

Managing ASL Services to Meet Patient Needs

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Sinai Health System
Chicago, IL
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Overview

- Deaf and Hard of Hearing Population
 - Nationwide: 28 million
- Deaf Population
 - Deaf with a capital “D” refers to a unique linguistic and cultural group that self-identity as such
 - Nationwide: 1 million
 - Metro Chicago: 37,000-59,000

American Sign Language

- Only 50% of deaf and nearly all culturally Deaf adults rely on American Sign Language(ASL) as their primary mode of communication.
- Being fluent in ASL does not translate into being fluent in written and spoken English.
- Average Deaf adult reads at a 4th grade level

Not all deaf individuals will use the same method of communication.

- A few will have an intact language of ASL.
- Others will use a pidgin system. (ASL/English)
- Still others will use a combination of home signs and gestures.
- Expect gaps in language.
- Not all patients will know how to fingerspell
- Not all patients will be able to read English
- Not all patients will be able to speech read (only 40% of all sounds are clear on the lips)

HEALTH KNOWLEDGE

Deaf are at increased risk for deficits in health knowledge and healthy living



Even with effective communication...

- Deaf individuals literate in English may not have basic health knowledge
 - Cholesterol
 - Stroke
- Shared expressions with different connotation
 - HIV positive

Barriers to Care

- *Accessing* quality health and health information.
- *Communicating* with health care providers.

Deaf Access Program
Sinai Health System
Chicago, Illinois



DEAF ACCESS PROGRAM

- Comprehensive medical and mental health services for patients who are deaf and hard of hearing.
- Over 1,500 deaf and hard of hearing patients in our system.





Deaf Access Program patients come from all over the Chicago area. To help all patients who need our services we offer care at Mount Sinai Hospital on the west side and at several Access Community Health Network health centers on the north, south and west sides of the city.

ACCESS

SINAI



Deaf Access Program

The Deaf Access Program of Mount Sinai Hospital and Access Community Health Network offers high quality medical, mental health and support services uniquely tailored for deaf and hard of hearing patients and their families. By offering doctors experienced in ASL and sign language interpreters in health care visits, the Deaf Access Program ensures that all of your communication needs are met and that you understand your diagnosis and treatment choices.

For more information

about the Deaf Access Program, call:

TTY: 773.257.4289
Voice: 773.257.5125
Fax: 773.257.2124

Or visit us at: www.sinais.org

Near West Side
Mount Sinai Hospital
1501 S. California Ave.
For children
TTY: 773.257.6080
Voice: 773.257.8892

For adults and children
TTY: 773.257.5040
Voice: 773.257.6730

For Psychiatry and Behavioral Health
TTY: 773.257.8959
Voice: 773.257.5300

West Side
Servicios Médicos La Villa
2303 West 28th Street
Health care for adults and children
TTY: 773.277.6190
Voice: 773.277.6589

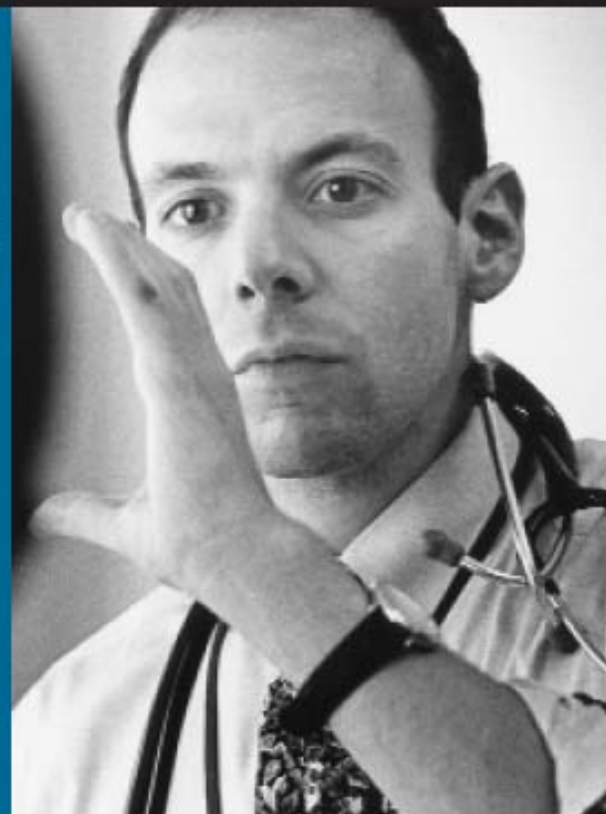
North Side
ACCESS at Aronson Center
2020 North Clybourn Avenue
Health care and specialty services
TTY: 773.404.7486
Voice: 773.404.5277

