



Improving Access to Quality Medical Care Webinar Series

Presented by

Arizona Commission for the Deaf and
the Hard of Hearing,
Southwest Telehealth Resource Center and
the Arizona Telemedicine Program

Welcome

SWTRC region - AZ, UT, CO, NM & NV

Fellow HRSA Telehealth Resource Centers

All other participants from the US & abroad



The **Arizona Telemedicine Program**, the **Southwest Telehealth Resource Center & Arizona Commission for the Deaf and Hard of Hearing** welcomes you to this free webinar. The practice & delivery of healthcare is changing, with an emphasis on **improving quality, safety, efficiency, & access to care.**

Telemedicine can help you achieve these goals!

Webinar Tips & Notes

- Mute your phone &/or computer microphone
- Time is reserved at the end for Q&A, please use the Chat function to ask questions
- Please fill out the post-webinar survey
- Webinar is being recorded
- Recordings will be posted on the SWTRC website

<http://www.southwesttrc.org>





“ASL Interpreters (on video or in person) in Medical Settings and the Law”

Emmett Hassen

*Arizona Commission for the Deaf and the
Hard of Hearing*

ACDHH Services

- Information and Referral
- Empowerment
- Community Development
- Outreach and Education
- American Sign Language (ASL) Interpreter Licensure
- Telecommunications Relay Service – AZRS
- Telecommunications Equipment Distribution Program – AzTEDP



Disability in Arizona



26.3% of all Arizonans
have at least one
disability

- Hearing Loss: 18%
- Ambulatory: 6.8%
- Independent Living: 5.3%
- Cognitive: 4.4%
- Vision: 2.4%
- Self-Care: 2.4%

(some have more than 1 disability)

Hearing Loss in Arizona

- More than 1.1 million Arizonans are hard of hearing
- More than 739,000 Arizonans over the age of 60 are hard of hearing
- 20-30,000 people in Arizona are culturally Deaf
- 2.2 out of 1,000 babies in Arizona are born with hearing loss
- 20% of teenagers have some degree of hearing loss

Goals & Objectives

- To introduce best practice models for providing services to the Deaf, the Hard of Hearing and Deaf-Blind patient
- To address the unique needs of people with hearing loss
- To increase knowledge of available resources
- To meet specific needs by request of facility

Upon Completion of this Course/In-Service Participants Will:

- Demonstrate a better understanding of the unique needs of the Deaf, Hard of Hearing and Deaf-Blind
- Demonstrate an understanding of the applicability of the ADA and Section 504 to the facility.
- Demonstrate an understanding of auxiliary aids, cultural factors of the various patients, communication techniques, interpreting laws and services and assistive devices.

Laws

Americans with Disabilities Act (ADA), ADA- Amendments Act (ADA-AA) & Section 504 of the Rehabilitation Act of 1973

- *Equal access* to goods and services
- Not just for mobility disabilities
- For the Deaf and the Hard of Hearing: focuses on *effective communication*
- Provision of auxiliary aids and services

Federal Law - Section 1557 of the Affordable Care Act

(effective July 18, 2016)



- For patients with disabilities, healthcare providers covered by Section 1557 must now comply with the stricter requirements of the Americans with Disabilities Act's Title II, including Title II's website accessibility standards and the Primary Consideration rule for effective communications with people who are disabled.
- Section 1557 requires that federally subsidized health care providers publish taglines, or short statements, in non-English languages, in significant publications and post them in prominent locations and on its website, to notify people about the availability of free language assistance services.
- Providers must offer qualified interpreters and translators to Limited English Proficient people and qualified interpreters to people who are deaf or hard of hearing.
- Section 1557 health care providers shall not rely on staff other than qualified bilingual/multilingual staff to communicate directly with individuals with limited English proficiency.

