

Understanding Patient Needs: Using the PEACE Toolbox

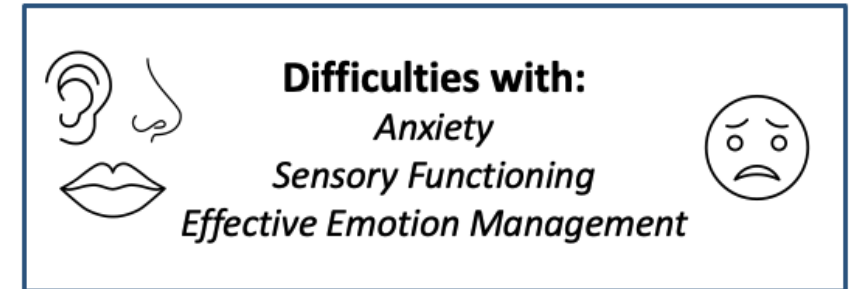
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Introduction

- Autistic people face barriers in accessing and engaging in care (Malik-Soni et al., 2022)
- Traditional care pathways often overlook sensory needs, communication preferences, and emotional processing styles



Malik-Soni, N., Shaker, A., Luck, H., Mullin, A. E., Wiley, R. E., Lewis, M. E. S., Fuentes, J., & Frazier, T. W. (2022). Tackling healthcare access barriers for individuals with autism from diagnosis to adulthood. *Pediatric research*, 91(5), 1028–1035. <https://doi.org/10.1038/s41390-021-01465-y>

PEACE tools: overview

Communication Passport

My Communication Passport

HELLO MY NAME IS

How I would like you to communicate with me:

Sensory needs:

My special interests and strengths are:

Other things you should know about me:

My dislikes and things that I struggle with and how you can support me:

Adult message that I would like you to know:

You can support me by:

Sensory Wellbeing

Sensory Wellbeing

These are important to me

My sensory needs in relation to vision are:
I can enhance my sensory wellbeing in relation to vision by:

My sensory needs in relation to hearing are:
I can enhance my sensory wellbeing in relation to hearing by:

My sensory needs in relation to smell are:
I can enhance my sensory wellbeing in relation to smell by:

My sensory needs in relation to taste are:
I can enhance my sensory wellbeing in relation to taste by:

My sensory needs in relation to touch are:
I can enhance my sensory wellbeing in relation to touch by:

My sensory needs in relation to texture are:
I can enhance my sensory wellbeing in relation to texture by:

Collaborative Formulation



Wellness Recovery Action Plan

My Wellness Recovery Action Plan (WRAP)

These are important to me

When I am well:
What am I like when I am well? When I am well I...
This is what I need to do for myself everyday to keep myself well.
These are the things I know I need to do to sustain my wellbeing. You can also support me by:

Triggers:
Triggers are things that happen to us that are likely to set off a chain reaction of uncomfortable or unhelpful behaviours, thoughts or feelings.
What can I do to avoid or limit my exposure to things that trigger me?
What can I do to cope with my triggers when they occur? You can also support me by:

Early Warning Signs:
Early warning signs are the subtle signs of changes in our thoughts, feelings or behavior, which indicates that I may need to take action to avoid worsening of the situation or condition.
These are the actions I can take when I recognize the early warning signs.
You can support me when I show early warning signs by:

Reducing Signs of a Potential Crisis:
Think about the things that can help to reduce your symptoms. These things might also help keep you safer.
What will help me to reduce my signs & symptoms when they have progressed to this point?
This is who will support me during my recovery and staying well.
You can support me by:

Wellbeing Communication Passport

My Wellbeing Communication Passport

PEACE Pathways to Living Wellbeing and Autism Developmental Clinical Experience

HELLO MY NAME IS

You need to know this about me

These are important to me

My preferences (likes and dislikes)

People who care for my wellbeing this communication passport has important information about me.
Please make sure you read this before you help me.
This communication passport needs to stay with me but please take a copy for my file.

Positive Behaviour Support Plan

My Positive Behaviour Support (PBS) plan

A PBS Plan is an individualised care plan to identify and understand behaviours that may be challenging and then identify strategies to avoid and deal with the difficult situation.

