

EORTC QLQ Meeting Liverpool

**Translation Committee
Linda Dewolf & Michael Koller**

September, 18th 2008

Agenda

- **Approval of the Minutes (Stockholm, April 2008)**
- **Translation Manual Update: New Elements**
 - **Roles & Responsibilities**
 - **Archiving**
 - **Cultural Adaptations Issues**
 - **Translation Documentation**
- **Translation Quality Assessment (ISOQOL Poster)**
- **Miscellaneous:**
 - **Pilot testing on the Telephone vs Face-to-Face Interviews**
 - **Patients' initials on QLQ-C30**

Translation Manual Update

- **New Elements:**
 - **Executive Summary**
 - **Roles and Responsibilities**
 - **Computerized Translation Support Tools**
 - **Reconciliation**
 - **Scope of and Limitations to Cultural Adaptations**
 - **Quality Assessment Process**
 - **Archiving Procedure (pilot testing forms)**
- **Submitted to co-authors for review**

New References: D/2008/6136/004978-2-930064-40-6

Translation Manual: Roles and Responsibilities

Roles	Responsibilities
Translation Coordinator (TC)	The TC at the QLD in Brussels is the initial point of contact for all individuals or organizations wishing to undertake a translation of the questionnaires. The TC is responsible for coordinating and overseeing compliance with the whole translation process. The TC monitors and keeps track of the translation requests, the status of each ongoing translation, the deadlines and who is working on the translations. The TC is also the person to whom translations have to be addressed
Assistant to the Translation Coordinator	Person assisting the TC with administrative procedures. The Assistant to the TC provides the back-end support and the preparation of daily translation tasks such as file management (including file alignment, conversion transfer updating in databases).
Requester/Sponsor	Individual or organisation (most likely pharmaceutical company) requesting and usually also financing the translation process

Roles and Responsibilities (cont'd)

Roles	Responsibilities
Project Manager	Individual (can be an investigator or a translation agency staff member) managing a particular translation project, writes the translation report, coordinates the pilot testing and reports to the Translation Coordinator.
Forward Translator	Individual who is a native speaker of the target language who also has a very good command of English and medical terminology. Two independent forward translators are needed.
Backward Translator	Individual who is a native English speaker and also has a very good command of the target language. Two independent backward translators are needed.
Third Translator	Individual who is brought into the process in case no consensus can be found regarding the two forward translations
Translations Agency	Most translations are performed by professional translation agencies who are responsible for choosing forward and backward translators and who report to the Translation Coordinator

Archiving

- Original pilot testing forms (+ handwritten patients' comments) kept in electronic format + paper files at the EORTC QLD
- Precautionary measure facing increased regulatory oversight and possible future inspections
- Archiving duration: 20 years (Mapi up to 15 yrs)
- Retrieval possible within 2 - 3 working days if required

Cultural Adaptations

Issue: Lack of consistency across all the Spanish cultural adaptations on the translation of the Likert scale

English version	Argentina	Chile	Colombia	Costa Rica	Guatemala	Mexico	Puerto Rico	Peru	Spain	American Spanish	US
Not at all A little Quite a bit Very much	En absoluto Un poco Bastante Mucho	No Un poco Bastante Muchísimo	Para nada Un poco Bastante Mucho	En absoluto Un poco Bastante Mucho	Para nada Un poco Bastante Muchísimo	En absoluto Un poco Bastante Mucho	En absoluto Un poco Bastante Mucho	En absoluto Un poco Bastante Mucho	En absoluto Un poco Bastante Mucho	No en absoluto Un poco Bastante Mucho	Para nada Un poco Bastante Extremadamente
LC13	same		same					same	same	Para nada Un poco Bastante Extremadamente	same
BR23			same						same	Nunca Un poco Bastante Mucho	
HN35	same					same	same		same		
PR25	same					same					
BN20										same	
STO22						Para nada Un poco Bastante Mucho					

