

# 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.

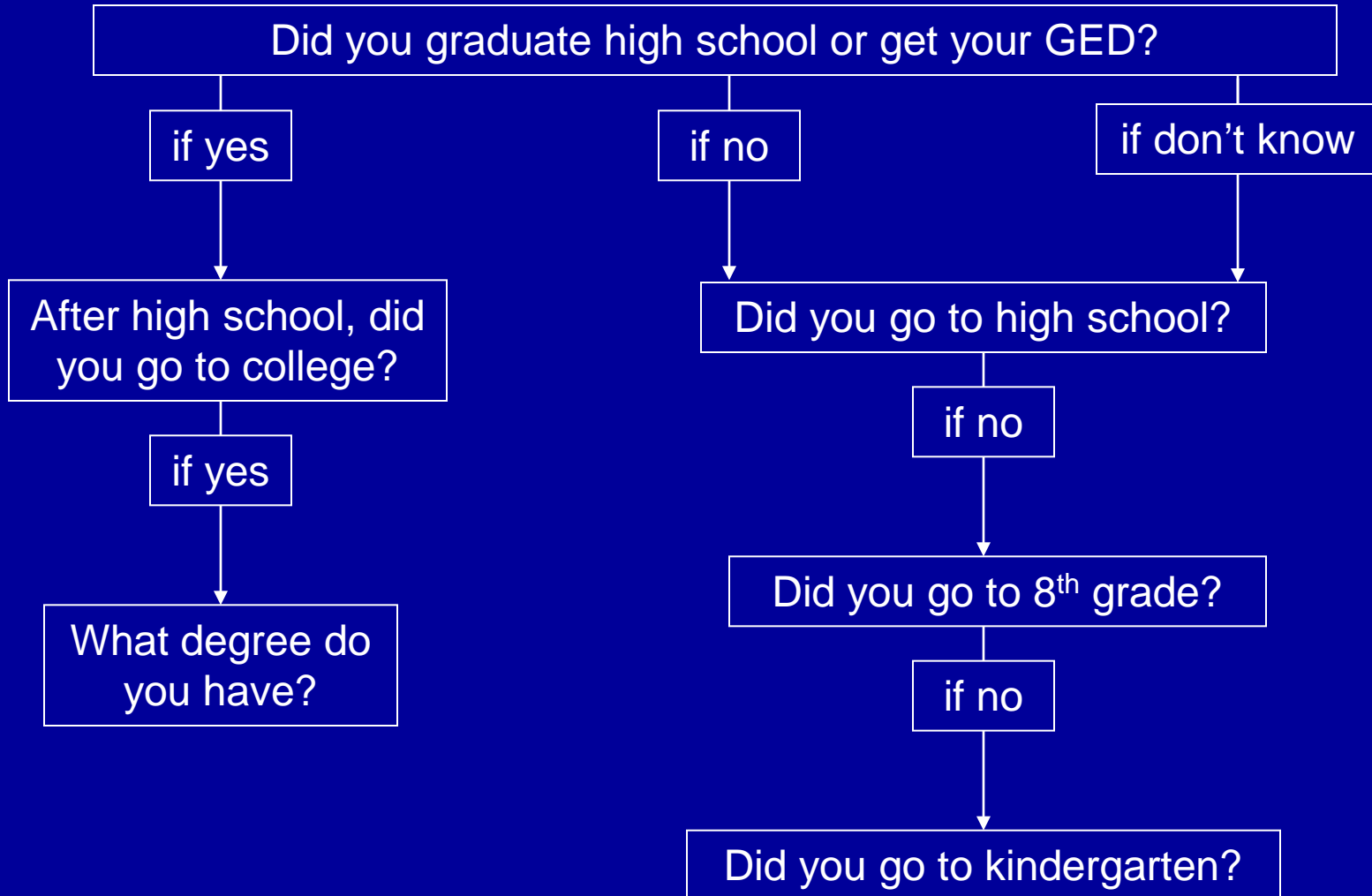


# Translation

**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





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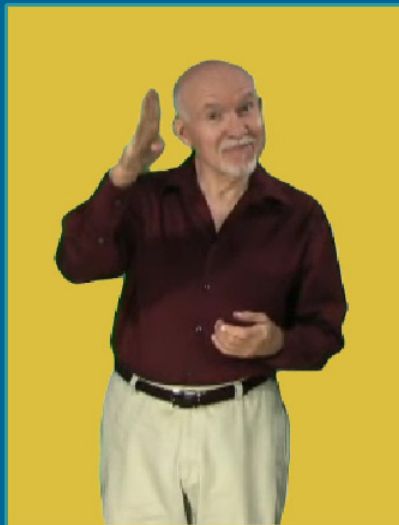
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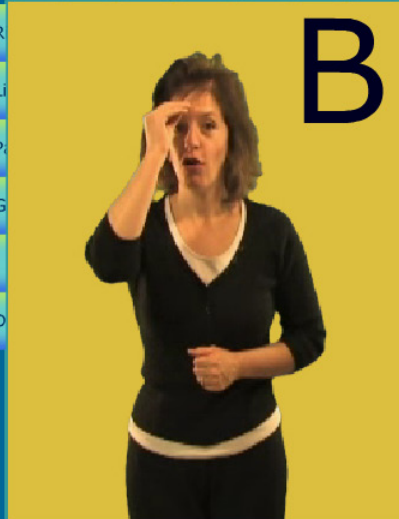


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My name is Patrick. You can touch on the other signers. You can pick a different signer at any time. When you are done. Touch next.



## Basic Demographics



MaryBeth

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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Steven Barnett is supported by grant K08 HS15700 from the Agency for Healthcare Research and Quality.

Some of the work presented here is supported by Cooperative Agreements U48 DP000031 & U48 DP001910 from CDC. The contents of this presentation are solely the responsibility of the author and do not necessarily represent the official views of the CDC.

Thank you to all of our colleagues with the Rochester Prevention Research Center: National Center for Deaf Health Research (NCDHR).

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Presented during the CAHPS User Group Meeting, Baltimore MD  
(April 20, 2010)