Guidelines and Information for Translating SOPS Surveys

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- Status report on international use of the safety culture surveys

- Information sharing with international users and access to translations

- Available documents for translators of the AHRQ safety culture surveys

- ***Hospital Survey on Patient Safety Culture***
  - Translations - 22 languages
  - Administered - 30 countries

- ***Medical Office Survey on Patient Safety Culture***
  - Translations -1 language
  - Administered - 1 country

Information Sharing and Networking

- Keep AHRQ informed about international use of the patient safety culture surveys.

  Email SafetyCultureSurveys@ahrq.hhs.gov to share:

  - Information about your survey administration
  - Survey results
  - Translations of the surveys
  - Citations and copies of publications

Information Sharing and Networking (cont.)

- To request copies of international translations:
    - Email: SafetyCultureSurveys@ahrq.hhs.gov
    - Subject line: International Translations

  - Copy will be sent if available and if AHRQ has permission to share it.

  - Will provide name and contact information for translation point–of-contact (with permission)

- ***Hospital Survey on Patient Safety Culture***
  - Universal (standard-mix) Spanish translation
  - Original translation by Premier, Inc.
  - Revised by Westat following expert review and pretesting
  - Available: http://www.ahrq.gov/qual/patientsafetyculture

- ***Nursing Home Survey on Patient Safety Culture***
  - Universal (standard-mix) Spanish translation
  - Developed by a Florida nursing home. Revised by Medical Quality Insurance, Inc. (QIO)
  - Revised by Westat following expert review and pretesting
  - Available: http://www.ahrq.gov/qual/patientsafetyculture

Available Documents for Translators

1. Information for Translators
2. Translation Guidelines

Available:
http://www.ahrq.gov/qual/patientsafetyculture

Information for Translators

- Short document for each of the safety culture surveys that includes:
  - Background information about the survey
  - Information about the intended meaning of selected items and words

  Example: "Staff training" *in the nursing home survey refers to training provided by the nursing home, not formal training or certification required to meet initial hiring criteria.*

Translation Guidelines

- Translation goals: To ensure that the survey items, instructions, and responses:
  - Convey the same meanings as the English version
  - Use language familiar to, and easily understood by, survey respondents
  - Are culturally appropriate
  - Use correct grammar and syntax

- Current best method – Team approach

- Recommended 7-step process

Seven-Step Translation Process

Step 1: Select Your Translation Team

Step 2: Develop a Draft Translation

Step 3: Expert Review of Draft Translation

Step 4: Conduct Initial Team Review / Sign Off

Step 5: Pretest the Draft Translation

Step 6: Conduct Final Team Review / Sign Off

Step 7: Optional - Conduct Field Test and
Psychometric Analyses

- **Translation coordinator** – manages activities

- **Translator** – develops draft translation

- **Expert reviewer** – conducts editorial and cultural language review

- **Designated decisionmaker** – makes final decisions when team consensus does not exist

- **Pretesters** – test if the translation is easy for respondents to understand and answer

    Size of team can vary

    Rule: Translator and reviewer – different persons

Step 2 – Develop a Draft Translation

- **Translation coordinator** – collects, provides, and discusses with the translator, expert reviewer, and designated decisionmaker:
  - AHRQ English language survey
  - Information for Translators document
  - If available, an existing reliable and validated translation of an AHRQ patient safety culture survey in the target language.
  - Clear statement of the translation goals
  - Language/dialect to use
  - Other relevant information

- **Translator** (fluent in English and the target language)
  - Produces a translation that meets the translation goals (not a word-for-word translation if it will differ in meaning from the AHRQ English version)

    Example:

    Whenever pressure builds up, my supervisor/manager wants us to work faster, even if it means taking shortcuts.

    When workloads are heavy, . . .

- **Translator** also:
  - Documents translation issues and how they were addressed (table or file)
  - Stays in touch with the translation coordinator to discuss issues or clarify the translation task

Step 3: Review Draft Translation

- **Expert reviewer** (fluent in English and the target language; familiar with the culture of the survey population)
  - Reviews translation and documentation
  - Assesses accuracy in meaning, grammar, syntax, language - will it be familiar to respondents and is it culturally appropriate?

