

# Adapting CAHPS® for Use in American Sign Language (ASL)

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**Track:** The Evolution of CAHPS Surveys  
**Session:** Customizing Surveys for Populations With Mobility and Sensory Impairments  
**Date & Time:** April 20, 2010, 11:00 am  
**Track Number:** CAHPS T1 – S2

# Take Home Messages

- Healthcare & health communication are often inaccessible to deaf ASL-users
- Deaf sign language users comprise understudied disparity populations
- Collaboration & community participation are essential to the survey adaptation process

# Deaf ASL-users

- Typically deaf since birth/early childhood
- Rubella “bulge” cohort (born in the 1960s)
- Rich culture & tight-knit community
- Cross-language/cross-cultural issues
- English literacy
- Fund of information
- At risk for poor health outcomes

# Healthcare Issues

- Often excluded from research
- Deaf people report:
  - less frequent doctor visits (than general pop.)
  - difficult communication
  - ER is more accessible
  - mistrust
  - bias
- Clinicians report frustration & barriers
- Few deaf or ASL-skilled clinicians

# NCDHR

- CDC-funded Prevention Research Center
- Established in 2004 in Rochester NY
- Health promotion & disease prevention through CBPR
- Experience adapting research methods for use with deaf ASL-users

# Survey issues

- No 'flag' that indicates patient is deaf
- Language
- Translation decisions
- Adaptation (includes deaf-related domains)
- Modality
- Up-front resources
- Limited prior survey experience
- Mistrust

# Translation

In the last 12 months, did you phone this doctor's office with a medical question during regular office hours?

# Translation

In the last 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

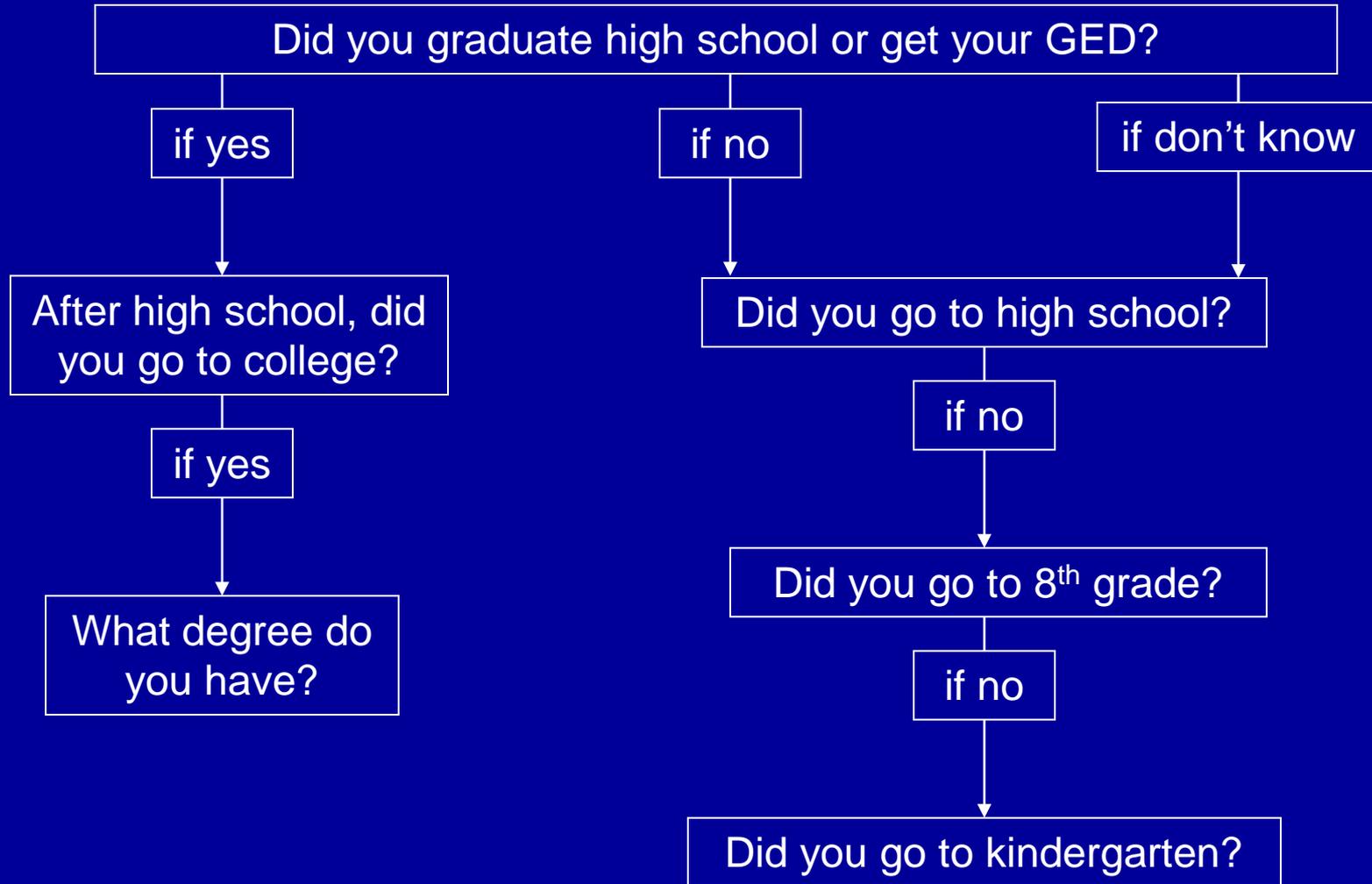
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

# Translation

**What is the highest grade or level of school that you have completed?**

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

# Translation





CC



CC



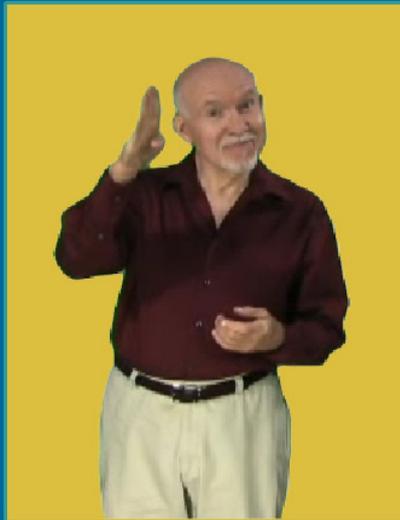
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CC

My name is Patrick. You can touch on the other signers. You can pick a different signer at any time. When you are done. Touch next.



## Basic Demographics



Navigation icons: close, home, back, forward, search, refresh, zoom in, zoom out

Vertical menu: R, L, P, G, MaryBeth, D



You are a man. 

? Are you female or male?

A female

**B** male



# Implications

- Feedback to clinicians/systems/insurers
- Feedback to patients/families
- Feedback to public health & policy-makers
- Survey design

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