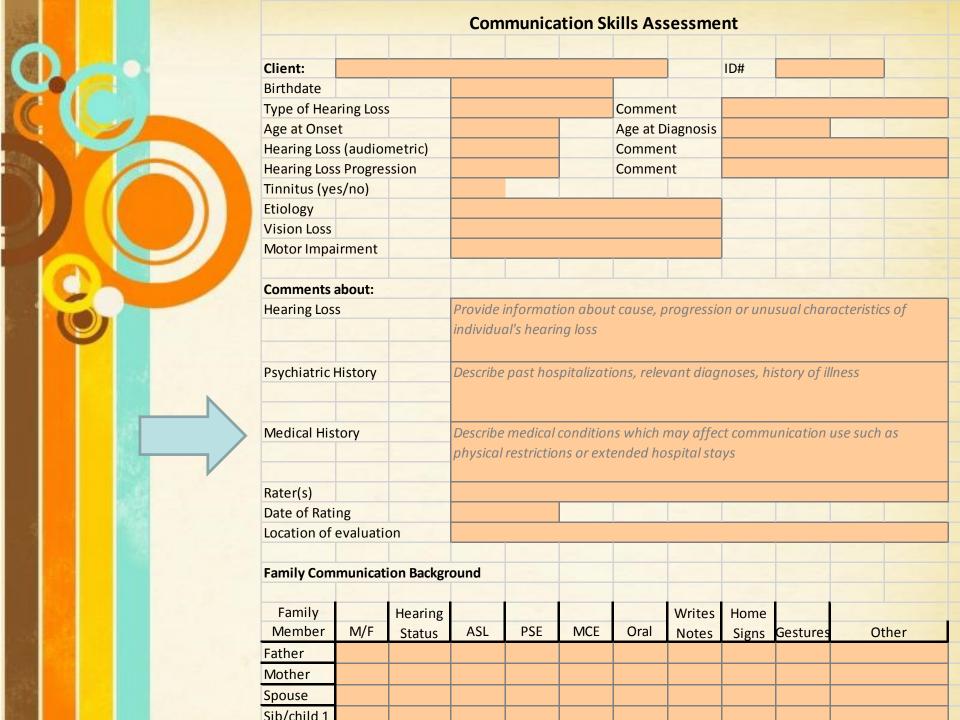
Response: "Talk for a few

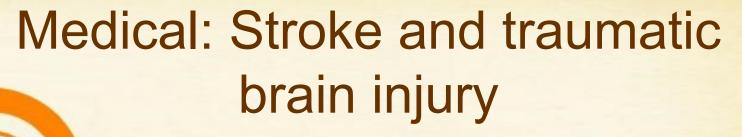
minutes"



Dysfluency - Psychosis

- Inappropriate facial and/or emotional expression
- Bizarre language content
- Behaviors suggesting hallucinations
- Guardedness and volatility
- Deteriorated language skills
- Appearance and behavior
- Language improves with medication.





- Aphasia: acquired language disorder
 - Usually resulting from lesions to language areas of the brain
 - Usually due to stroke
 - May be due to traumatic brain injury
 - Marked by sudden and usually dramatic loss of language skills



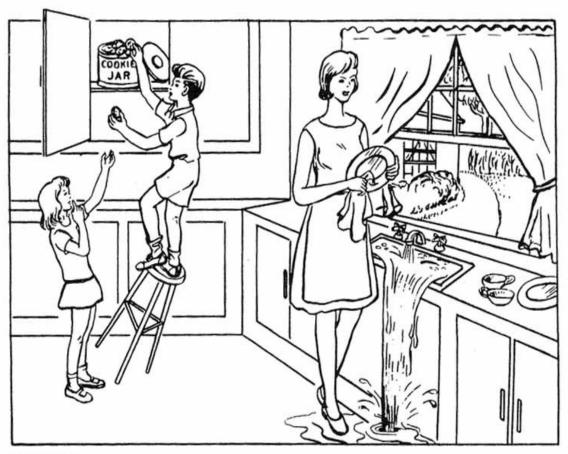


Figure 2.1

The Cookie Theft elicitation card from the Boston Diagnostic Aphasia Examination.

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Poizner Kimp, Bellugi, P45



Examiner: What's that? (Pointing to the picture.)
 Gail D: THREE

 Examiner: Who is that? (Pointing to the woman in the picture.)

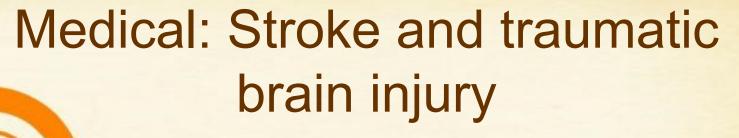
Gail D: MOTHER

Examiner: Who is that? (Pointing to the boy)
 Gail D: BROTHER..BROTHER...

 Examiner: What's happening there? (pointing to the water spilling on the floor)
 Gail D: WHAT? (Points, gestures, mouths, 'oh.")

Examiner: What is the woman doing there?
 Gail D: (fumbles and gestures, then signs)
 PLATE T-...E...O....W....L. (Attempts to fingerspell "towel")

Examiner: What is the woman doing?
 Gail D: TURN-OFF. TURN-OFF



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OTHER MEDICAL CONDITIONS





Specific Language Impairment



APPENDIX C: MEDICATIONS

There are a host of medications which may have <u>unique impact for individuals who are deaf.</u>
Some examples of considerations for medication side effects are listed below.

Visual changes

Medications which impact the persons vision, can also have detrimental effects on the person's ability to receive language.

Tremors, shaking, etc.

Medications which impact the persons ability to control their arms or hands, can also have significant effect on the person's ability to express language. This may cause misunderstanding or frustration. Limited range of movement of hands and arms may also be an issue. These limitations can cause the person to be less or non-responsive even though they fully capable of expressing themselves.

Tardive Dyskinesia

Which may show repetitive, involuntary, purposeless movements - often of the lips, face, legs, or torso. These movements can have significant effect on the person's ability to express language. This may cause misunderstanding or frustration.

Lethargy/loss of concentration

Receiving information visually over time can be exhausting. The eye is a muscle that requires use differently than receiving information through auditory means. While lethargy or ability to concentrate can have an impact on any person, deaf or hearing, the level of energy required to receive information for deaf individuals is greater.

Using sign language is also a physical act that can require a significant degree of movement. As a result, this can have a negative impact on the person's ability to receive or express language.

