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 Utah Division of Services to the Deaf and
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 Advisory Council Board Committee
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 - Please refer to learning goals and objectives
 - Learners must attend the full activity and complete the evaluation in order to claim continuing education credit/hours
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Optimizing Diabetes Education in Deaf and Hard of Hearing Populations

Michelle L. Litchman
Michael Tyler

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Michael's Story

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Deafness in America

- Approximately 48 million (about 20%) Adults in the United States have significant hearing loss.
- The difference between:
 - **deaf** (hard-of-hearing but can speak English)
 - **Deaf** (ASL is first language, English is a second language)

<https://research.gallaudet.edu/Demographics/deaf-us/>

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American Deaf Culture

- Supports vision as the primary sense for communication at school, in the home, and community
 - Not lip-reading
 - Some deaf people can speak with or without voice
- Value children who are deaf as future deaf people
 - Language Equality & Acquisition for Deaf Kids (LEAD-K)
- Encourages use of ASL, but also bilingual ASL/English

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American Deaf Culture

- Communication behaviors
 - Constant eye contact
 - Turn taking
- Unique strategies to get a person's attention
 - Gently tapping on shoulder
 - Waving
 - Flicking a light switch
 - Tapping the table

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Communication Challenges

- Fear
- Mistrust
- Frustration
- Miscommunication or lack of communication
 - Misunderstanding
 - Confusion

• Lieu et al. (2007) Dermatology Nursing/Dermatology Nurses' Association
 • Pappas & Fortes (2010) doi: 10.1333/ada.0112
 • Scheier (2009) The Journal of the Neurological Nurses Association

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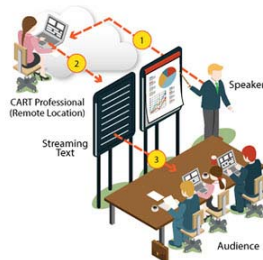
Communication with Hard of Hearing

- English
- Sign Language
- Technology-mediated
 - CART
 - Captel
 - Live Transcribe

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Computer-Aided Transcription Service (CART)



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Captel



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Live Transcribe



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Communication with Deaf Individuals

- Sign Language
- Lip-Reading
- Written English

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Communication with Deaf Individuals

- Sign Language
- Lip-Reading
- Written English

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Sign Language

- Visual language
- Brain processes linguistic information through the eyes
- Grammatically complex
- Shape, placement, movement of hands and facial expression, and body language

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Sign Language

- Not universal
- ASL most common in the USA
- English is a second language

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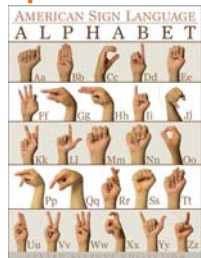
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“I Learned Sign Language in High School”

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Signing the Alphabet...



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Speaking Louder Doesn't Help



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Communication with Deaf Individuals

- Sign Language
- Lip-Reading
- Written English

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Lipreading

- Not standard
- Only 30-45% of lipreading is understood



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Role of Lighting for Lip Readers



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Communication with Deaf Individuals

- Sign Language
- Lip-Reading
- Written English

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Written English

- Note writing limited by language literacy
 - ASL has it’s own grammar structure, uses facial expressions, etc.
 - Phonetic issues
 - Twelve
 - Wletve

• Pollard (2009) doi: 10.1037/a0015772 #AADE19

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Communication: Deaf & Blind

- ProTactile
 - Tactile fingerspelling
 - Speechreading
 - Screen Braille Communicator
- TTY with Braille display

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American Disabilities Act

- Signed by President George W. Bush <<YEAR>>
- Comprehensive civil rights legislation that prohibits discrimination
- Guarantees people with disabilities have the same opportunities as everyone else
- Deaf Individuals have the right to have
 - Programs, services and activities be accessible

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Relying on Friends/Family

- Breach of confidentiality
- Lack of medical signs
- Emotional connectedness

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Improving Communication in the Office

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Deaf Awareness Training

- Schedulers
- Front staff
- Medical Assistants
- Providers

<https://bjgp.org/content/bjgp/65/e3/195.full.pdf> #AADE19

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Pre-Office

- Scheduling appointments
 - Online or SMS booking
- System for scheduling interpreters