Peterson Family Health Center
2655 West Peterson Avenue
Health care for adults and children
TTY: 773.271.7730
Voice: 773.271.8880

Touhy Health Center
2901 West Touhy Avenue
TTY: 773.262.7630
Voice: 773.973.7550

South Side
Grand Boulevard Family Health Center
5401 South Wentworth
Health care for adults and children
TTY: 773.268.4836
Voice: 773.288.6900

DuPage County
Martin T. Russo Family Health Center
245 South Gary Avenue, Suite 200
Bloomington
TTY: 630.893.8792
Voice: 630.893.5230



Medical Services

- Acute Care Hospital
 - Outpatient Clinics
 - Specialty Services
 - Rehabilitation Hospital
-
- Private Ins, Medicare and Medicaid
 - 3 Doctors that sign
 - Adult and Pediatrics

Interpreting Services

- ASL Interpreters on site
- 5 Certified ASL Interpreters (2.5 FTE)
 - IL Licensure Law Jan 2007 (Effective 1/09)
 - Advanced or Masters level
- 2 10 hour days- qualify for benefits

Interpreting Services

- Staff interpreters
Monday-Friday
7:00am-7:00pm
- Contracted interpreting services- on call pager
After hours 7pm-8am
Weekends/Holidays



Regulations

- Sinai Health System shall provide communication access to patients who are Deaf, Hard of Hearing, or Deaf-Blind in accordance with.....
 - State and Federal laws including the:
 - Illinois Human Rights Act
 - Telecommunication Relay Services (TRS)
 - Americans with Disabilities Act (ADA), Title II and Title III
 - Rehabilitation Act of 1973, Section 504
 - Illinois' Interpreter for the Deaf Licensure Act of 2007
 - The Joint Commission
 - And ??????????

ASL Policy

- Sinai Health System employees and staff shall not use a patient's family or friend as an interpreter. It is NOT permissible to ask patients to bring their own interpreter.
- In the event a patient refuses Sinai Health System's offer of interpreting services, the staff must document the refusal in the patient's medical record.
- Under no circumstances shall minors under eighteen years old be used to interpret for Deaf, Hard of Hearing or Deaf-Blind patients, even in an emergency.
- Interpreting services will be provided at no cost to patients and their families

