

# Inpatient Rehabilitation Facilities Quality Reporting Program Provider Training



## Section B:

**Hearing, Speech, and  
Vision**

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# Today's Presenter



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# Section B: Objectives

- Illustrate a working knowledge of Section B: Hearing, Speech, and Vision.
- Articulate the intent of Section B.
- Interpret the coding options for each new item and when they would be applied.
- Apply coding instructions in order to accurately code practice scenarios.

# Section B: New Items

- All items in Section B are **new**.
  - **BB0700**, Expression of Ideas and Wants.
  - **BB0800**, Understanding Verbal Content.
- Section B is assessed on admission.

# Section B: Intent

Document the patient's ability to understand and communicate with others.

# Section B: Definitions

**Expression of Ideas and Wants:** Both verbal and non-verbal expression, excluding language barriers.

**Understanding Verbal Content:** With hearing aid or device, excluding language barriers.

# BB0700

## Expression of Ideas and Wants

# BB0700 Item Rationale

- Problems making self understood:
  - Frustration.
  - Social isolation.
  - Mood and behavior.
- Problems mistaken for:
  - Confusion.
  - Cognitive impairment.



# BB0700 Item Rationale (cont.)

- Optimized by:
  - Not rushing the patient.
  - Breaking longer questions into parts.
  - Waiting for reply.
  - Using closed-ended questions (those needing a yes or no answer).
  - Maintaining eye contact (if appropriate).
- If a patient has difficulty expressing his or her ideas or wants:
  - Identify the underlying cause or causes.
  - Identify the best methods to facilitate communication for that patient.

# BB0700 Steps for Assessment

1. Interact with the patient.
  - Make sure the patient can hear you.
  - Use preferred method of communication.
2. Offer alternative means of communication.
  - Writing.
  - Pointing.
  - Cue cards.

## Steps for Assessment (cont.)

3. Observe interaction with others in different settings and circumstances.
4. Consult with other staff and family.
  - Primary certified nursing assistant (over all shifts).
  - Patient's family.
  - Speech-language pathologist.

# BB0700 Assessment Guidelines

- Conduct the assessment in the patient's preferred language.
- Need for an interpreter is not an inability to make self understood.
- Interpreter needs to provide guidance on speech clarity for patients that speak a foreign language.
- Consider both verbal and non-verbal expression.



# BB0700 Coding Instructions

- Enter the code that best reflects the patient's ability to express ideas and wants.

<b>BB0700. Expression of Ideas and Wants</b> (3-day assessment)	
Enter Code <input type="checkbox"/>	<b>Expression of Ideas and Wants</b> (consider both verbal and non-verbal expression and excluding language barriers) 4. Expresses complex messages <b>without difficulty</b> and with speech that is clear and easy to understand 3. Exhibits some <b>difficulty</b> with expressing needs and ideas (e.g., some words or finishing thoughts) or speech is not clear 2. <b>Frequently</b> exhibits difficulty with expressing needs and ideas 1. <b>Rarely/Never</b> expresses self or speech is very difficult to understand

**Expression of Ideas and Wants** (consider both verbal and non-verbal expression and excluding language barriers)  
4. Expresses complex messages **without difficulty** and with speech that is clear and easy to understand  
3. Exhibits some **difficulty** with expressing needs and ideas (e.g., some words or finishing thoughts) or speech is not clear  
2. **Frequently** exhibits difficulty with expressing needs and ideas  
1. **Rarely/Never** expresses self or speech is very difficult to understand

# BB0700 Coding Tips

- Complex messages would include:
  - Discussion about medication administration.
  - Discharge planning.
  - Caregiver issues.

# BB0700 Practice

## Coding Scenario (1)

- Mr. D experienced a stroke and has been undergoing treatments due to medical complications.
- The nurse reviews his medications with him in anticipation of his upcoming discharge.
- Mr. D asks appropriate questions, including how long he will remain on his blood thinner medication, and describes for the nurse the number of pills he needs to take each day and names of the medications.
- Mr. D's speech is clear and the nurse has no difficulty understanding him.

# BB0700 Practice

## Coding Scenario (2)

- Mr. P is admitted to the IRF for inpatient rehabilitation following a traumatic brain injury.
- When conversing with the nurse, Mr. P has difficulty sometimes finding a word and, after struggling to identify the word, will eventually compensate by using other descriptive words.
- Mr. P recently described coffee as “that black, hot stuff that I drink in the morning.”





# BB0800

## Understanding Verbal Content

# BB0800 Item Rationale

Inability to understand direct person-to-person communication:

- Limits association with other people.
- Inhibits the individual's ability to follow health and safety instructions.

# BB0800 Definition

- Ability to understand others includes:
  - Comprehension of direct person-to-person communication.
  - Ability to understand and process language.
- Deficits can include:
  - Decline in hearing.
  - Comprehension.

# BB0800 Steps for Assessment

1. Interact with the patient.
2. Observe the patient's interactions with others in different settings and circumstances.
3. Consult with:
  - Direct care staff (all shifts, if possible).
  - Patient's family.
  - Speech-language pathologist.

# BB0800 Assessment Guidelines

- Assess using the patient's preferred language.
- Do not include comprehension problems due to lack of an interpreter.
- Use normal hearing and communication devices.
- Make sure any devices are operational.



# BB0800 Coding Instructions

- Enter the code that best reflects the patient's ability to understand verbal content, however able.

BB0800. Understanding Verbal Content (3-day assessment)	
Enter Code	<b>Understanding Verbal Content</b> (with hearing aid or device, if used and excluding language barriers) 4. <b>Understands:</b> Clear comprehension without cues or repetitions 3. <b>Usually Understands:</b> Understands most conversations, but misses some part/intent of message. Requires cues at times to understand 2. <b>Sometimes Understands:</b> Understands only basic conversations or simple, direct phrases. Frequently requires cues to understand 1. <b>Rarely/Never Understands</b>

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1. **Rarely/Never Understands**

# BB0800 Practice

## Coding Scenario (1)

- Ms. H recently had a cancerous brain tumor removed, and it affected her ability to comprehend others.
- The certified nursing assistant asks Ms. H if she is ready to bathe. Ms. H nods and reaches for the washcloth. When the certified nursing assistant tells Ms. H to be careful not to get her head bandages wet, Ms. H continues to bring the washcloth toward her head, and she looks puzzled and asks why.
- The certified nursing assistant explains to Ms. H that she had surgery, but Ms. H doesn't understand until the certified nursing assistant shows her a reflection of her head in the mirror. The nurse notes that cues or repetition are frequently required for Ms. H to understand.

# BB0800 Practice

## Coding Scenario (2)

- Mr. K has been participating in physical therapy to improve his bed mobility skills.
- The physical therapist reports that Mr. K occasionally requires repetition of simple instructions during therapy.
- The nurse also reports that she had to repeat information once yesterday to reinforce her verbal communication with Mr. K.



# Section B: Summary

- Complete on admission only.
- Assess using the patient's preferred language.
- Be sure that the patient can hear or see you.
- Allow patient to utilize their preferred method of communication.
- If appropriate, ensure that patient has access to hearing or visual devices.

# Section B: Action Plan

- Evaluate current documentation to ensure terminology aligns with items in the IRF-PAI v1.4.
- Determine where in your medical record the information will be captured.
- Identify who on your team will be completing Section B.
- Practice coding a variety of scenarios with staff.



# Questions?