Lowered level of cognition/loss of concentration

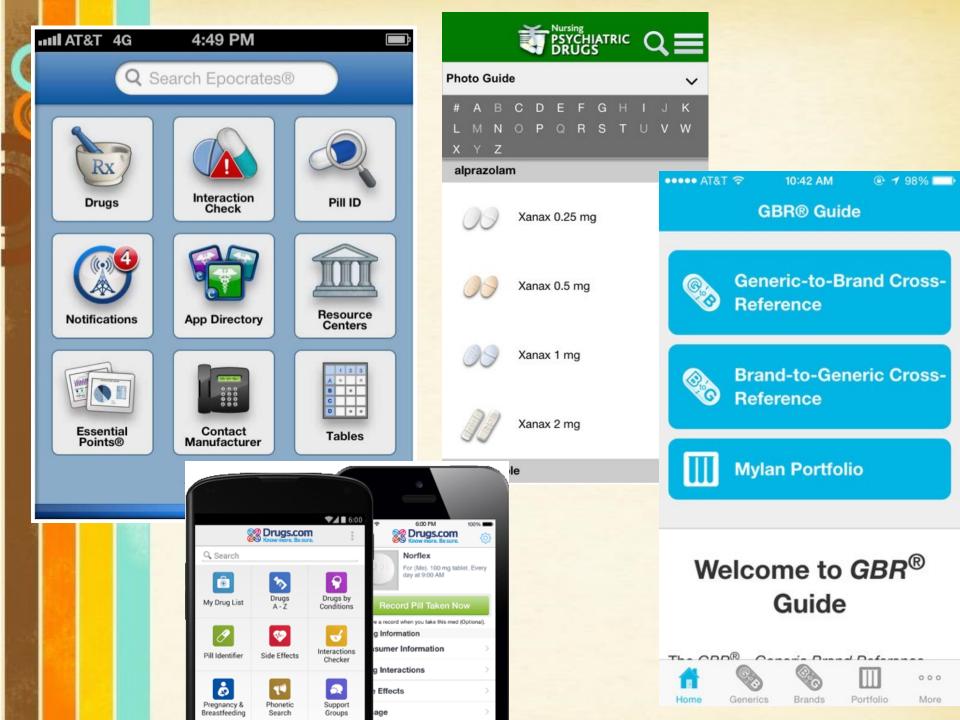
Receiving language through an interpreter, directly through lipreading, or through a second language, often requires a good bit of concentration and use of closure skills to figure out what is being asked or stated. This is something that hearing individuals rarely have to deal with. Anytime the level of cognition is lowered, it inhibits the ability of the person who is deaf to make sense of language that is conveyed.

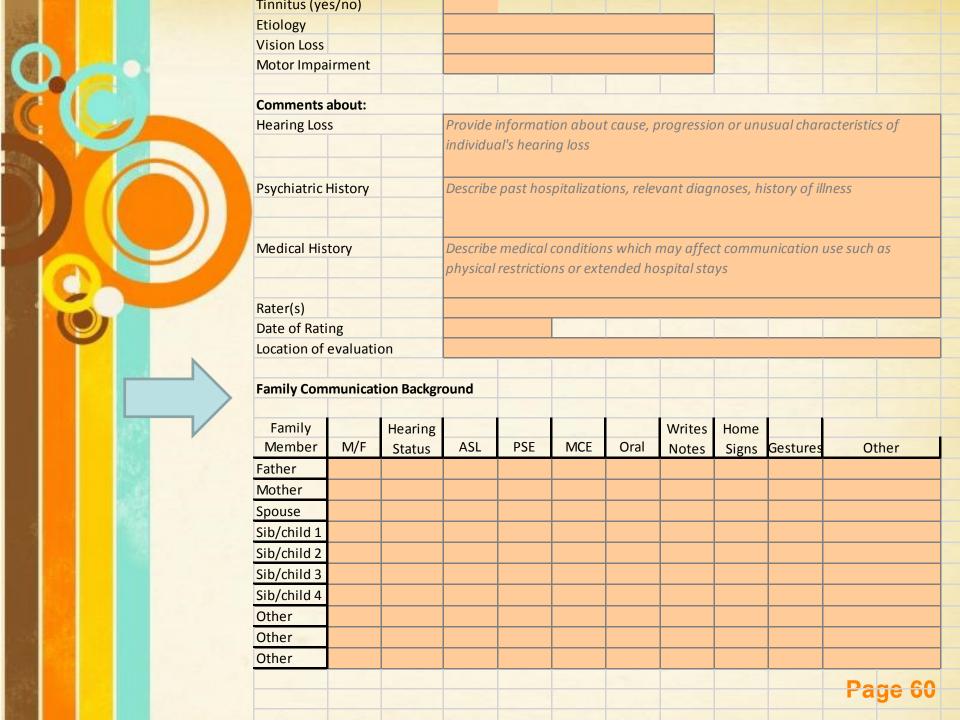
Dizziness

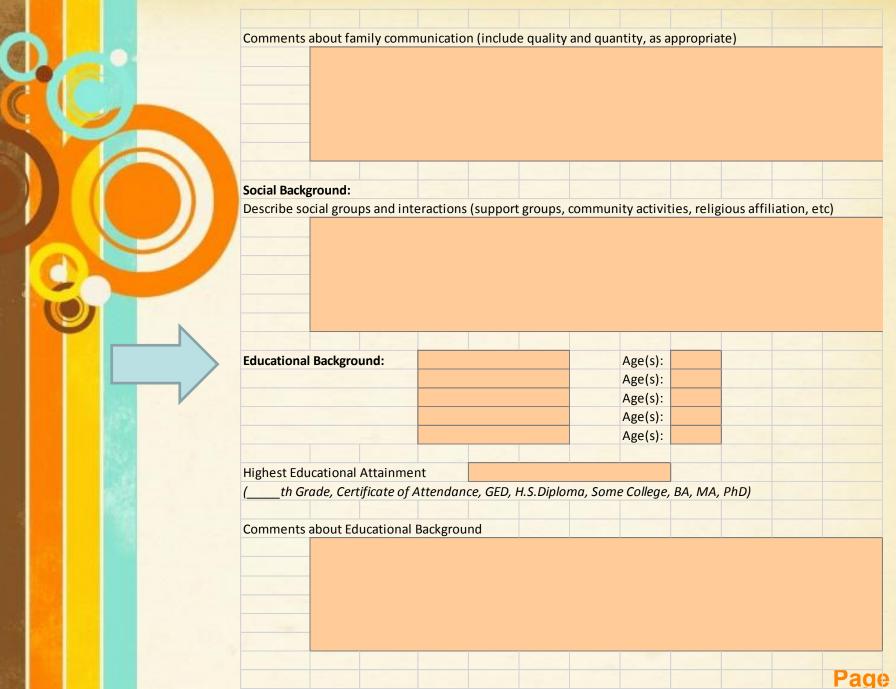
Because individuals who are deaf receive language visually, any side effect such as dizziness that can impact their ability to visually receive information can have significant effect on the person's ability to receive language. Additionally, this can cause the person to be tired or unable to concentrate (see above).