Interpreting Services

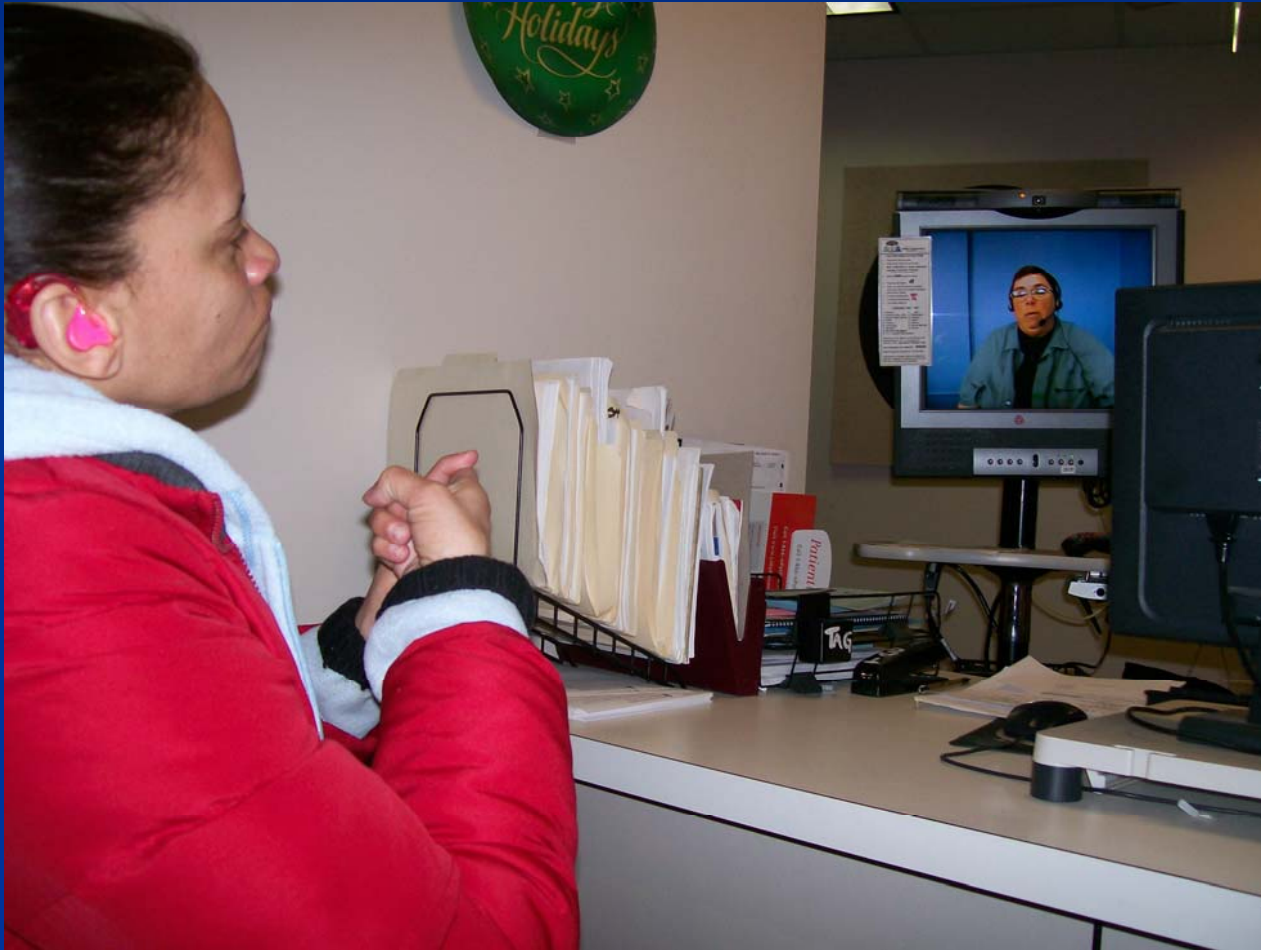
- Face-to-face
 - Paging system- emergency situations, surgery, inpatients, outpatient
 - Scheduled appointments
 - After hours use of outside agency- scheduled or emergency
- Video
 - IVIN- Illinois Video Interpreting Network

Video or Face-to Face?

