



Raising Decibels: Engaging Deaf and Hard of Hearing Patients

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Background and Goals

- A Deaf patient of Adelante Healthcare filed a formal complaint with the Attorney General against Adelante which was settled in mediation.
- Goals:
 - Ensure Adelante Healthcare was in full compliance with the points of the mediation agreement.
 - Improve Adelante Healthcare's support and services to the Deaf and hard of hearing community



Background

- Deaf individuals report lower levels of patient satisfaction especially in personal care such as physicians asking about their concerns and physicians answering all of their healthcare questions (Iezzoni et al. 2002).
- Deaf individuals also visit the doctors less often compared to normal hearing patients (Barnett, 2002).
- A study on communication in health care found that Deaf interviewees believed physicians hold inherent biases about deafness that undermine the patient-physician relationship (Iezzoni, 2004).
- Interviewees also believed that physicians did not understand the richness of Deaf culture and linguistic identities (Iezzoni, 2004).
- Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act (ADA) of 1990 protects individuals with disabilities from discrimination.



Methodology

- Project completed in stages over a period of 7 weeks
- Support from Sean Furman, a Deaf Specialist at the Arizona Commission for the Deaf and Hard of Hearing, and Mary Ann Stefko, the Assistant Principal of The Scranton School for the Deaf and Hard of Hearing Children in Scranton, Pennsylvania
- Discussions with Adelante Healthcare site leaders, administrators, and call center representatives regarding the management of Deaf and hard of hearing patients



Results

- Coordinated two two-hour Healthcare Providers Curriculum Trainings, a deaf and hard of hearing sensitivity training, provided by Sean Furman, a Deaf Specialist from the The Arizona Commission for the Deaf and Hard of Hearing, for Adelante employees.
- Compiled a list of American Sign Language courses offered in the greater Phoenix area.
- Contracted Access Professional Interpreting Services to provide American Sign Language (ASL) services for Adelante Healthcare.
- Created a protocol for the management of Deaf and hard of hearing patients based on points of patient contact at Adelante Healthcare.
- Collaborated with IT to identify and track Deaf and hard of hearing patients in Next Gen, Adelante Healthcare's electronic health record system.

Results



Scheduling Interpreter

You must contact Access Professional Interpreting immediately after you schedule a provider appointment.

- You must request an interpreter for 2 hours
 - Book interpreter for 30 minute prior to appointment time
- Unless medically necessary, all appointments must be scheduled 5 days out.

To schedule interpreter through **Access Professional Interpreting**:

- Email requests@apinterpreting.com
 - You must include:
 - Requesters Information: Name, Phone, Email
 - Service Information: Date, Time, Site Location, Site Address, Phone
 - Client Information: Name, Phone

Document the confirmation of the interpreter services in the description notes once the appointment is booked.

- Interpreting Agency
- Name of Interpreter
- Confirmation #
- Your name
- Your contact information

Note: If an interpreter is unavailable during the requested appointment time you must:

- Call patient and inform them that an interpreter is unavailable for their scheduled appointment
- Give them the option to go ahead and keep their scheduled appointment OR reschedule their appointment for another date when an interpreter is available

Confirming Interpreter: This is the site's responsibility

- After a site representative calls to confirm an appointment with the patient, you must immediately confirm the appointment with the interpreter
- If an interpreter is no longer able to attend, the patient must be called again and given the opportunity to keep their appointment or reschedule their appointment for another date when an interpreter is available

Results:



Access Professional Interpreting Request Form:

P.O. Box 10988
Tempe, AZ 85284
Office: 602.865.9800
Fax: 480.777.8881
requests@apinterpreting.com

Requesters Information:

Name _____

Phone _____

Email _____

Service Information: ASL Interpreting

Service Date _____

Start Time _____ End Time _____

Service Location:

Location/Site _____

Address _____

Site Phone _____

Client Information:

Name _____

Gender _____

Additional Notes: _____

Results

Alerts Patient Contact Info View Scheduled Appointments Telephone Call Summary PCP: Susan