My difficult situation:
(For example, an event or situation that increases me to be at greater risk and find it harder to cope, such as bus noise or a loud experience)

My challenging behaviour usually has a function and it is to:
(For example, if I am frustrated and overwhelmed that I cannot do something so I hit myself because I want to be removed from the situation)

Behaviours I might display:
Early warning signs: (For example, skin picking, not speaking or roaring)
If early warning signs are not noticed I might: (For example, my voice will get louder)

What can I do to avoid this difficult situation:
(For example, early communication and requests, have time out, certain environments avoided, interaction plans)

What you can do to support me - Positive support strategies:
When I am showing early warning signs: (For example, ask me what is wrong or distract me by...)
If the situation has escalated: (For example, talk in a calm voice, give me space but keep me in sight)
Afterwards: (For example, encourage me to only my needs)

My Sensory, Cognitive & Social World



Lapse and Relapse Prevention Plan

My Lapse and Relapse Prevention Plan

These are important to me

When we put a new plan into action, we may sometimes have setbacks, and that's okay. A lapse is a brief return to previous unhelpful thoughts or behaviours. A relapse is a more prolonged setback to previous unhelpful thoughts or behaviours. The crucial thing is that we try to learn from each lapse or relapse, so we are in a stronger position next time.

Prevention
Identify your high-risk situations that may lead to a setback:
Other times I am likely to be vulnerable and will need to take more care:
What can I do to prevent a setback?

In case of a setback...
Understandably, I had a setback because:
What I learnt from the setback and what I would do differently is:
Coping skills I can use (for example, engaging in activities I enjoy or speaking to a loved one)

Identify your emergency contacts:
In an emergency I would call:
Who would like to assist me:
Make a list of people who can give you support in times of need.

Establish your action plan in case of an emergency:

And more!

peacepathway.org

Giving patients voice

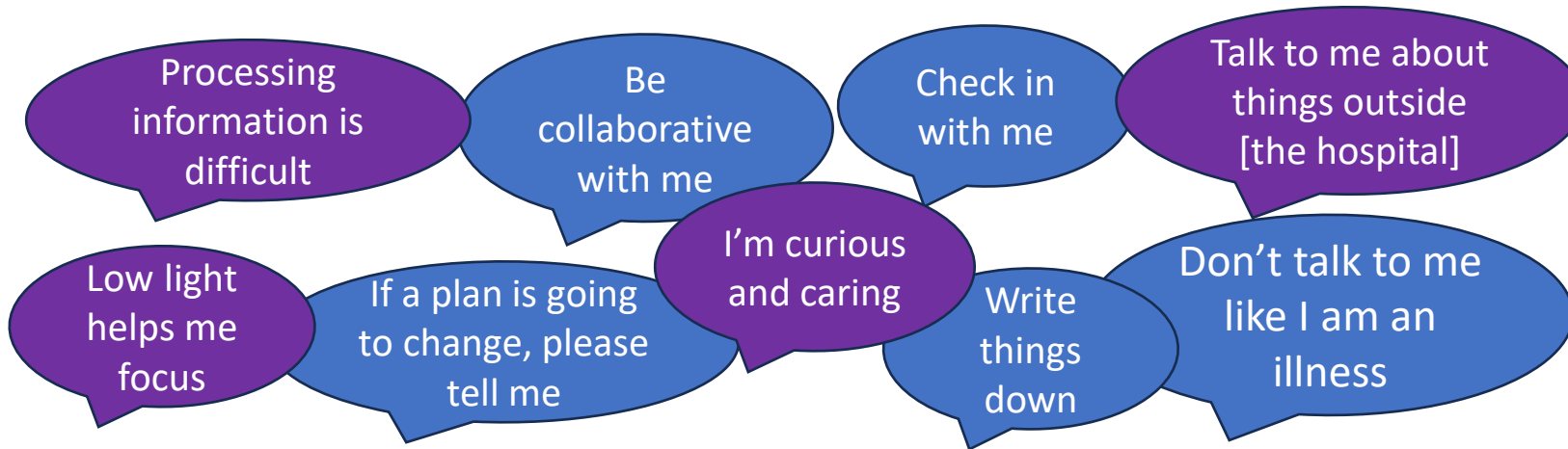
- Double empathy problem
- Use of health passports advocated by NAS
- A tool for ED service?
 - Condense
 - Pilot
 - Co-design



<https://www.autism.org.uk/advice-and-guidance/topics/physical-health/my-health-passport>

Communication Passport

- A unique individual wellbeing record
- Designed to provide healthcare professionals with important information about the patient, with a focus on **communication** and **sensory needs**.