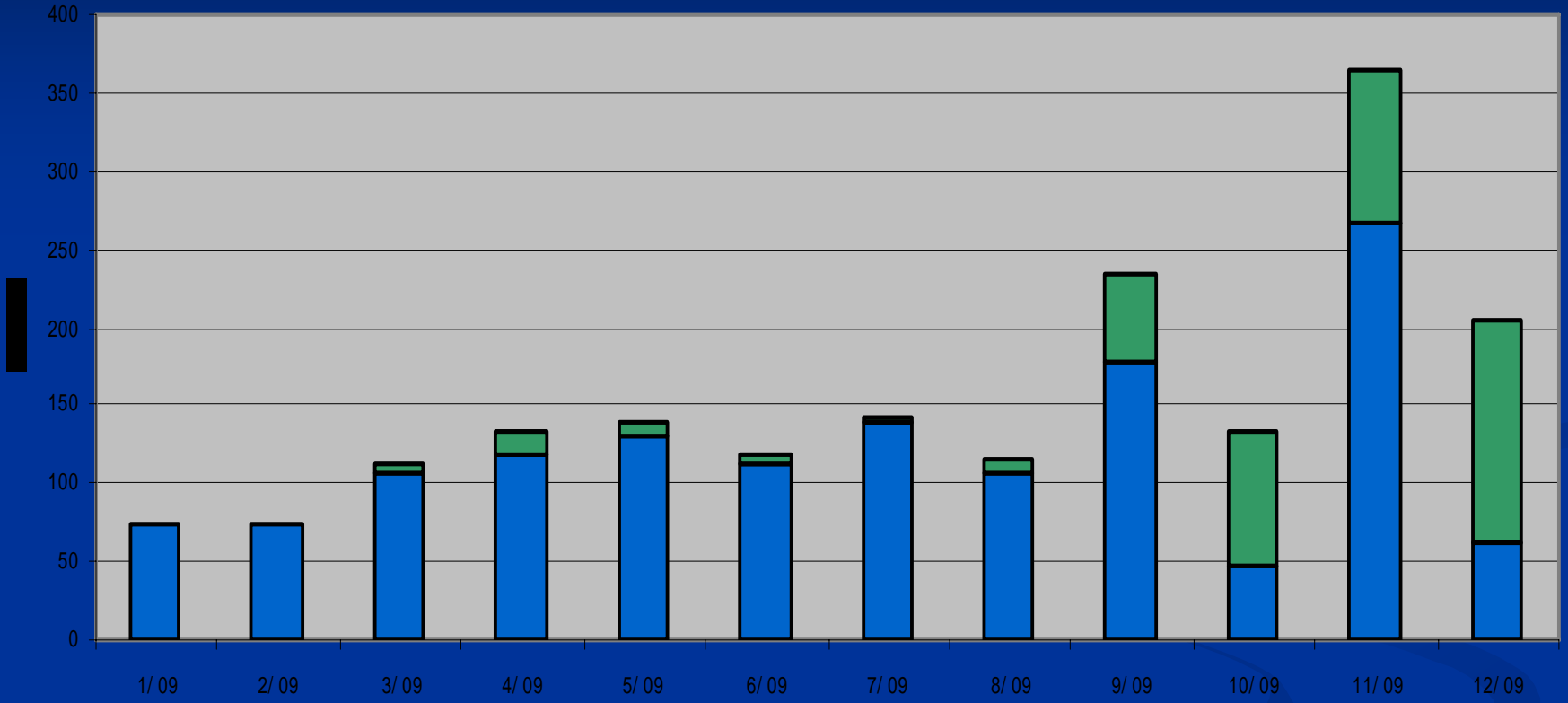
- Situations where video is not recommended:
 - Giving diagnosis that can be terminal
 - End of life issues
 - Non-IVINable
 - Patient has limited ASL skills
 - Patient has cognitive or developmental issues
 - Patient has emergent psychiatric issues (hallucinations, delusions, etc)
 - Patient has limited hand function
 - Blind-Deaf