Auxiliary Aids

- Interpreters
- Video Remote Interpreting (VRI)
- Communication Access Realtime Translation (CART)
- Assistive Listening Devices (ALD)
- TTY/TDD
- Videophone (VP)
- Visual Signaling Devices
- Closed Captioning
- Handwritten Notes
- Service Animals



Differences in Communication Techniques and Needs of Patient

- Age of Onset
 - Prelingual – hearing loss prior to early language development
 - Postlingual – hearing loss after early language development

Hard of Hearing; deaf (deaf with a lower case “d”)

- Clinical Definition
 - A hearing loss which interferes with, but does not totally preclude, hearing and speech abilities
 - Hearing Aids/Cochlear Implants and other assistive devices may significantly assist
 - Person may have permanent loss caused by injury or disease to the auditory nerve

Characteristics of a Hard of Hearing Person

- Deny their hearing loss to themselves and others
- Blame others for not speaking clearly
- Rely heavily on lipreading
- Do not want to be hard of hearing – not proud
- Rarely advocate for themselves or others
- Are generally unaware of assistive technology
- May use a dog as a hearing service animal
- In functional terms they feel as if they have lost or are losing connection to their language and community

Communication Challenges: Hard of Hearing Person

- Hearing in large group situations
- Following conversations when there are multiple speakers
- Hearing in a moving car
- Understanding conversations at family gatherings
- Understanding what is said in noisy background situations

Reported by people who are hard of hearing

(Trychin, S., 1993)

Communication Challenges: Significant Others

- Difficulty remembering to speak up, make eye contact, slow down, etc.
- Having to repeat a lot
- Not knowing if he/she understands what is said
- The TV or radio volume is often too loud
- Isolation from friends and family
- Not traveling or going to new places
- Loss of spontaneity and/or intimacy in the relationship

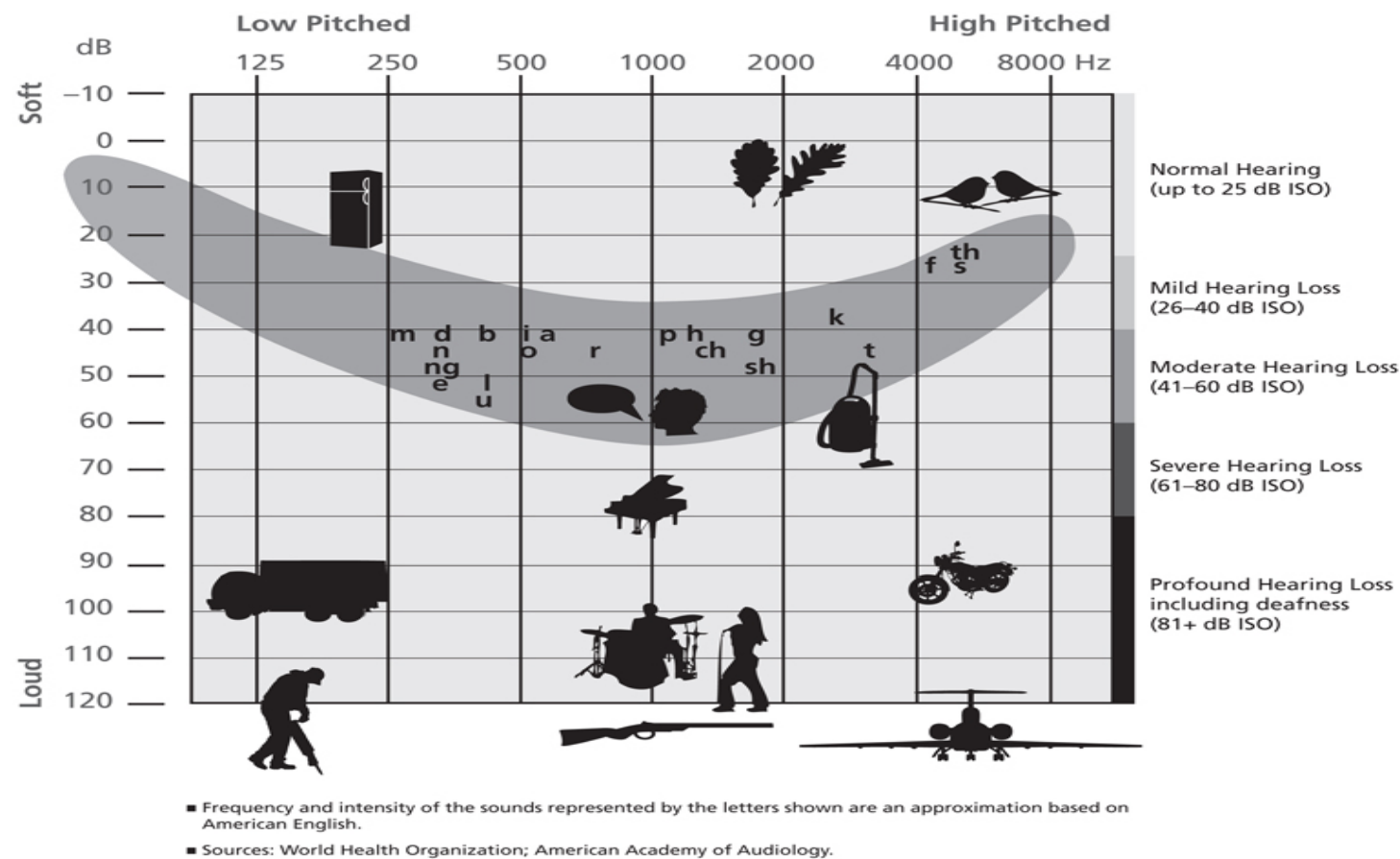
Reported by family members and friends of those who are hard of hearing
(Trychin, S., 1993)