Moodiness

If a deaf individual comes in and is upset, their ability to deal with communication breakdowns or to attempt to use closure or repair skills or to deal with someone who is not culturally aware is greatly reduced.

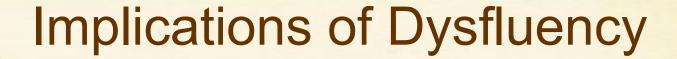






Mr. Holland's Opus





- Poor language skills contribute to or cause every other problem
- Make learning very difficult
- Easily misdiagnosed as psychotic or mentally retarded
- Make behavioral problems very likely
- Make rehabilitation and counseling very difficult



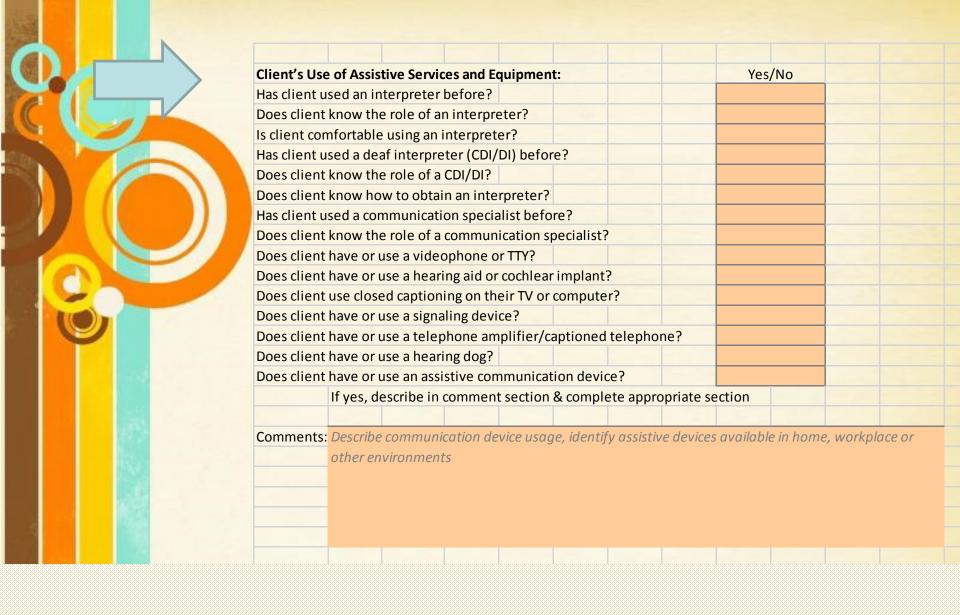
Dysfluency - Deprivation

- Fund of knowledge deficits
- Poor vocabulary
- Sign features formed incorrectly
- May be missing (Topic-comment, Clear referents, Time indicators, Grammar)
- Repeated signs
- Isolated signs/phrases
- 3rd person
- Visual space.



ystiuency										
				Ch	aracteris	tic				Observed
	Poor vo	cabulary								
		signs/phr	ases							
		to seque		ts in time	9					
		disorganiza				n inflecti	on, etc)			
		tures form			, ,					
		syntaxical		-	mment,	subjects,	pronoun	s, verbs,	etc)	
	Repeate	-					•			
		e use of g	esture an	nd pantor	mime					
	Refers t	o self in 3r	d person							
		priate faci			nal expre	ssion				
	Bizarre l	anguage c	ontent							
	Nonver	bal behavi	ors sugge	sting hal	llucinatio	ns				
	Guarde	dness and	volatility	evidenc	ed throu	gh Iangua	ge			
	Deterio	rated lang	uage skill	S						
	Languag	ge improve	s with m	edication	n					
	Bizarre l	anguage ι	ısage (rep	peated h	andshape	es, non-li	nguistic e	elements	5)	
	Express	ive perfor	mance su	perior to	receptiv	e perforr	mance			
	Motor s	kills in lan	guage ex	pression	notably	worse tha	an in othe	er motor	tasks	
	Fund of	knowledg	e deficits	5						
	Speed o	f signing/s	speech (t	oo slow,	too fast,	inconsist	ent)			
	Recurre	nce of spe	cific sign,	/gesture	in inappi	opriate c	ontexts			
	Difficult	ies with d	iscourse							
	Difficult	y with abs	tract lang	guage ele	ements (ı	netaphor	rs, idioms	s, jokes, r	iddles)	
		y with ser								
	Difficult	ies with ir	nference,	inferent	tial/reasc	ning task	s, figurat	ive langu	uage	
		priate eye								
		s in linguis			-	-	-			
		ection and	or gram	mar inco	nsistent	with age,	race, gei	nder, etc		
	Other:									
	Other:									
	Other:									
	Other:									

Comments: Describe any dysfluencies, or other information which would assist others





Speech Rec	ognition/Lipread	ing								
		Selecty	es/no, for	m will a	utomati	cally score	e 2 points	if corre	ct on 1st ti	ry, 1 point
Speech Rec	ognition A	if corre	ct on 2nd t	ry						
		1 st try	2 nd try		list inco	orrect gue	sses, if gi	ven		
a)	ball									
b)	telephone									
c)	father									
d)	chair									
e)	client's name									
			es/no, for			cally score	e 9 points	if corre	ct on 1st ti	γ, 7
Speech Rec	ognition B	points i	f correct o	n 2nd try	/					
					1 st try	2 nd try				
a)	How old are you	?								
b)	What is your nar	ne?								
c)	Close the door									
	Where do you liv									
e)	Do you like (tow	n)?								
f)	What did you do	/?								
	How long have y	ere?								
	Do you like (here									
i)	Where did you g	o to schoo	1?							
j)	Do you have any	brothers	or sisters?							
Comments	Describe charact								ands but	is
	incorrect", "Undo	erstands c	onsonants	but doe	sn't und	lerestand	the whole	e word"		



Speech											
Speech A					Speech	ch B					
		score 2 poi	nts if unders	tandable, 0 if	not	If a com	plete description	, 16 points; If in			
a)	boy					complex	sentence struct	ure with few errors,			
b)	dog					12 points; If correct in grammar but short, 8					
c)	shoe					points; If in simple sentence form with					
d)	milk					incorrect grammar, 4 points; If in single word					
e)	baby					form, 2 points.					
f)	tree					a)	picture no. 1				
g)	blue					b)	picture no. 2				
h)	hat					c)	picture no. 3				
i)	pencil					d)	picture no. 4				
j) client's name						e)	picture no. 5				