AHC Alerts Mrp

<input type="checkbox"/> Abuse	<input type="checkbox"/> Medicare Care Management Performance patient	Pregnant: <input type="radio"/> No <input type="radio"/> Yes
<input type="checkbox"/> Active addiction	<input type="checkbox"/> Mute	
<input type="checkbox"/> Active Tuberculosis	<input type="checkbox"/> No blood pressure right arm	
<input type="checkbox"/> Adult protective services alert	<input type="checkbox"/> No blood pressure left arm	
<input type="checkbox"/> Ambulance transit required	<input type="checkbox"/> No information to family	
<input checked="" type="checkbox"/> Deaf	<input type="checkbox"/> No medication refills	
<input type="checkbox"/> Discharged from this practice	<input type="checkbox"/> No medication refills until seen in office	
<input type="checkbox"/> Do not use this chart	<input type="checkbox"/> No narcotics	
<input type="checkbox"/> Drug seeking	<input type="checkbox"/> No narcotics until seen in office	
<input type="checkbox"/> Hard of hearing, left ear	<input type="checkbox"/> No sexual information sharing except with patient	
<input type="checkbox"/> Hard of hearing, right ear	<input type="checkbox"/> Patient has expired	
<input type="checkbox"/> History of alcohol abuse	<input type="checkbox"/> Research participant:	
<input type="checkbox"/> History of drug addiction	<input type="checkbox"/> Spouse estranged	
<input type="checkbox"/> History of fainting	<input type="checkbox"/> Terminally ill	
<input type="checkbox"/> History of fainting with phlebotomy	<input type="checkbox"/> Urine screen prior to medication prescription	
<input type="checkbox"/> Immunizations due	<input type="checkbox"/> Wheelchair required	
<input type="checkbox"/> Legally blind	<input type="checkbox"/> Work restrictions:	
<input type="checkbox"/> Patient Centered Medical Home (Recommend Follow Up Within 2-3 Months)		

Other:



Discussion

- Adelante Healthcare has taken many initiatives to engage the deaf and hard of hearing community
 - Through The Healthcare Curriculum Training Adelante aims to improve communication and foster more positive patient interactions with this population. Feedback from this training session can help guide future sessions in a purposeful and meaningful direction.
 - The interpreter protocol and template is intended to be a lasting resource for Adelante Healthcare. This template will ensure that all necessary information is included throughout the process of scheduling and confirming an interpreter.
 - In the future, Access Professional Interpreting Service has the ability to provide video remote interpreting in Adelante Healthcare sites such as Gila Bend and Buckeye where interpreters are scarce.



Recommendations

- Adelante must identify all Deaf and hard of hearing patients in the electronic health records as well as document each patient's preferred method of communication.
- Adelante Healthcare should hold yearly physician and medical assistant training sessions on working with interpreters, the role of interpreters, and the parameters within which interpreters work.



Conclusion

- After the formal complaint was filed against Adelante Healthcare, the organization was determined to improve its support and services to the Deaf and the hard of hearing community.
- Over a short period of time Adelante Healthcare has taken many initiatives to engage the Deaf and hard of hearing community including contracting a new ASL agency, creating a new management protocol for Deaf and hard of hearing patients, and formally tracking Deaf patients in the electronic health records. These initiatives aim to improve physician-patient communication and foster patient-centered medical care.
- In the future Adelante Healthcare should identify Deaf and hard of hearing patients in the electronic health records and provide training sessions for healthcare staff on working with ASL interpreters.



Acknowledgements

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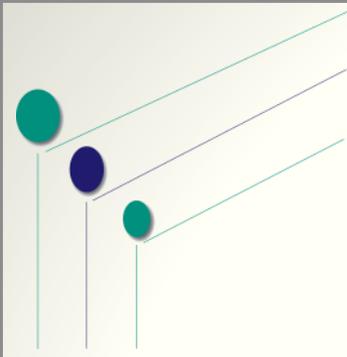
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Arizona Commission for the Deaf and Hard of Hearing



References

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