    ***Example:** "Staff feel like they are part of a team."*

- **Expert reviewer** also:
  - Documents recommended changes and reasons for the changes – explains how the changes will improve the translation.
  - Documents possible issues to probe during the pretest.

    Example:

    "el personal" vs. "los empleados"

    (staff)   *(employees)*

Step 4: Conduct Initial Team Review / Sign Off

- The team meets to review the translation and the reviewer's recommended changes.

- Team members make decisions about changes and document their reasons.

- The decisionmaker resolves translation issues if there is no team consensus.

- The translation coordinator prepares the approved draft for use in a pretest.

Step 5: Pretest the Translation

- Pretest the approved draft translation with members of the target population (e.g., staff in hospitals, nursing homes, or medical offices).

  - Recommended option #1: Conduct a series of cognitive interviews.

  - Recommended option #2: Conduct a focus group.

- Analyze the pretest findings and develop recommendations for changes.

Step 6: Conduct Final Team Review / Sign Off

- Team reviews the pretest findings and recommendations, makes decisions, documents reasons.

- Decisionmaker resolves translation issues for which there is no team consensus and documents reasons.

- Translation coordinator prepares the approved final version for survey administration.

- "Staff get the training they need in this nursing home"
  - "**Training**": Use **capacitación** or **entrenamiento**?
  - **Team decision:** entrenamiento
  - **Reason:** Most Rs thought both words meant the same thing, but preferred "**entrenamiento**." Two Rs interpreted "**capacitación**" as referring to formal academic training prior to hiring, not to on-the-job training.

Step 7 (Optional): Conduct Field Test and Psychometric Analyses

- Optional step - because of cost and time requirements

- Benefits: Ability to assess the reliability and validity of the translation and its equivalence to the English version

- Steps:
  - Conduct a field test of the survey.
  - Analyze response distributions and conduct psychometric analyses of the collected data.
  - Compare results with the AHRQ results.

Translations: Current Best Methods

- Comparative Survey Design and Implementation Initiative, Institute of Survey Research, University of Michigan. Translation guidelines. In Cross cultural survey guidelines: Website user guide (Chapter VI); 2008. Available at: http://ccsg.isr.umich.edu/translation.cfm

- Douglas SP, Craig, CS. Collaborative and iterative translation: An alternative approach to back translation. Journal of International Marketing 2007 15(1):30–43.

- Forsyth BH, Kudela MS., Levin K., Lawrence D., Willis GB. Methods for translating an English-language survey questionnaire on tobacco use into Mandarin, Cantonese, Korean, and Vietnamese. Field Methods 2007 19:264–83.

Translations: Current Best Methods *(cont.)*

- U.S. Census Bureau. Census Bureau guideline: Language translation of data collection instruments and supporting materials. Washington, DC: Author; 2009. Available at:

  http://www.census.gov/cac/2010_census_advisory_committee/language_translation_guidelines.html

- Wiedmar B, Hurtado, M, Weech-Maldonado R, Ngo-Metzger, Q, and Bogen, K Guidelines for Translating CAHPS Surveys. Rockville, MD: Agency for Healthcare Research and Quality; 2006. Available at:

  https://www.cahps.ahrq.gov/content/resources/CrossCultural/RES_CC_GuidelinesForTranslating.asp?p=103&s=34

Cognitive Interviewing

- Willis G. Cognitive interviewing: A tool for improving questionnaire design. Thousand Oaks, CA: Sage; 2005.

- Willis G. Cognitive interviewing: A How-To Guide.

  Available at:
  http://appliedresearch.cancer.gov/areas/cognitive/interview.pdf

Focus Groups

- Agans RP, Deeb-Sossa N, Kalsbeek, WD. Mexican immigrants and the use of cognitive assessment techniques in questionnaire development. Hispanic Journal of Behavioral Sciences 2006 28(2):209-30.

- Krueger RA, Casey, MA. Focus groups: A practical guide for applied research (4th ed.). Thousand Oaks, CA: Sage; 2008.

Questions?