Comments: Describe characteristics of the indivdual's speech, i.e. "Very soft and hard to hear", "could be understood by someone familiar to them but not by a stranger"

boy



dog



blue



Your name

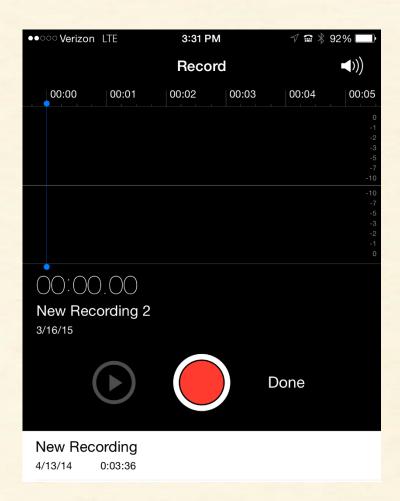
Picture #1

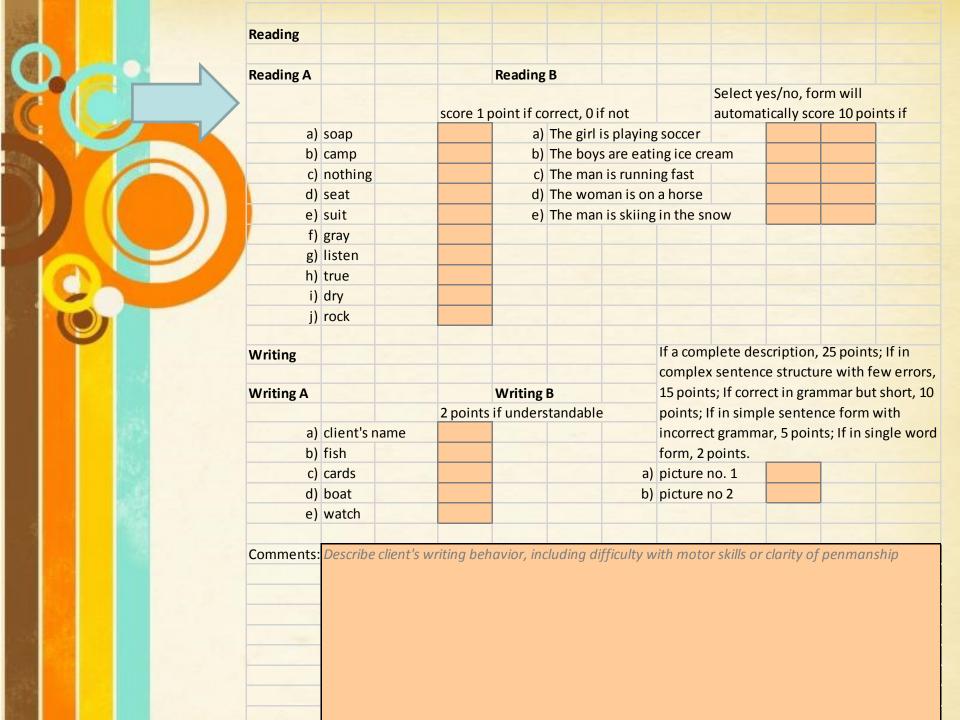


Picture #3



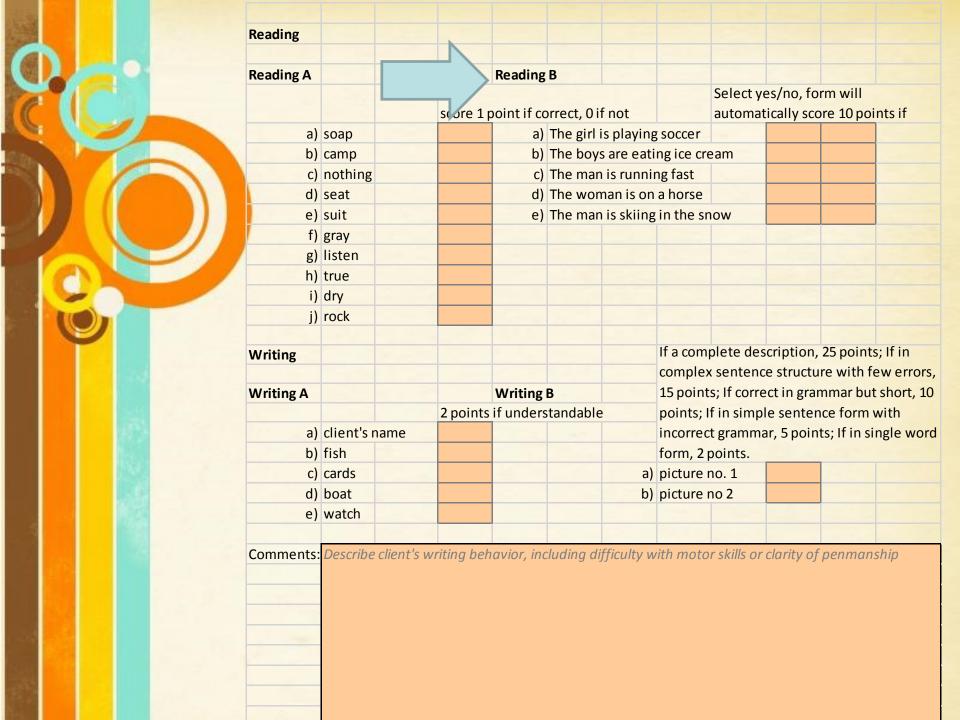






soap

nothing



The girl is playing soccer

a.



b.



C.



d.



