

SLPA Telepractice
Clinical Competencies

Selected “highly essential” competencies most relevant to SLPAs (Lowman et al., 2024)



Clinical Competencies & Implementation Examples

Competency 1: Provider adapts visit plan in real-time to address patient's needs (e.g., uses different technology, incorporates support personnel, modifies task demands).

Examples of implementation:

- ☐ Substitutes environmental objects for clinic equipment and devices (e.g., home scales for clinic scales, can of food for weighted resistance, home swing for sensory swing)
- ☐ Uses a second camera to share documents, charts, and test stimuli
- ☐ Coaches caregiver through the execution of a clinical task
- ☐ Directs patient/caregiver to remain in line of sight for all necessary clinical tasks
- ☐ Verifies patient-reported metrics and responses

Competency 2: Provider adapts encounter per patient characteristics (e.g., age, cognitive, motor, sensory abilities, cultural/linguistic requests, and needs).

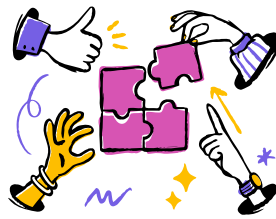
Examples of implementation:

- ☐ Uses videoconferencing platform's built-in accessibility features (e.g., closed captioning, screen mute)
- ☐ Formats digital materials to accommodate visual needs (font size, contrasting colors, color blindness)
- ☐ Assists patient in enabling their device's accessibility features to increase online engagement
- ☐ Assists patient in enabling their device's accessibility features to increase online engagement
- ☐ Assists patient in setting up physical space to accommodate technology and motor needs
- ☐ Respects cultural/linguistic preferences and requests (e.g., role of family, hesitation to turn on camera, viewing home environment)

Competency 3: Provider uses telehealth specific nonverbal behaviors to establish a positive interpersonal relationship

Examples of implementation:

- ☐ *Makes eye contact by looking directly into camera*
- ☐ *Makes necessary movements or gestures in camera frame*
- ☐ *Leans forward to show empathy*
- ☐ *Remains physically visible and still (e.g., not swiveling in chair)*
- ☐ *Uses exaggerated gestures when necessary*
- ☐ *Considers patient characteristics and adjusts nonverbal behaviors appropriately (e.g., age, cognitive, and sensory abilities, cultural/linguistic requests and needs)*



Reference

Lowman, J., Sayre, A., Irving, S., Carper, R., Allen, M. B., & Woltenberg, L. (2024). Elevating Interprofessional Student Telehealth Competency: Development of the Telehealth Provider Evaluation Tool. Poster presented at the annual meeting of the American Speech-Language-Hearing Association, Seattle, WA. (Meritorious Award)