IVIN

Illinois Video Interpreting Network



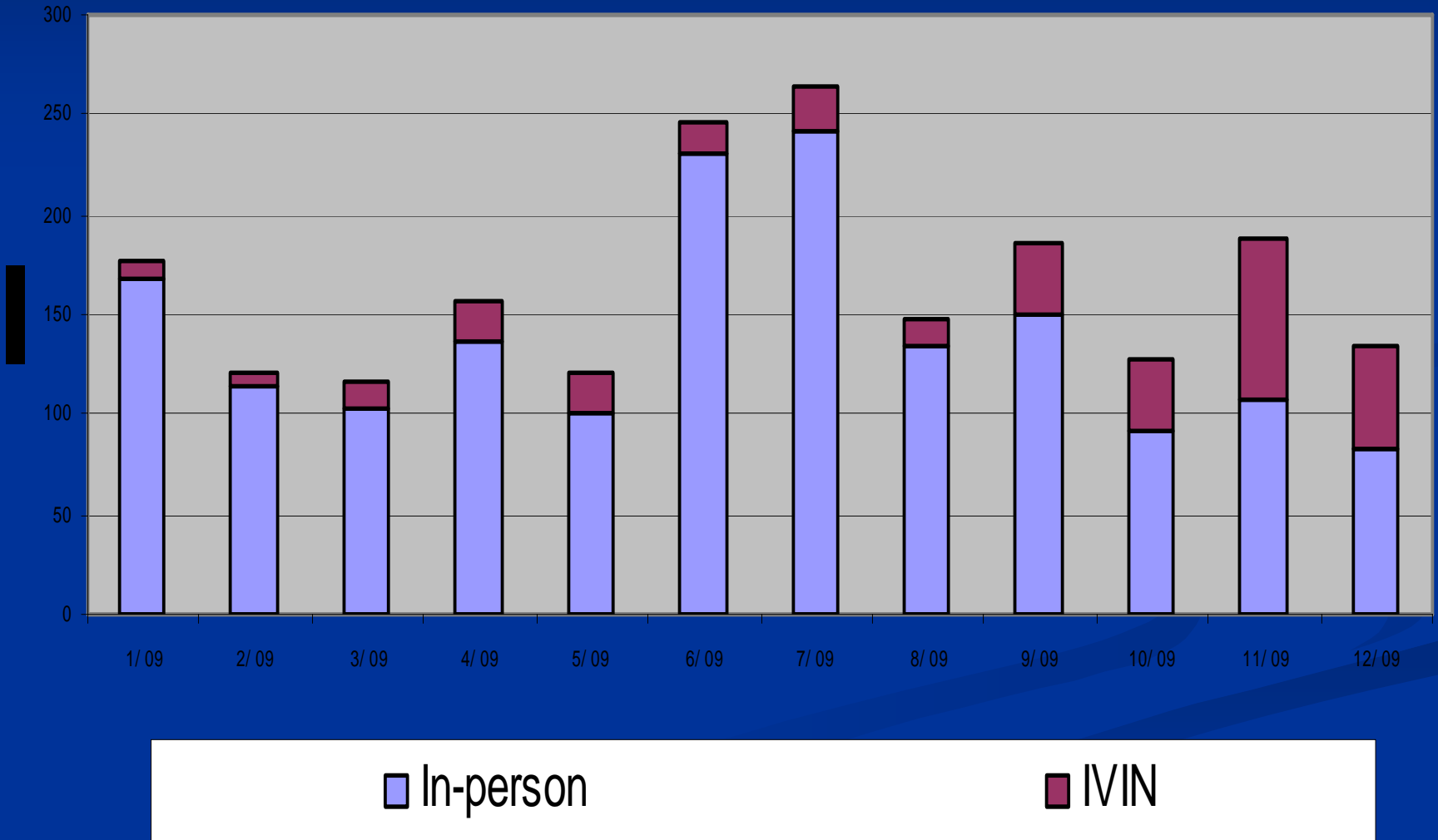
ASL interpreting calls via IVIN - Non-billable (internal) & Billable (external)