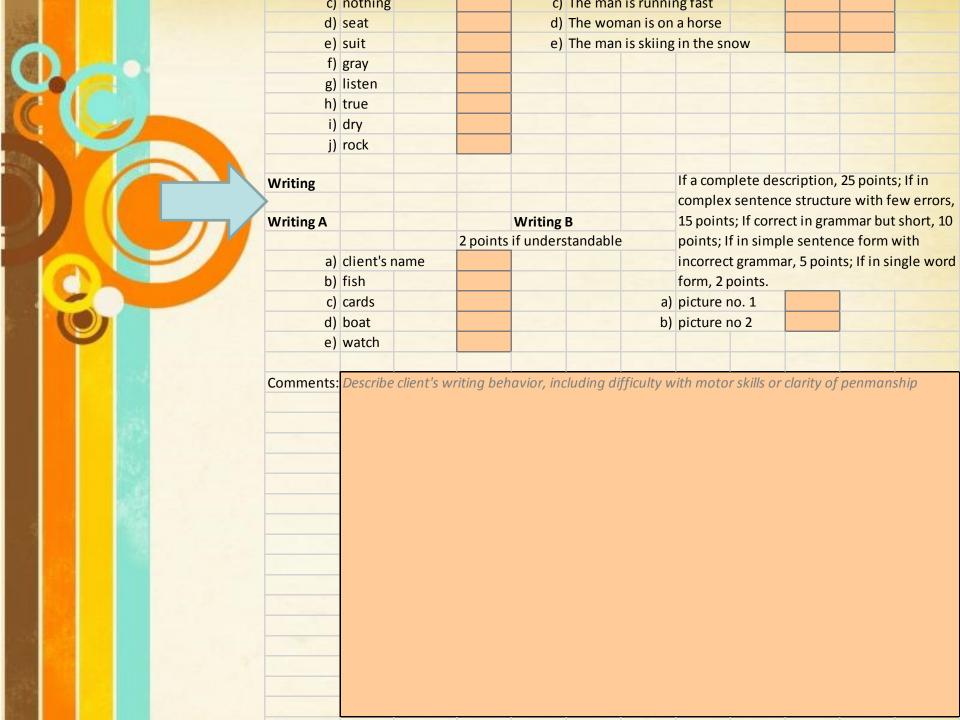
The boys are eating ice cream





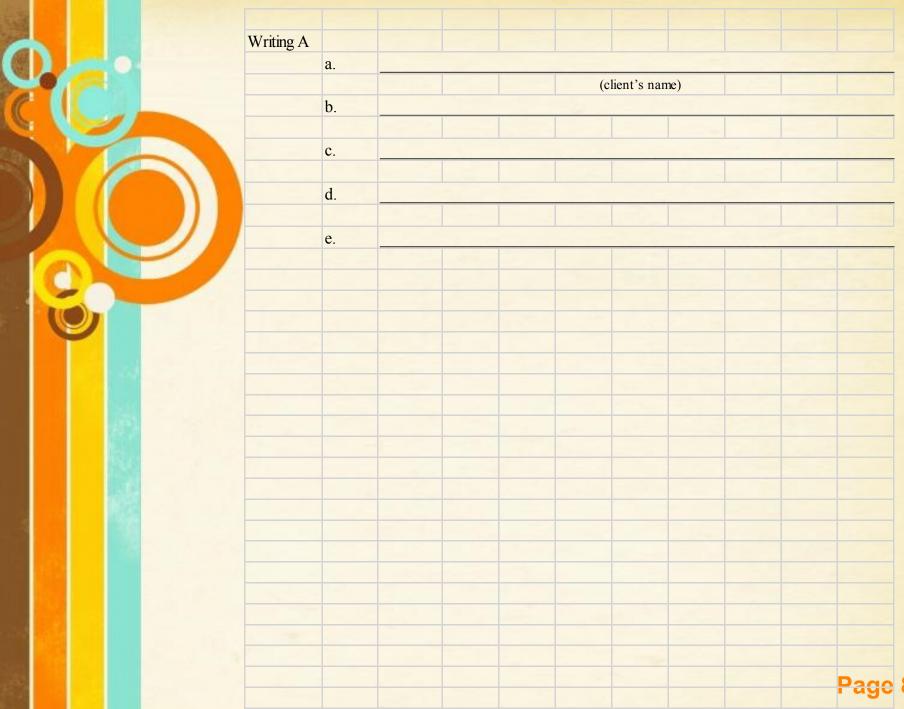


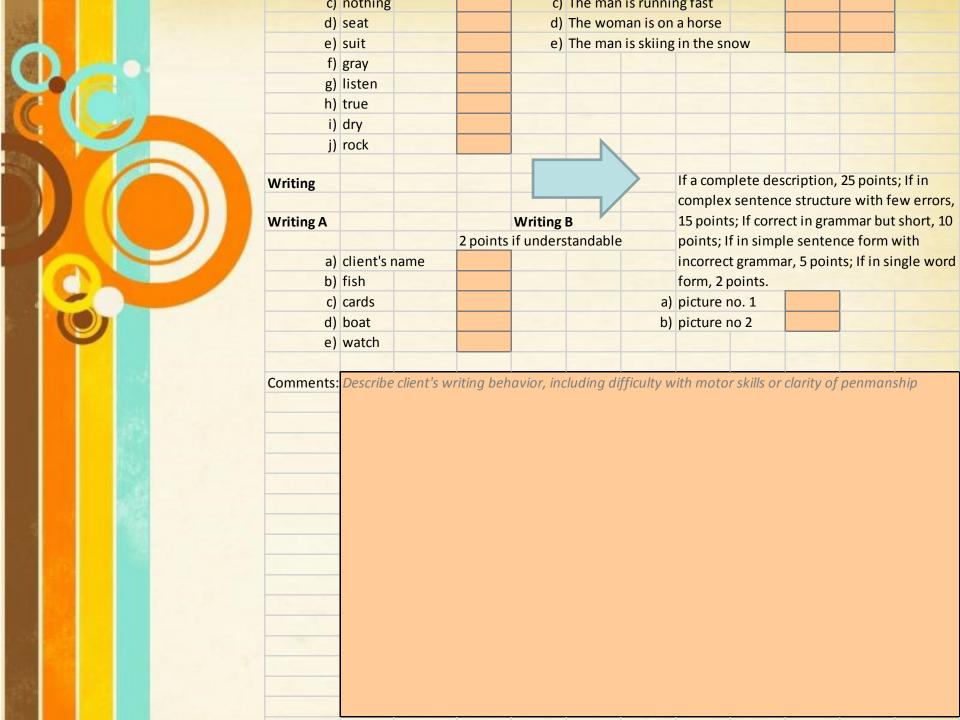




Your name













Writing B, Pic	cture No.	1				
				_		



Reading and Writing combined					
	Score 1-4	If the questions are			
a) What is your name?		answered in complete			
b) How old are you?) How old are you?				
c) What is your address?		scored 4 points. If the			
d) What time is it?	d) What time is it? questions are answer				
e) How many sisters and brothers do you have?		a partial sentence form,			
f) What will you do this Saturday?		the item is scored 2 points.			
g) What is the date today?		If the question is			
h) When is your birthday?		answered in one word, it is			
i) What are the months in the year?		scored with a value of 1			
j) Do you like it here? Why?					

