

AAC Training & Implementation: Getting AAC Users & Families Started with Their New DDD Device



Learning Outcomes

1. Understand the evaluation and training process that the Division of Developmental Disabilities is now using to address the AAC needs of its clients with complex communication issues.
2. Describe three (3) strategies for implementing use of a new device with the DDD client/family.
3. Identify key factors to consider when selecting access and mounting systems for the AAC device.
4. Locate and access device-specific resources to initiate implementation training for clients/families in the use of their new AAC device.

DDD AAC Evaluation & Training Program

Effective 21/16, new contracts were awarded to five agencies:

1. **Advanced Therapy Solutions (ATS):** Maricopa, Pima, Yavapai, Cochise, Yuma, Pinal & Gila
2. **Milemarkers Therapy:** La Paz & Mohave Counties
3. **Northern Arizona University:** All counties
4. **Southwest Human Development:** Maricopa County
5. **Therapy One:** All counties

The contracted agencies provide the AAC evaluations & authorized units for initial device installation and training.

DDD member selects the provider of their choice based on service area/county covered by that agency.

NAU AAC Evaluation Process



Setting Up the Evaluation

1. Debbie receives & processes the Authorization Packet
2. Debbie notifies family that NAU has the packet.
3. Debbie contacts appropriate team members.
4. Team schedules the AAC Evaluation with the family; notifies Debbie of the evaluation date, time, and location.
5. The team will schedule, & complete eval process with 65 days of the authorization date.
6. If after accepting and scheduling an eval if circumstances are likely to push the process beyond 65 days, **please notify Debbie by day 44.**

Eval Documentation & Time Frames

- DDD requires evaluations be completed and reports submitted within **65 days of the authorization date.**
- If families cancel or no show on eval date, contact Debbie immediately!
- Fully completed evaluations (including all signatures with credentials) are to be submitted to NAU within **10 days** after the evaluation.
- **Communicate with Debbie if you have questions or problems!**



Training Authorizations

- **NEW!** All auths for training **come from the DDD Aug Com Unit** and go to one of the 5 contracted agencies.
- Debbie receives auth from DDD Aug Comm Unit & notifies therapist. Copy of auth will be on SharePoint.
- Therapists will schedule visits directly with family - verify that device and mounts have been received.
- Therapist notifies Debbie that training has been scheduled.



ARIZONA DEPARTMENT OF ECONOMIC SECURITY
DIVISION OF DEVELOPMENTAL DISABILITIES
Assisted Arizona Commission (AAC) unit AUTHORIZATION APPROVAL

Authorized Agency Name: _____

CLIENT'S NAME: _____

ARCCCI I.D.#: _____ JOB: _____

EVALUATION AUTHORIZATION
(1 unit max)

EVALUATION AUTHORIZATION NUMBER: # _____

TOTAL UNITS AUTHORIZED: _____

AUTHORIZATION EXPIRATION DATE: _____

TRAINING AUTHORIZATION
(1 unit max) any additional units will need prior approval

TRAINING AUTHORIZATION NUMBER: # _____

TOTAL UNITS AUTHORIZED: _____

AUTHORIZATION EXPIRATION DATE: _____

INSTALLATION AUTHORIZATION
(1 unit max) any additional units will need prior approval

INSTALLATION AUTHORIZATION NUMBER: # _____

TOTAL UNITS AUTHORIZED: _____

AUTHORIZATION EXPIRATION DATE: _____

SIGNATURE OF AUTHORIZER _____ DATE _____

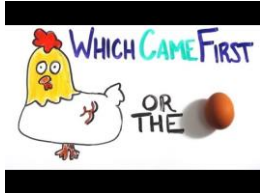
Training Hours

- More than one unit (hour) of therapy may be provided during a visit with the client for installation or training. Document and invoice accordingly.
- If >12 hours of training or authorized hours for installation are needed, - **prior to providing the service** - notify Debbie with justification and she will request additional units from the AAC unit.
- If less hours are needed, use the AAC Device Training Report to document why the client requires < 12 hours of training.



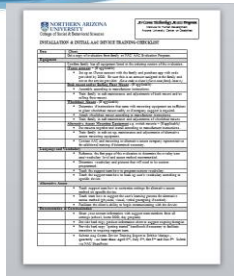
Separating Installation From Training

- In certain circumstances, it may be appropriate to start training the family on device use even if the mounting system has not yet been received - at therapist's discretion.



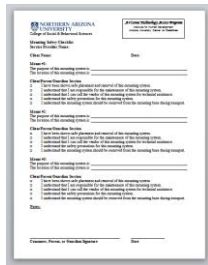
Training Documentation

- Use the **Installation & Initial Device Training Checklist** as a *guide* for addressing all critical areas of the initial implementation process.
- Keep it in your files as back up documentation.