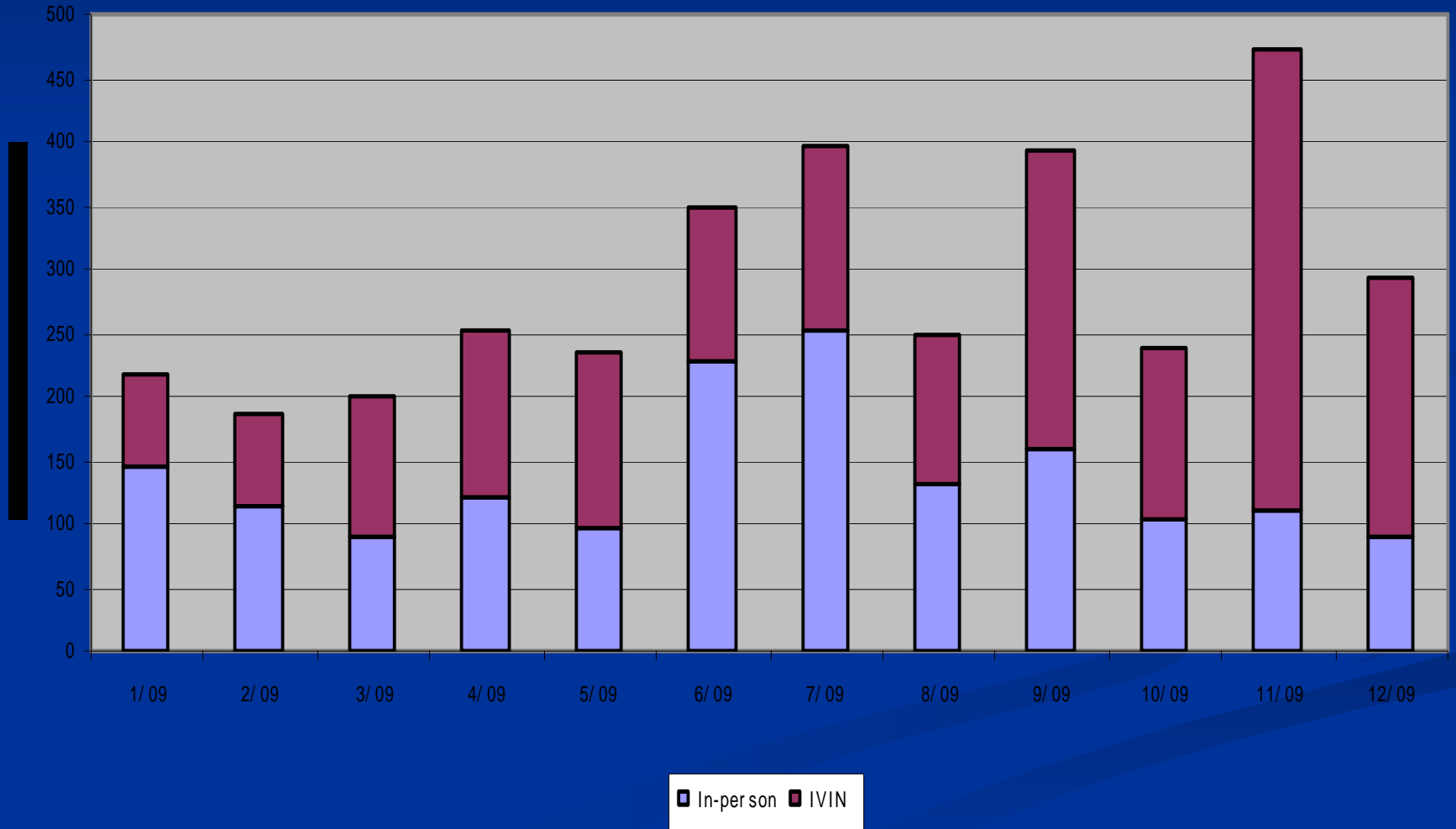
■ Non-billable calls (int.)

■ Billable calls (ext.)

Interpreting hours for Sinai's ASL interpreters



ASL interpreting encounters (in-person or via IVIN calls)



Patient Satisfaction Survey

Pilot n=20

- Wait Time
 - Avg. wait time for F2F interpreter: 60 minutes
 - Avg. wait time for IVIN: 5 minutes
- Communication
 - 80% said communication was clear on IVIN
 - 5% said not clear
- Clarity
 - 15% said sometimes clear, sometimes not
 - 85% said picture was clear; 15% said blurry

■ User ability

- 30% said doctors & nurses know how to use IVIN
- 45% said they don't know
- 25% said some know how and some don't

■ What people like about IVIN

- Shorter wait time (75% of people said this)
- Good / clear communication (35%)
- Better than writing back & forth (5%)
- Can't watch me remove my clothes (5%)