Li, Z., Chubinidze, D., Croft, P., Webb, J., Sarpong, A., Zesch, E., & Tchanturia, K. (2024). "Don't talk to me like I am an illness": exploring patients' needs using the communication passport in an eating disorder service.

Date completed: _____

PEACE
Pathway for Eating disorders and Autism
developed from Clinical Experience

My Communication Passport

HELLO
MY NAME IS

How I would like you to communicate with me:

1. I prefer things printed off/ written down please
2. I prefer contact via email rather than phone
3. It is helpful if you introduce yourself by your name and title

Sensory needs:

1. I really cannot cope with too much noise, conversation very well
2. I get really panicky if I am hot
3. I do not like strong smells (e.g. perfume)

My special interests and strengths are:

Creativity, Music and Art

Other things you should know about me:

1. I like to know plans in advance
2. I often find being around others for long periods very exhausting
3. On a 1-1 level I can talk quite confidently however I can analyze and criticize myself and what I have said for days or weeks after.

My dislikes and things that I struggle with and how you can support me:

1. I can't cope with sudden changes or unexpected things
2. Crowded spaces, please give me space where possible
3. I find small talk very challenging

Main message that I would like you to know:
A lot goes on in my mind and my mood can switch quickly

You can support me by:
Not making assumptions and checking in with me

Contributed by Yasemin Dandil (Project Manager – PEACE Pathway)

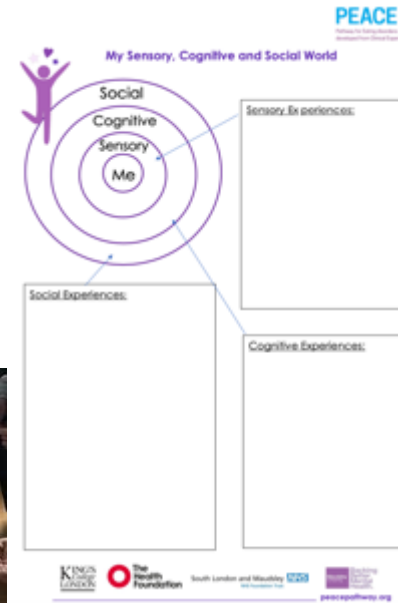
Helping patients: awareness

- Sensory awareness and sensory needs
- Strengths

Too much noise?



Fidgety Fingers?



Sensory Summary

Mark where you think you are on the below scales. Hypersensitivity means you are highly sensitive to sensations and may try and avoid them where possible; hyposensitivity means you have lower sensitivity and may try to seek out these sensations. There are examples below each scale. If you think you are neither hyper/hyposensitive and have no sensory differences, mark yourself in the middle as a 5.

Taste

0	1	2	3	4	5	6	7	8	9	10
(Hyposensitive)	(No sensory differences)					(Hypersensitive)				

If I am hyposensitive, I might add lots of salt to my food to make it taste stronger. If I am hypersensitive, I might prefer to eat bland foods as I find them too strong.

Smell

0	1	2	3	4	5	6	7	8	9	10
(Hyposensitive)	(No sensory differences)					(Hypersensitive)				

If I am hyposensitive, I might not notice strong smells and enjoy smelling essential oils. If I am hypersensitive, I might dislike smelly places like a canteen and find smells overpowering.

Vision

0	1	2	3	4	5	6	7	8	9	10
(Hyposensitive)	(No sensory differences)					(Hypersensitive)				

If I am hyposensitive, I might really like watching bright light displays. If I am hypersensitive, I might prefer to have lights dimmed or turned off.