Differences in Communication Techniques and Needs

Communication Continuum

- Various degrees of loss between mild and profound
 - Mild – invisible disability
 - Moderate – may use hearing aids or assistive devices
 - Profound – hearing aids not necessarily effective
- Pitch/Tone affects comprehension

Audiogram with Speech Sounds



Communication Access Realtime Translation (CART)



Service Animals

- A place of public accommodation shall modify policies and practices to permit use of a service animal but do not have to care for and supervise the animal. See 28 C.F.R. 36.302 (c).
- *Documentation/Certification Papers are not required*



Culturally Deaf (with a capital “D”)

- Clinical Definition
 - May be completely deaf or have residual hearing
 - May be congenital or acquired
- Cultural Definition
 - Individual is an integral part of the Deaf community
 - American Sign Language (ASL) is usually primary mode of communication

Characteristics of a Deaf Person

- Unable to hear someone behind them or looks away from you
- No responses
- Watching speaker carefully
- Doesn't talk at all
- Request for paper and pen

American Deaf Cultural Norms

- Attention getting devices
- Congregation
- Conversation Regulators
- Ear vs. Eye Contact
- Facial Expressions
- Pointing
- Storytelling
- Introductions/Goodbyes



Communication Considerations

- American Sign Language (ASL)
 - Visually oriented (not a written language)
 - Has unique syntax, semantics, etc.
 - Preferred language of many Deaf people
- Non Standard ASL Users
 - Children
 - Foreigners
 - Minimal Language
- Speech ≠ Intelligence
- Lip reading ≠ effective communication
- Literacy: Levels of English Proficiency will vary
- Pre vs. Post-lingual hearing loss impacts communication
- Rephrase/Repeat
- Disparity in knowledge of issues

Deaf-Blind

- Definition
 - Individual possesses combined vision and hearing loss
 - 20/200 or less in better eye with correction
 - Visual field of 20 degrees or less
 - Chronic hearing loss (in varying degrees)
- Characteristics of a person who may be Deaf-Blind
 - May be Culturally Deaf
 - May use auxiliary aids and services
 - Relies on physical contact for communication