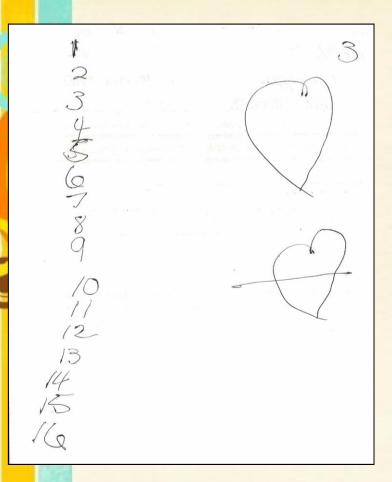
Comments: Describe client's writing and reading behavior, including difficulty with motor skills or clarity of penmanship.

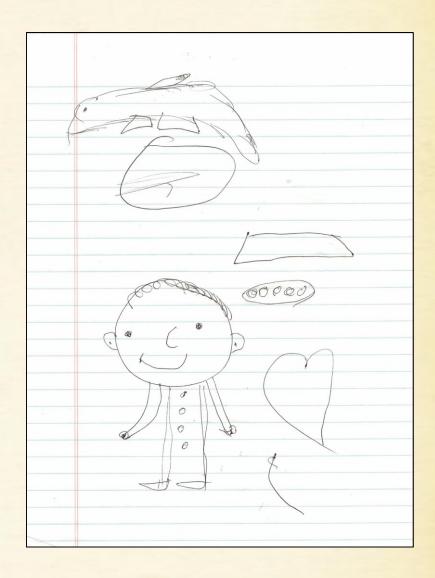
What time is it?

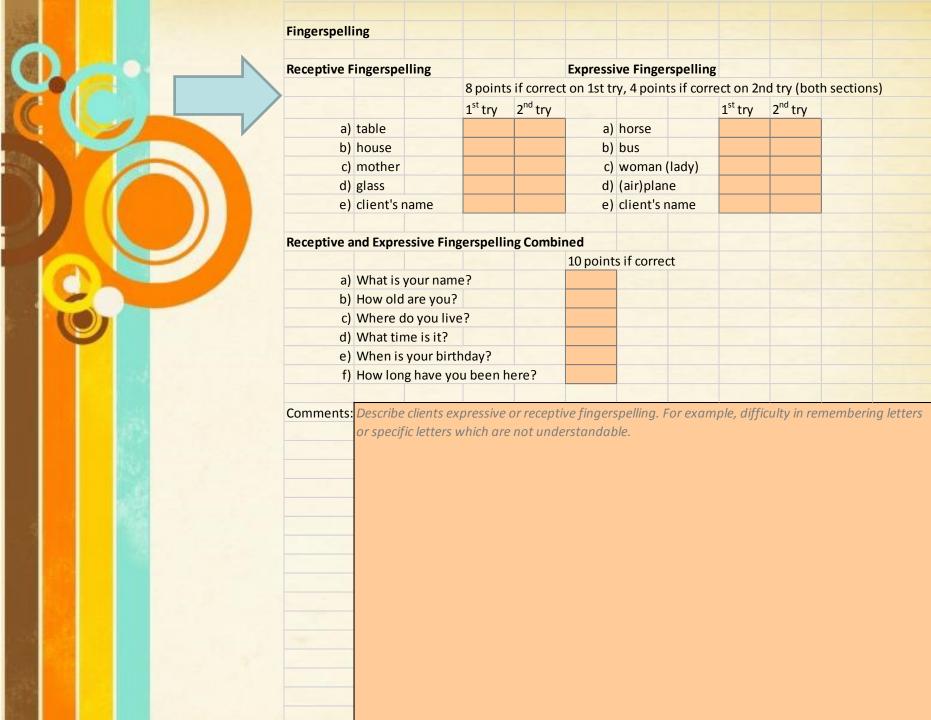
What are the months in the year?

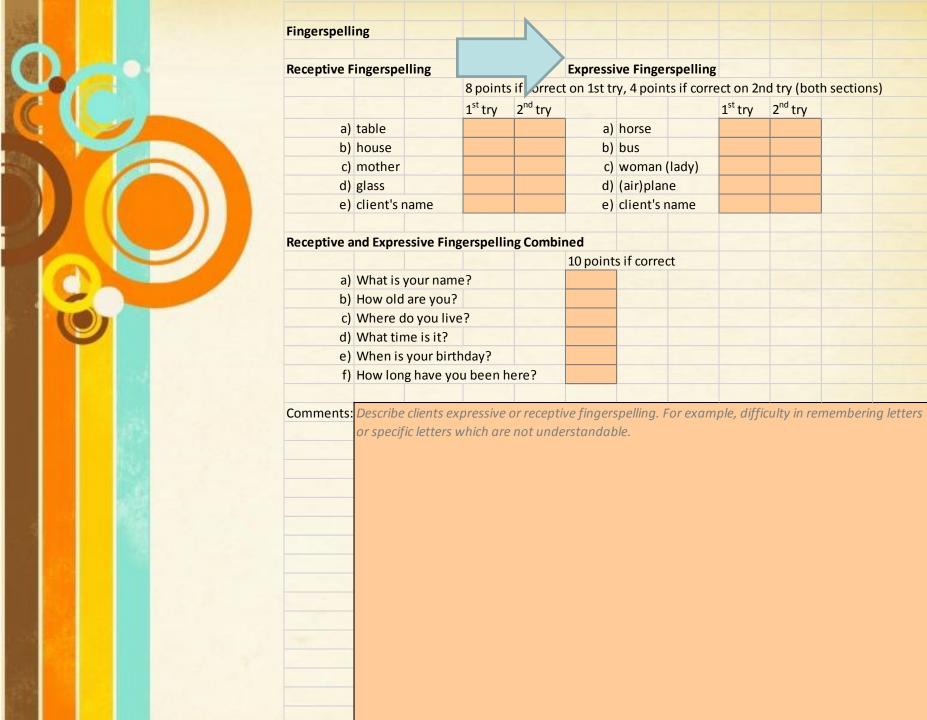


Reading and Wri	ting combined				
a.					
		(Client's Nan	ne)		
b.					
C.					
C.					
d.					
e.					
f.					
1.					
g.					
h.					
i.					
j.					