Sound

0	1	2	3	4	5	6	7	8	9	10
(Hyposensitive)	(No sensory differences)					(Hypersensitive)				

If I am hyposensitive, I might turn my music up loud and dislike silence. If I am hypersensitive, I might dislike loud spaces and put my hands over my ears.

Touch

0	1	2	3	4	5	6	7	8	9	10
(Hyposensitive)	(No sensory differences)					(Hypersensitive)				

If I am hyposensitive, I might enjoy rubbing my hands on soft fabric or a soft toy. If I am hypersensitive, I might dislike and avoid touching certain fabrics.

Contributed by Emma Kinnard (PhD Student- PEACE Pathway) peacepathway.org



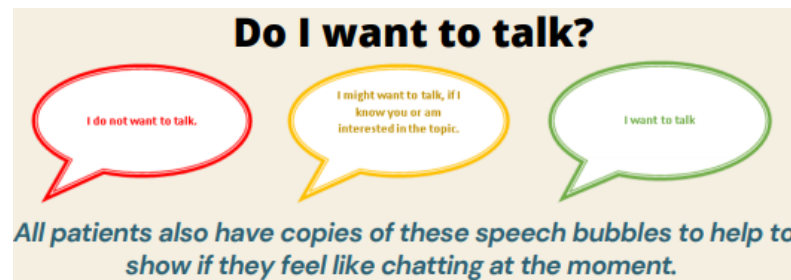
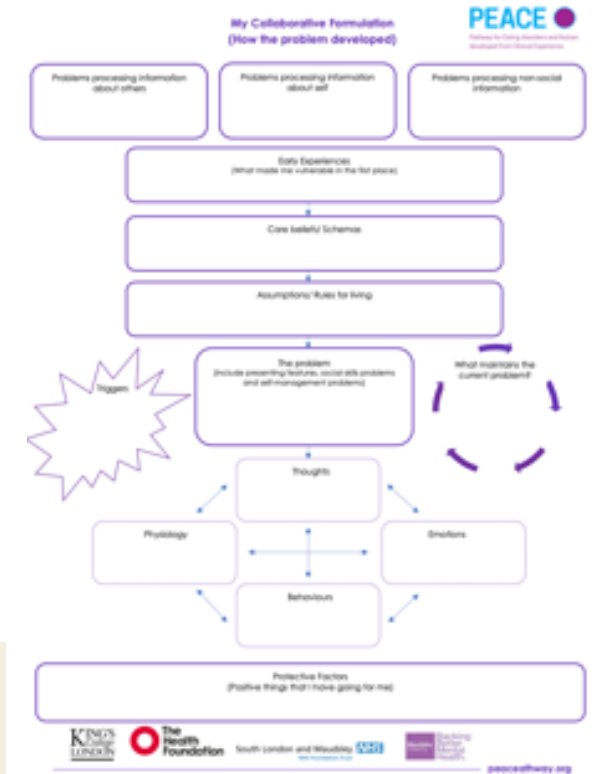
Texture

0	1	2	3	4	5	6	7	8	9	10
(Hyposensitive)	(No sensory differences)					(Hypersensitive)				

If I am hyposensitive, I might really enjoy the feeling of certain food textures in my mouth (such as liking crunchy food). If I am hypersensitive, I might strongly dislike and avoid eating certain food textures (such as mashed potato).

Giving patients power: Care Planning

- Introductory session at point of admission where patients are provided with all communication tools.
- Patient welcome pack & staff induction
- Regular focus group with patients to discuss new ideas/ feedback.



Why?

- Patients are not passive recipients but active decision-makers
- Tools validate lived experience and reduce prejudicial thinking
- Improved therapeutic alliance, engagement, and outcomes

*"I can really
engage in those
sessions"*

*"Ability to express
yourself and share
your opinion is
important"*

How?

- Peacepathway.org
- Implementation checklist: published Apr 2025
- Encourage colleagues to trial 1–2 tools in their service
- PEACE Pathway tools are adaptable beyond ED settings
- Ask: “How am I creating space for autistic voices in planning care?”

Resource page:



Implementation Checklist:



Thank you!