Accommodations for Deaf-Blind Citizens

- Interpreters
 - Tactile
 - Close-vision
 - Sign Supported Speech
- Braille reader with captioner
- Assistive Listening Devices
- Service Animals
- Support Service Providers

Support Service Providers (SSP)

- Used by individuals who are Deaf-Blind
 - Provides additional services that are not typically associated with interpreting. Can provide brief facilitation of casual conversation, but does not possess the skills to interpret in-depth information.
 - Provides environmental information
 - Room orientation
 - Serves as a Guide, i.e. to restroom or buffet lines

Interpreters

ADA Title III Definition: § 36.104 Definitions



Qualified interpreter means an interpreter who, via a video remote interpreting (VRI) service or an on-site appearance, is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Qualified interpreters include, for example, sign language interpreters, oral transliterators, and cued-language transliterators.

28 CFR 35.160: prohibits public entities from requiring a person with a disability to provide their own interpreter and from relying on a minor child to interpret

State Interpreter Licensure: A.R.S. 36-1946 - Categories

Interpreter License


LEGAL (Certified)



**John
McExample**
License # JM03011234

Professional Interpreter
American Sign Language
Issued: 8/15/2016
Expires: 8/15/2017

LEGAL A



Arizona Commission
for the deaf and the hard of hearing

**OFFICIAL
STATE
LICENSE**

GENERAL (Certified)



**Jane
Doe**
License # JD17012323

Professional Interpreter
American Sign Language
Issued: 3/16/2017
Expires: 3/16/2018



GENERAL



Arizona Commission
for the deaf and the hard of hearing

**OFFICIAL
STATE
LICENSE**


PROVISIONAL (NON-Certified)



**James
Sample**
License # JS17032424

Professional Interpreter
American Sign Language
Issued: 3/16/2017
Expires: 3/16/2018

PROVISIONAL C



Arizona Commission
for the deaf and the hard of hearing

**OFFICIAL
STATE
LICENSE**

Note: Each individual holds only one license category at a time.

Interpreter Qualifications

- **Legal A** – any setting, including legal
- **Legal C** – any setting except legal, unless teamed with a Legal A
- **Legal D** – Certified Deaf Interpreter, any setting including legal
- **General** – any setting except legal; request additional training in Mental Health or QMHI
- **Provisional B** – must be teamed with General or Legal to work in Medical, Mental Health, or platform/performance settings
- **Provisional C** – must be teamed with General or Legal at all times
- **Provisional D** – Deaf Interpreter; must be teamed with General or Legal at all times

Interpreters

- Licensure Exemptions – A.R.S. 36-1971
 - An interpreter who works in this state for less than twenty days if that person registers with the commission to provide interpreting services in nonlegal situations.
 - An interpreter who provides interpreting services at religious activities.
 - An interpreter who provides interpreting services on an emergency basis if the delay necessary to obtain a licensed interpreter is likely to cause injury or loss to the consumer (life & death situations).
 - An interpreter who works without compensation in nonlegal situations (volunteer; not on-the-clock)
 - K-12 interpreting pursuant to IEP of Deaf or Hard of Hearing pupil
 - Students currently enrolled in interpreting program

Interpreters

- Licensed Professionals vs. Unlicensed Staff Members, Family Members, or Friends
 - Appropriate Skill Set
 - Expressively and Receptively
 - Specialized Training
 - Accuracy
 - Impartiality

Interpreters

- Signers, Interpreters/Transliterators, Oral, CDIs
 - Differences
 - Use of Unlicensed Staff Members, Family Members, or Friends
 - Non-credentialed
 - No formal interpreting education
 - No assessment of skills
 - Are not bound by any Code of Professional Conduct
 - “Helper”

Interpreters

- Code of Professional Conduct
 - Impartiality
 - Confidentiality
 - Content and spirit of the speaker
 - Discretion in accepting assignments
 - Reduce/eliminate misunderstanding and liabilities

