

Voice Banking

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Voice / message banking service pilot for 2 years

For people with MND

- to be provided with all the information
- to make their own decision about voice and message banking
- at a time when voice banking may still be possible

If they decide to go ahead

- to have access to support to help them
- banking equipment provision made available as early as is required

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Voice / message banking service pilot for 2 years

For SLTs and other professionals

- Free Training – group or clinical
- Free equipment loan – headsets / laptops / iPads
- Free technical support
 - Remote log in
 - Phone
 - Email
 - Specialist forum
- Video Guide and How-To docs on the MND Association website
- Joint Reviews

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What is Voice Banking?

- Record a set list of phrases (between 250 and 3500 depending on software)
- Various technology approaches. One way is to take apart at phoneme level. The word "cat" has three phonemes: /k/, /a/ and /t/
- Match with a pronunciation dictionary that defines how the words are pronounced
- The recording script covers the sounds of English in 'as much richness as possible'.
- The context in which a sound appears is important
- In theory all English words can be pronounced correctly
- Retaining the essence of a person's voice
- Da Dah!

Is it perfect?

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What is Voice Banking?

This synthetic voice can generate infinite number of words and sentences and linked to a speech generating communication device. (Grid, Predictable, Chatable)

Not a perfect replica

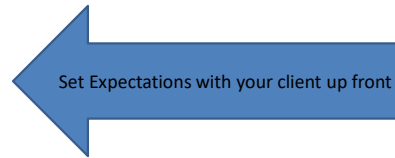
Pronunciation

Emphasis

Pace

Time (elapsed)

Support (family, provider)



Summary

- Discuss early – at the MND Clinic? - involve MDT
- Frame the discussion in terms of ‘insurance’
- People have heard lots of things much of which is not true
- Demonstrate your own banked voice > 1000 words
- We are really talking about AAC usability, usefulness acceptance
- Content – autonomy, ownership, flexibility
- Talk about message banking in session one and start – be led

Summary

- SLTs are being asked about it whether seeing it as role or not
- Various reasons why pwmnd voice and message bank or not
- Various reasons why voice/message banking successful or not
- Natural voice quality no predictable indicator of acceptance and use
- Languages to voice bank – too limited

Summary

- Lessons from helping c100 people voice bank using ModelTalker
 - Average 90 days to complete
 - The longer it takes the longer it takes
 - The longer it takes the more support it takes
 - The longer it takes increases risk of not completing / not using
- Why so long?
 - Design – a lesson in the benefits of co-design
 - Number of phrases - +/-1600
 - Training – equipment provision is not enough
 - Support – there will be problems
 - Availability of clinical staff or volunteers – not fitting with the session model

Summary

- Lessons from helping 31 people voice bank using Acapela
 - Average 4 days to complete
 - 2 hours if pwMND feeling well – single session
 - Remote support possible and proven
 - All but one completed (RIP)
 - Fewer phrases than others + better quality = different technology
 - Pre-recorded messages can be used
- Why the difference?
 - Design – a lesson in the benefits of co-design
 - Number of phrases – 350 – no benefit to any more
 - Training – equipment provision is not enough
 - Support – there will be problems
 - Availability of clinical staff or volunteers – better fit with the session model

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benchmarking

- What do people really want?
 - Natural sounding speech at natural rate
 - Equal participation in conversation
 - Maintenance of identity, social network, role
 - Emotion
- Voice bank quality counts
 - Key consideration - identity
 - One factor for eventual use
- AAC selection use, training and support counts
 - Content and availability counts (voice and message bank available)

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How much does Voice Banking cost?

Acapela my-own-voice:

The fee is 100 EURO per year or 999 EURO unlimited (once voice recording is completed)

The MND Association will fund it if you specify the person has MND with supporting details in the registration at fill in the form on Acapela at

mov.acapela-group.com

Free - For clinicians recording their own voices for training and demonstration on a pc (not iPad)

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Why do plwMND decide to voice bank? Interviews for ongoing masters identified

- identity
- significant others
- other people are more likely to treat them as an individual
- psychological benefits and be beneficial to mood
- maintain social and work network
- keep control for as long as possible
- fight back against MND
- insurance

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Opinion – negative experience and rejection

- Reminder of how they are now, not how they were
- Expectations management
- Started too late – quality is poor
- Progression of MND
- Too much time required
- Not a priority – for them and/or significant others
- Not enough support from SLT / other AHP
- Technical issues

Consider Voice Banking even when too late for your patient, or to spread the work

Family member

Family members

Similar sounding person

Similar sounding people