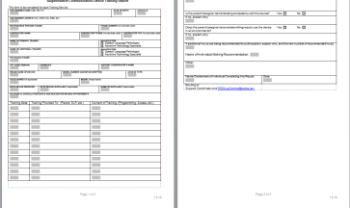
Documentation: Mounting Safety

- Review instructions for installation & use with family.
- Have the family check off and sign the form.
- Give a copy to family and keep one in your files.

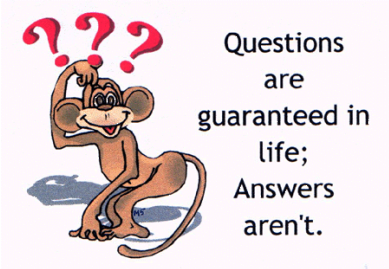


Documentation: Quarterly Reports

- Use Exhibit B – Augmentative Communication Device Training Report
- Fillable form -one report per client per quarter
- Make copy available to family
- Sign with credentials
- Submit original to Debbie no later than **July 5th, Oct 5th, Jan 5th, April 5th**



Burning Questions...



How does the client get the device?

- The device will be sent to the Support Coordinator and it is the SC's responsibility to get it to the client.
- After NAU receives the authorization for training, therapist should verify the client has received the device.



Who owns the AAC Device?

- Once it is purchased, the device belongs to the client.
- DDD will no longer request that it be returned if the client gets a new device or even if the client moves out-of-state.



How do broken devices get fixed?

DEDICATED DEVICES

- If a client notifies the eval team or implementing therapist that the device appears to be broken, the therapist can provide basic troubleshooting, but if that does not resolve the problem, here is the process to be followed:
 1. The family should contact their Support Coordinator (SC) and notify him/her that the device is not working properly.
 2. SC contacts Curtis Delphin, DDD DME Coordinator.
 3. SC then advises family to obtain a repair authorization number (RA#) from the vendor for Accents, NovaChats, Vantage Lite, I-Adapter and Chat-Rap.
 4. The family then gets the device to the SC who will have it shipped to the vendor for repair.

How do broken iPads get fixed?

iPads

- Family needs to **back up the device** and **turn off** the "Find My Device" feature.
- Family should write up the specific problems with iPad and give the explanation to the SC.
- Treating therapists should keep a copy of the user name and apple ID in the client's file in case the family lost or misplaced it.



How does the client get reevaluated for a new device?

- DDD has not established minimum criteria. If the family/ team believes a new device is warranted, they need to put a request in writing to the support coordinator justifying the need to start the process.
- If family disposes old device without approval from DDD, it is not likely that a re-evaluation will be considered.



Does HIPPA Matter?

YES IT DOES

- Obtain verbal permission from family for observers (students, etc.)
- Protected Health Information (PHI) is not to be shared by email! Use SharePoint
- Since 2013, Office of Civil Rights (OCR) is getting tough with covered entities and business associates.
- If you don't have encrypted email, make sure family signs a release if they have asked you to email PHI to them.



Request for Electronic Communications

REQUEST FOR ELECTRONIC COMMUNICATIONS

Date of Request: _____ Date of Birth: _____
 DDD Client Name: _____

I request that the following communications from the VAU AAC Device Evaluation Program be provided to me or the individual identified below (EMIL). I understand that this form of communication may NOT be secure, creating a risk of improper disclosure of Personal Health Information (PHI) to unauthorized individuals.

COMMUNICATIONS: (check all that apply)

____ Appointment Reminders & Information
 ____ AAC Evaluation Report
 ____ AAC Training Report

My Email Address: _____
 Other Individual's Email Address: _____

ACKNOWLEDGMENTS & AGREEMENTS:

I understand that these communications may involve transmission of Protected Health Information (PHI), and agree that the requested communication method is NOT secure making the PHI at risk for receipt by unauthorized individuals. I am willing to accept that risk, and will NOT hold VAU responsible should such receipt occur.

Signed: _____ Date: _____
 Print Name: _____ Phone #: _____
 Address: _____
 Relationship to DDD Client: _____


AZTAP
 AAC Training & Support Program

What happens if there is an incident?

INCIDENTS MUST BE REPORTED

- NAU is required to send a completed Incident Form to DDD within 24 hours.
- Notify Debbie **immediately** if any incidents take place during eval or training **affecting staff, client, family or other participants:**



Debbie: 928.523.6759
aacevalprogram@nau.edu

AAC Resources

AzTAP Website -> AT Resources -> AAC Evaluation-Training Resources

- <http://aztap.org/resources/aac-evaluation-training-resources/>