Interpreters: Video Remote Interpreting (VRI)

- Interpreting services provided through the use of video or web cameras and telephone lines or internet service. I.e. Telemed or Doctor on Demand (DOD)
- Differences between VRI & onsite interpreter

Interpreters: Video Remote Interpreting (VRI)

28 C.F.R. section 36.303(f): Health care providers that choose to provide VRI shall ensure that it provides:

- High-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication
- A sharply delineated image that is large enough to display the interpreter's face, arms, hands, fingers, and the participating individual's face, arms, hands, and fingers, regardless of his or her body position
- A clear, audible transmission of voices; and
- Training of hospital staff so that they may quickly and effectively set up and operate the VRI



Situations VRI may NOT provide effective communication

- Lack of Privacy
- Vision impairment
- Additional disabilities
- Heavily medicated
- Restricted Mobility
- Young children
- Language barriers
- Long & Complex
- Cognitive, emotional or psychiatric disabilities
- Numerous participants
- Highly interactive
- During Demonstration
- Extremely sensitive discussions
- No spare equipment

Tips for Effective Communication

- Reduce background noise
- Meet in a well-lit area
- Look directly at the person
- Speak slowly and clearly
- Use ASL, gestures, or paper and pen
- Speak directly to the Deaf or Hard of Hearing individual, not the interpreter, CART provider, or other affiliated parties
- Provide pauses when filling out paperwork or referencing visual materials
- Establish visual cues in advance
- Hand/arm restraints eliminate communication

Effective Communication

- Check for Understanding
 - Did the patient respond appropriately?
 - If not, *did the patient understand the question?*
 - Watch facial expressions and nonverbal cues
 - Ask the person to repeat back to you (*e.g.* aftercare instructions, medication instructions, etc.)
 - Be concerned that effective communication takes place
 - Give interpreters and CART providers breaks

Assistive Listening Devices

Pocketalker



- Often preferred by older people over hearing aids
- Relatively inexpensive
- Facilitate 1:1 communication
- Restricted to length of cord

FM System



- No cords between speaker and user
- Freedom of movement
- Distance is not a problem
- Several hard of hearing people can use at the same time
- Good quality

Assistive Devices



- Assistive Technology
 - Signaling Devices
 - Closed Captions
 - Video Remote Interpreting (VRI)
 - Video Relay Services
 - Arizona Relay



Assistive Phones

- Telephones
 - Video Phones (VP)
 - Captioned Telephones
 - Teletype Devices (TTY)
 - Volume Control Devices
 - Voice Carry-Over (VCO)
 - Hearing Carry-Over (HCO)





Arizona Relay Service

- Dial 711/Anywhere in the United States
- 365 days a year/24 hours a day
- Text to Voice or Voice to Text
- Voice Carry-Over or Captioned Telephone
- Hearing Carry-Over
- Speech-to-Speech
- Spanish
- Completely Confidential



- Application

- Application form signed by professional
- Conditions of Acceptance
- Proof you reside in AZ – Copy of driver's license
- Proof you are legally residing in U.S.A.
- Proof your name has changed IF that applies to you
- Citizenship form



Contact Us

- Online:
 - ACDHH website: www.acdhh.org
 - Facebook: www.facebook.com/AzCDHH
 - Twitter: www.twitter.com/AzCDHH
 - YouTube: www.youtube.com/AzCDHH
- Phone:
 - 602-542-3323 (V)
 - 602-364-0990 (TTY)
 - 480-559-9441 (Direct VP)
 - 1-800-352-8161 (Toll-free V/TTY)

Questions & Answers

Free Healthcare Curriculum Training!!!

Improving Access to Quality Medical Care Webinar Series

Please check our website for upcoming webinars
and events

<http://www.telemedicine.arizona>



Your opinion is valuable to us.
Please participate in this brief survey:

<https://www.surveymonkey.com/r/SWTRCWebinarSurvey>

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