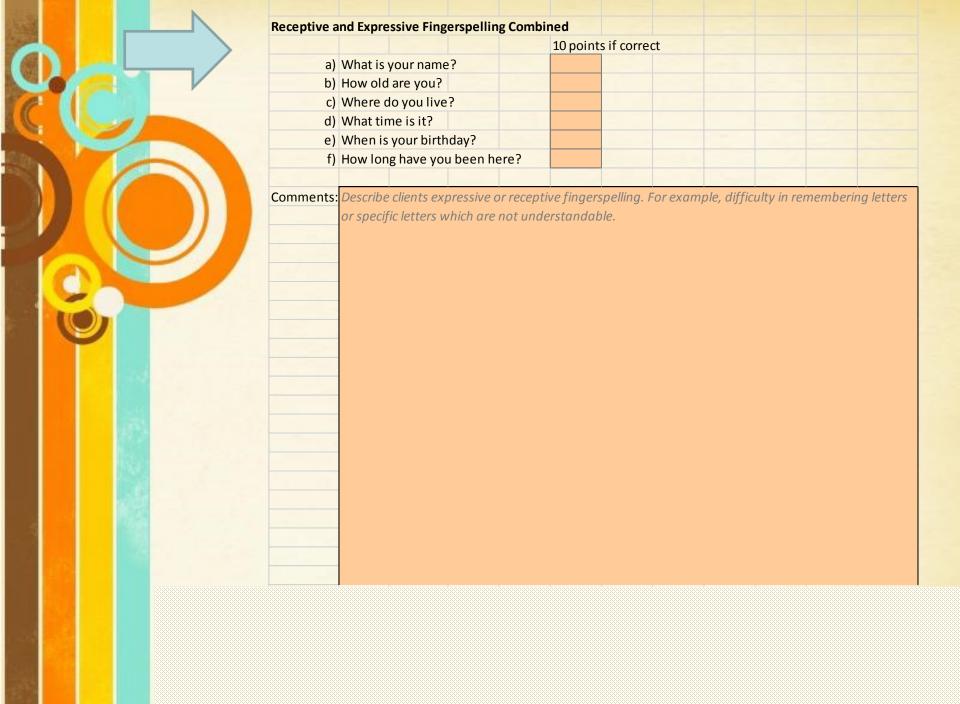


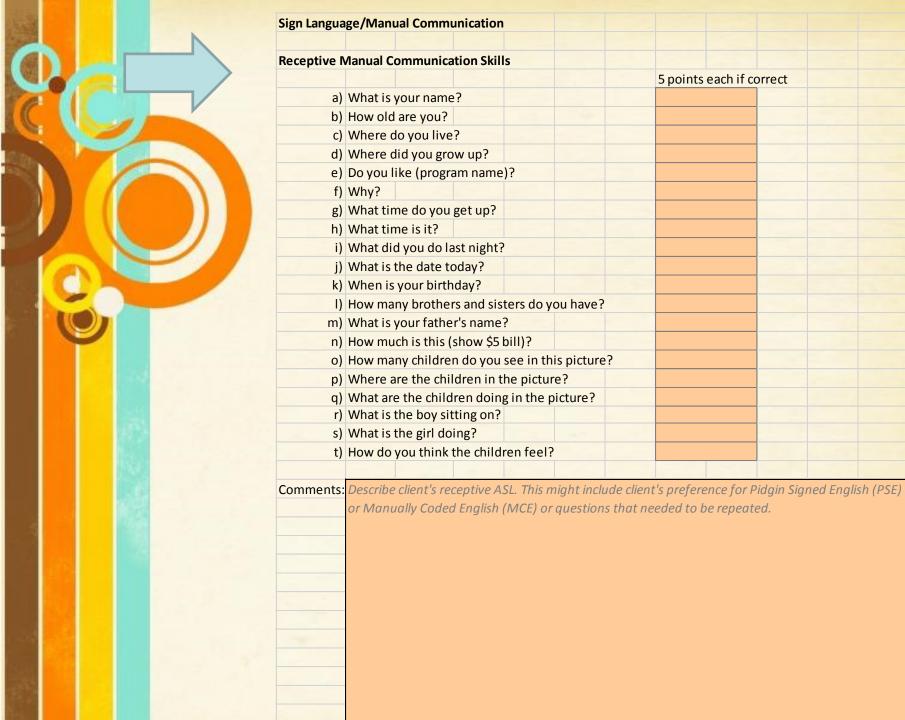






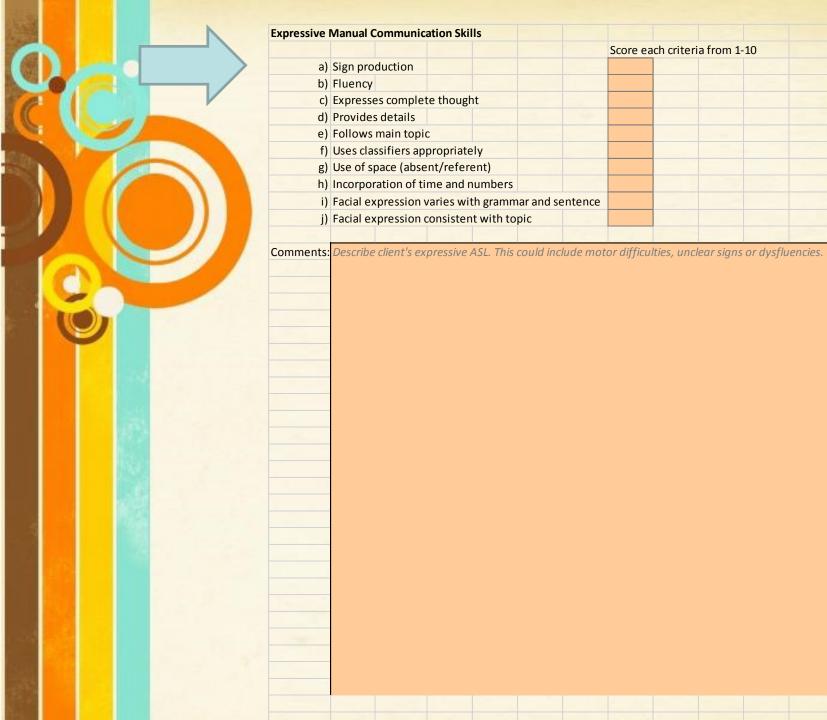




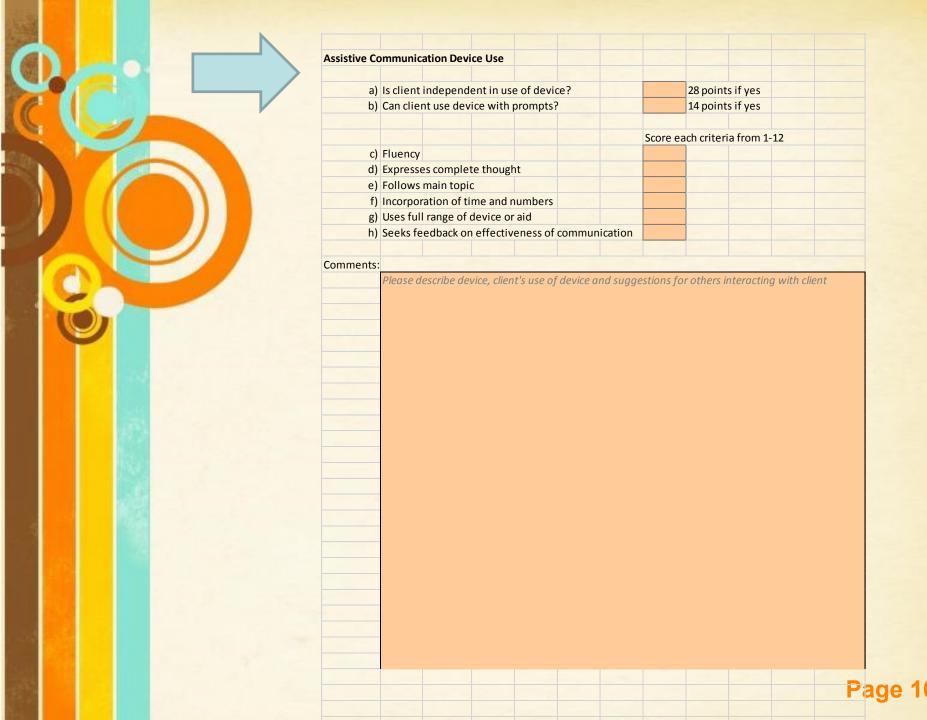




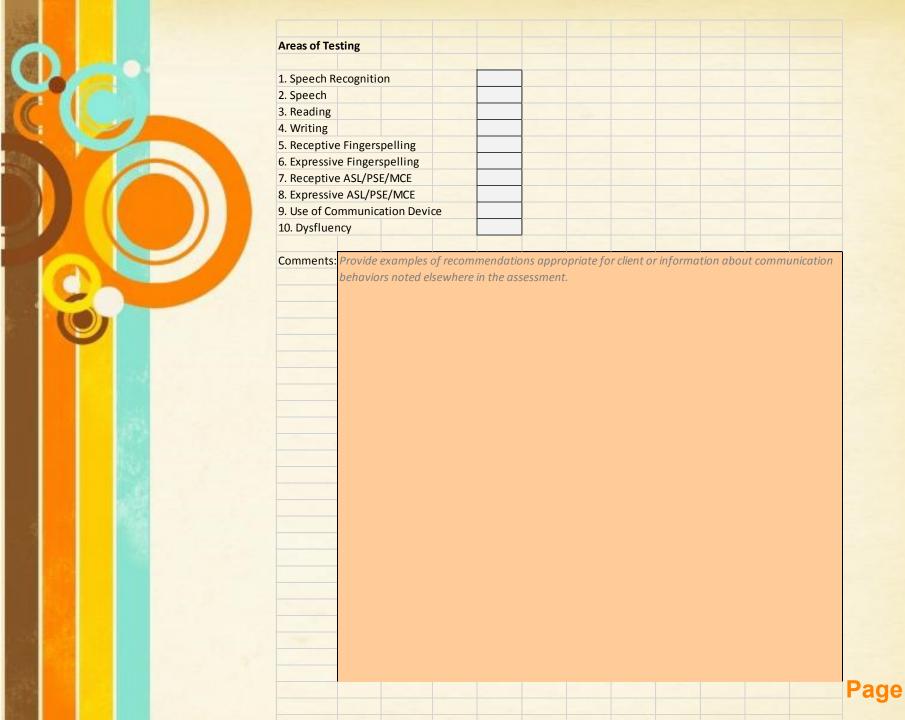


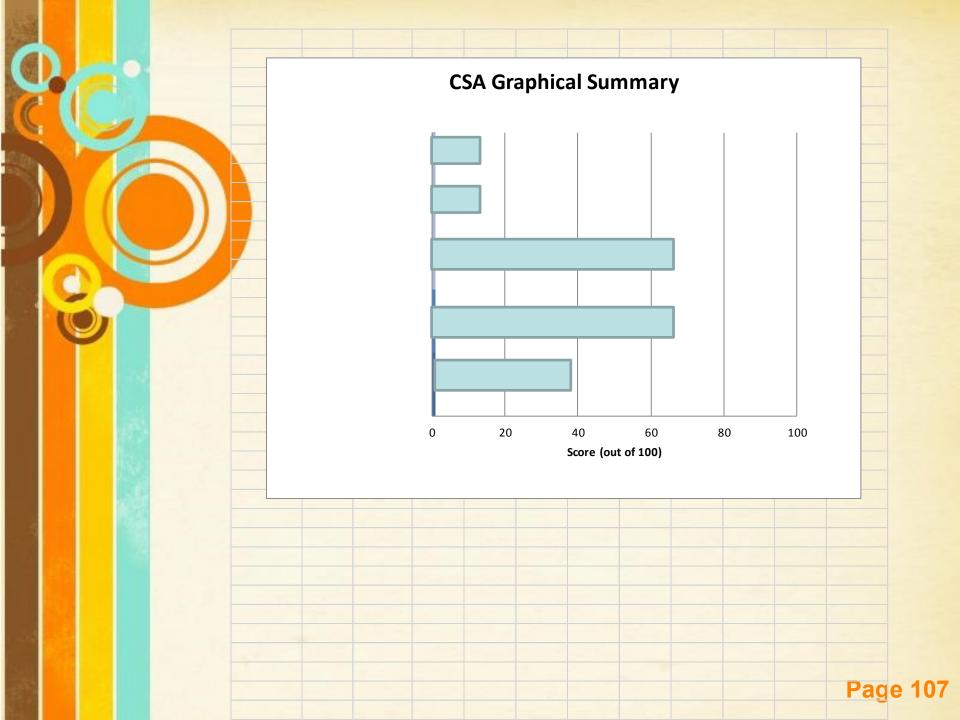


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(ama Department of Mental Health Office of Deaf Services Communication Assessment	Repor
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Consumer Name:	
Date of Assessment:	Date of Report:
LANGUAGE ASSESSME General information regal loss, gender, race, age al	ding language ability and deficits. Include brief statement regarding hearing
	IATION (related to language development) cluding type of educational environment, family or social communication, etc.
Modifications for treatment	IONS (based on Initial observations) It related to language, accessibility considerations, ability to use modifications It total disabilities that need consideration for treatment, diagnostic or It is related to language.
	t. A more in-depth report will be completed by the Office of Deaf Services. t our office if you have additional questions.
Name of Assessor	
Title	
VP/Phone	
Email	



SAMPLE REPORTS (WORD DOCUMENTS)







- Prioritize communication needs
- Determine interventions
- Integrate communication assessment as part of treatment
- Establish policy and standards



Q & A

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Handouts and Supporting Articles at http://mhit.org/otherstuff/michiganca.html