Cultural Adaptation Issues: Different Translations of Likert scale

- QLQ-C30 Spanish for Chile - QLQ-C30/LC-13 Spanish for Europe
 - QLQ-C30 Arabic for Israel - QLQ-C30/LC-12 Arabic
 - QLQ-C30 Russian for Belarus - QLQ-C30/LC-13 Russia
- **Can the Spanish for Europe, Arabic, Russian grading be used for Chile, Arabic for Israel and Russia for Belarus respectively? or because of the overall differences in questionnaires would it be more appropriate to use the standard Arabic QLQ-C30 for Israel and the standard Russian QLQ-C30 for Belarus rather than the local adaptations?**

Standard Documentation of the EORTC Translation Process

Translation Phase	Code	Qualifications/Title
EORTC Translation Coordinator	code (*)	
Assistant to Translation Coordinator	code	
Translation Agency	code	
FWT1 Translator	code - if names not provided refer to Translation Agency	
FWT2 Translator	code	
Coordinator/Consultant	code	
Reconciliation	code	
BT1 Translator	code	
BT2 Translator	code	

Quality Assessment Process

Update on mistakes spotted and reported 1Q-3Q2008:

- C30:
Thai (spelling)
Bengali: fonts, layout
- PR25:
French: grammar: gender – Major
(use of feminine instead of masculine!)
- HN35:
Hindi, Marathi: inversion Yes/No
- LC13:
Russian: spelling mistakes, omission
Thai: spelling mistakes
Italian: omission – Major (change of interpretation)

Translation Algorithm

Step	Agent(s)	Action
0	User, some external source	Reports the problem
1	Translation Coordinator (TC)	Logs the problem identified using a standardized form bearing the following information: - module/version - language - item - type of problem (punctuation, spelling, wording, style, mistranslation).
2	Translation Coordinator User, some external source	TC gets back to the person who identified the problem in order to clarify that the problem has been correctly identified. Particularly, in the case of "wording" or "style" issues the person who identified the problem has to specify whether the reported anomaly/proposed change is purely stylistic or that it may have serious consequences on how the patient will complete the questionnaire.
3	Translation Coordinator	TC makes a final assessment on whether the problem is minor / major.
4a	Translation Coordinator Module Developer	Minor problems TC corrects the problem ad hoc and informs the Module Developer. The Module Developer should respond and indicate agreement with the change made.
4b	Translation Coordinator Module Developer Translators Translation Agency	Major problems Modification process including all the individuals listed on the left. The original files should be checked in order to identify how the erroneous translation came into existence. An agreement should be reached about the best solution, most likely by obtaining a new translation for the item under question.
5	Translation Coordinator	To edit new version of questionnaire. Replace the old version by the new version in the EORTC questionnaire files. Send the new version to all current users of the above-mentioned questionnaire/module.
6	Translation Coordinator	Enters the whole process into the EORTC Translation database.
7	Translation Coordinator	Reports regularly on changes at the biannual QLQ meetings

Results

Frequency of translation errors

We noticed errors in nearly all of the QLQ questionnaires: in the core questionnaire C30, and in disease-specific modules: Breast (BR23), Brain (BN20), Gastric (STO22), Head&Neck (HN35), Lung (LC13), Neuroendocrine Carcinoid (GI.NET21), Pancreatic (PAN26), Prostate (PR25), Spiritual wellbeing (SWB38). A majority of items had errors in two or more translation error categories. On average, items had errors in about four categories (format, layout, grammar and spelling) in the following languages: Arabic, Bengali, Brazilian Portuguese, Chinese Mandarin, Croatian, Dutch, French, German, Greek, Gujarati, Hindi, Hungarian, Italian, Korean, Marathi, Portuguese, Punjabi, Russian, Slovakian, Spanish, Thai and Turkish.

Make your graphs big
Enough so
That you'll really be able to
see
And read them.

Make your graphs big
Enough so
That you'll really be able to
see
And read them.

Figure 1. Don't forget to number and title your figures.

Figure 2. Don't forget to number and title your figures.

Abstract

AIMS: The EORTC Quality of Life Group has implemented a Translation Quality Assessment (TQA) Process. The aim of the TQA is to respond efficiently to any errors or misunderstandings that are detected by users.