■ What people don't like about IVIN

- Sometimes hard to see or understand the interpreter (25%)
- Can't ask questions (25%)
- F2F interpreters are more helpful (15%)
- Can't get directions (15%)
- Sometimes technical difficulties (15%)
- IVIN interpreters are too fast (10%)
- Get a better understanding when F2F (10%)
- Clearer communication b/c speak Spanish (5%)
- Doctors don't know how to use (5%)
- 10% of IVIN interpreters are lousy (5%)
- Impersonal (5%, but 15% more mentioned how "IVIN is a machine")
- Can't chat with IVIN interpreters (5%)
- Less flexibility – can't see my hands if I'm in bed (5%)

Qualified and Certified ASL Interpreters

- ASL interpreters providing services in a medical setting must comply with Illinois' Interpreter for the Deaf Licensure Act of 2007 and be licensed at the “advanced” or “master” level of proficiency.
(Effective 1/09)

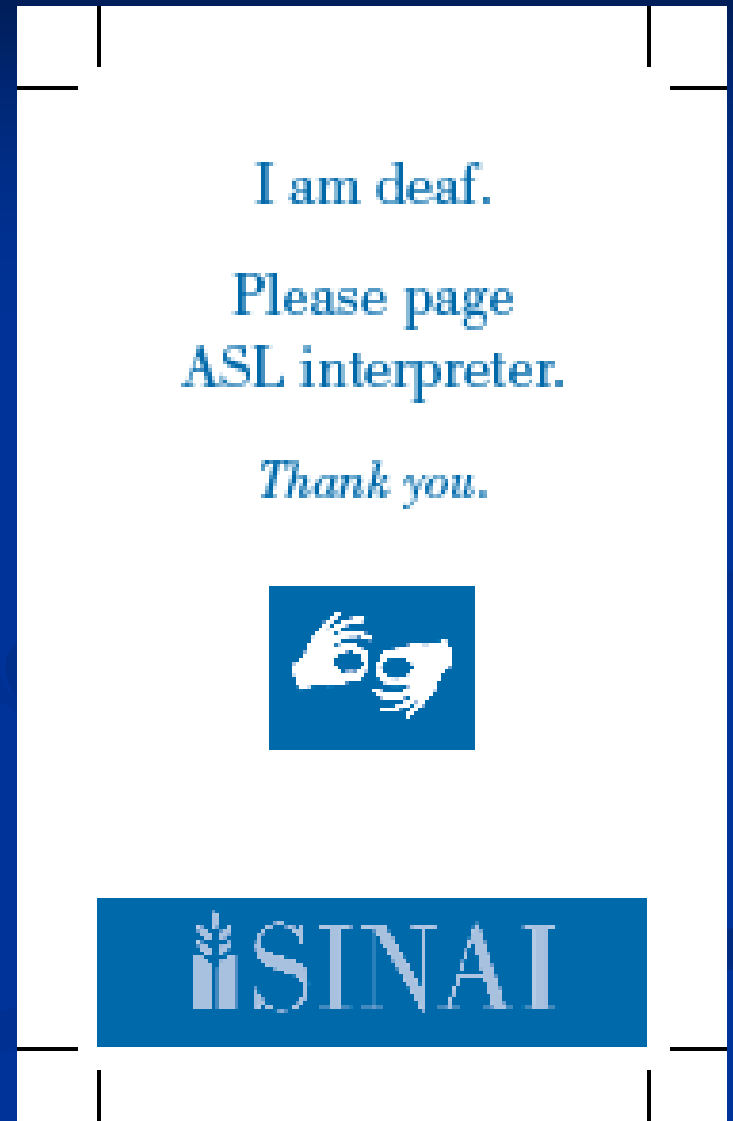
Shortage of ASL Interpreters that have medical experience

- Training ground for student and experienced interpreters to gain skills in medical and mental health settings
- ASL Interpreter conferences on medical issues and terminology
- Mentorship opportunities in a medical setting
 - ASL Interpreters
 - Certified Deaf Interpreters (CDI)

Accessibility Accommodations and Other Tips

- TTY machines
- Video relay services (VRS)
 - 2 VRS Booths- acute and rehab hospitals
- Green stickers- Pt is deaf on the chart
- “I am Deaf” “please call for sign language interpreter” sign in pt room
- Communication Book

- “I am Deaf” cards



QUESTIONS ?