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Scheduling | Follow-Up | Contact



@MichLitch

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Office Visit

- Understand preferred mode of communication
 - Note interpreter needs in chart
- Visual alerts
 - Meet them in the waiting room
- Take your time
 - Often requires twice the amount of time

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Communication Preferences

- Signing healthcare provider
- Sign language interpreter

Middleton et al. (2010). doi: 10.1111/j.1365-2753.2009.02074.x #AADE19

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Interpreters

- Requires advanced planning
- Qualified (Registry of Interpreters for the Deaf)
- Bound by code of ethics
 - Not necessarily medically trained

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Interpreter Etiquette

- Interpreter waits outside
- Address the patient first, not interpreter
- Interpreter positioning
- Maintain eye contact
- Use a large room with good lighting
- Speak in segments
- Ask for feedback

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Interpreter Etiquette

- Interpreters cannot fill out paperwork for the patient
- Use consistent terminology
 - Grams vs servings vs portions
 - Glucose vs sugar
- Schedule enough time

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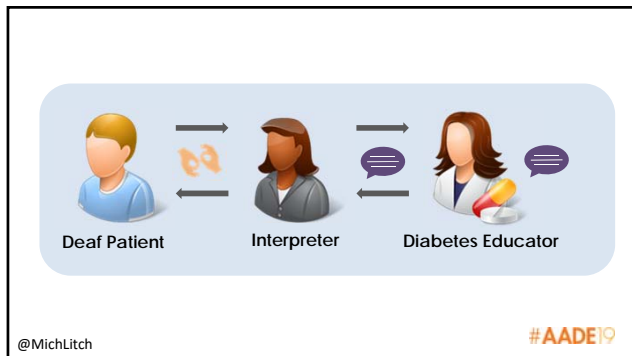
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Interpreter Positioning

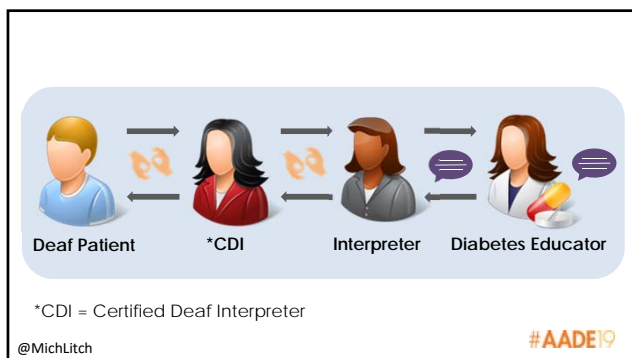


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Video Relay Interpreter During Appointments

- Not preferred
- Quality

The image shows a man in a dark suit and tie sitting at a desk. He is looking at a computer monitor which displays a video call with a woman. The man is wearing a headset. The text '@MichLitch' is at the bottom left and '#AADE19' is at the bottom right.

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Personal Amplifier



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Induction Hearing Loop



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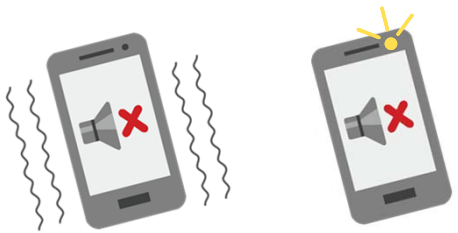
Education

- Visual handouts
- Pictograms

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Diabetes Technology



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After the Visit

- Assess communication at home
 - Text
 - Email
 - Patient Portal
 - Video Phone / Relay
- Urgent Issues
 - Okay to leave a message
 - Letters may not work

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Video-Based Education

- Interpreter
- Closed captioning

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Deafness as a Disability

- Juxtaposition
 - Don't want to be labeled "disabled"
 - Need accommodations in a hearing society

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Remember...

- Unless your Deaf patient requests it, using lip-reading, writing things down, or asking for a family member or friend to interpret for consultations are not reasonable accommodations under the Disability Act.

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