METHODS: When a translation issue is identified by users, such a questionable item is then systematically recorded in a spreadsheet, indicating the problem, date of identification and the date of correction, including the description of the type of mistake and degree of severity. Where there is clear justification to amend, or a suspicion that mistakes may have serious consequences on how the patient completes the questionnaire, corrective action is taken. Updates are subsequently notified to module developers and any individuals involved in the translation process along with users of the translated questionnaire. The progress made within our TQA programme is reported to the members of the Quality of Life Group at our bi-annual QLQ meetings.

RESULTS: Examining 728 translated questionnaires, with total word count of 259,000, the error rate was 0.03% (SAE J2450 and LISA QA Model). The most common error categories were mistranslations, inconsistencies, terminology errors, omissions, spelling, punctuation, grammar and layout. Our analysis of the translated questionnaires suggests that back translation and pilot testing had not always been effective in revealing these errors. Most errors were minor in nature and were unlikely to influence patients responses to the questionnaires.

CONCLUSIONS: For more than a decade the EORTC QLQ has been using a rigorous forward-backward procedure, as specified within our Translation Manual. Our recent experience suggests that an additional quality assurance programme enhances the translation performance.

Methods

Design

- Collection of a corpus of mistakes (QA Matrix)
- Analysis of the corpus to identify critical-to-quality errors (error definition)
- Measurement (error categorization)
- Assignment of a weight to various types of errors (severities)
- Define an error threshold Translation Quality Index"

Statistical methods

Normative evaluation

Descriptive method

Dataset

We analysed 776 (557) translations generated from 60 questionnaires

Conclusions

This can be two separate sections (if you really want to highlight some conclusions) or a combo section.

References

The QA Matrix Template, Monia Badia, Sun Microsystems Hamburg, Reiko Saito, Sun Microsystems, Yokohama

Translation procedures for standardised quality of life questionnaires: The European Organisation for Research and Treatment of Cancer (EORTC) approach. Michael Koller, Neil K. Aaronson, Jane Blazeby, Andrew Bottomley, Linda Dewolf, Peter Fayers, Colin Johnson, John Ramage, Neil Scott, Karen West, on behalf of the EORTC Quality of Life Group, *European Journal of Cancer*, Volume 43, Issue 12, Pages 1773-1884 (August 2007)

EORTC Quality of Life Group Translation Procedure. Linda Dewolf, Michael Koller, Neil Aaronson, Galina Velikova, Colin Johnson, Peter Fayers, Neil Scott, Andrew Bottomley on behalf of the EORTC Quality of Life Group, August 2008, Third Edition, Copyright EORTC, Brussels, 1998, 2002, 2008

D/2008/6136/004, ISBN 978-2-930064-40-6

Acknowledgments

Galina Velikova, Professor of Psychosocial and Medical Oncology and to all the Members of the QLQ Translation Committee: Joy Ardill, Anne Brédart, Weichu Chie, John Ramage, Neil Scott., Ghasem Yadegarfar

Pilot Testing on the Telephone

- Translations pending approval:
PAN26 : Afrikaans, Bengali, Gujarati, Malay (Singapore),
Marathi, Portuguese, Telugu, Chinese for Singapore
CLL16 : Brazilian Portuguese
- Issue: Telephone Pilot Testing vs face-to-face interviews
- Solution? complementary PT on 10 patients during face to face in-person interviews.
- Alternative to a patients recruitment issue if 10 subjects are difficult to find (e.g. for CLL16 in Brazil)?

Website Translation Section Update

- Translations are constantly in the process of development new validated translations updates are therefore regularly announced on the Quality of Life Group website <http://groups.eortc.be/qol/translations.htm>
- The QLQ-C30 is currently translated in 52 languages. Not all translations of modules under development can currently be downloaded from this website. To obtain a version that cannot be downloaded directly, please contact linda.dewolf@eortc.be

New: In these tables the language identifier consists of a language code (ISO 639 tags) (and where a language is spoken in more than one country) it is followed by a country code (ISO 3166 sub tag). Example: Spanish for Mexico = es_MX

- Currently, the Quality of Life Group provides more than 700 translations in 60 languages spoken around the world.