Translating the CSRI

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1) Introduction

This document was developed in the context of the Horizon 2020 project 'iCare' and outlines the issüs arising from translating the Client Service Receipt Inventory (CSRI; Beecham and Knapp, 2001) into a) different languages and b) for different health and social care contexts in a multi-country study. The purpose of iCare is the development of one common technology platform with validated interventions for prevention, detection and treatment of common mental health problems, such as anorexia, bulimia, low self-esteem, anxiety and depression. The examples used in this document reflect its origins in iCare.

The following describes issues to keep in mind when translating the CSRI. Then, questions from the CSRI for England are shown and discussed. This is followed by an example of a translation (iCare German version), with comments on the translation.

Throughout, the goal is not a word-for-word translation, but developing an *equivalent* questionnaire appropriate to the research context.

Note that this version of the CSRI incorporates the Work Productivity and Activity Impairment Questionnaire – General Health (WPAI-GH) to measure productivity losses and impairment of other activities. More information about WPAI-GH is available here.

Perspective

The PSSRU approach to economic evaluation emphasizes a comprehensive cost perspective. This means we want to include not just a selection of services we think may be affected by the intervention, but the whole range of services and supports.

We also do not limit our perspective to services and supports participants have used dü to a specific health or mental health problem. Often, connections between health and mental health are complex and difficult to disentangle. An individual (or even their doctor) may not be aware that a certain problem actually arises because of an underlying condition etc. Therefore, we do not phrase our CSRI in terms of services used for a specific condition or problem. You will notice that we make no reference to a condition or problem, other than "physical or mental health problem".

Principles guiding the CSRI questions

To understand why we ask the questions on the CSRI in the way we do, it helps to understand the principles behind them.

Probably the most important point in the iCARE context is that we do not necessarily need to use the exact same questions on each country questionnaire. Rather, we need to make sure we capture the same information. While this may sound like a very subtle distinction, it just means that we want to ask questions in a way that elicits the appropriate information, and is easy for participants to answer because they are familiar with the terms use in the question.

When it comes to living situation and education, we want to know if people receive any support beyond what everybody would usually receive. For example, assuming most young people attend

some form of secondary school, we would want to know if our study participants receive any extra support with their studies, like extra help in lessons.

Similarly, if we assume most people live either in a house or flat they own or rent, and pay for this accommodation themselves, we want to know if participants receive any kind of benefit that helps fund the cost of their housing. In England, this means that we ask whether people rent their flat or house from a council, because these types of accommodation are subsidized. In Germany, we ask whether participants are entitled to a 'Wohnberechtigungsschein'.

We also want to reflect each country's health and social care system appropriately. While there are many important reasons for this, it will also make it easier for participants to fill in the questionnaire and provide us with the data we need! The implication for 'translation' in the broader sense is that it is perfectly fine if service categories differ between country-specific CSRIs, or even between CSRIs using the same language.

Related to this point, we need to ask questions in such a way that we can then use the information provided by participants to calculate the costs associated with their use of services and supports. If a country has a specific re-imbursement system, it makes sense to ask about service use in a way that reflects that system. You will see some examples of this below.

Time periods

The CSRI is a retrospective, self-report instrument. We need to balance the need to obtain comprehensive costs over the longest possible time frame with known issüs around recall. One way of helping participants remember service contacts over a period of time is to choose a time period that coincides with other structures. An example is using a school term for collecting information on school-based support instead of (for example) a three- or six-month period. At the same time, the number of different time periods referenced on the CSRI should be kept to a minimum, as our research shows that switching around too much also poses difficulties to participants. The maximum recommended recall period is 6 months.

A note on phrasing

The CSRI is a relatively long questionnaire and asks a lot from participants in terms of detail. Our research shows that data quality can be improved if questions are written in an accessible way, i.e. using easily accessible language. This is particularly important when study participants are younger or may have cognitive impairments.

We've also found that phrasing questions in a way that is non-judgmental and encouraging reduces the risk of 'social desirability' bias. People can feel ashamed about using certain services, or feel they are a burden on the health care system. Phrasing questions in a neutral way helps overcome this barrier.

2) CSRI for England with notes on translation

CSRI (England)	Notes
HOUSEHOLD CIRCUMSTANCES	
 1) What sort of house/flat do you live in? (Use your home address if you live away during term-time) a) Owner occupied b) Rented from Council / housing association c) Privately rented d) Other (describe) 	Here, we want to distinguish living circumstances in a way that is relevant to economic evaluation. As you can see, in the CSRI for England, we distinguish between those who live in their own property or are renting — an important economic indicator. Additionally, we ask about social housing (renting from council or a housing association). By that, we mean housing that is provided by the state or by non-profit organisations. We do not need to collect information on housing benefit, or subsidies provided to special interest groups (e.g. first time buyers).
	To translate this section of the CSRI, please identify the main forms of social housing in your country.
2) How many bedrooms are there in your house / flat?	Size of the accommodation is another important economic indicator. A good source for a suitable phrasing for this question is a recent census. This provides us with a question that has been validated, and ensures that our findings will be comparable to national data.
3) How many people in total live in your house / flat (i.e. including you)?4) How many of these are children under 16?	This is another economic indicator. We are interested in the total size of the household (again a census question), and the number of children. Note that the age cut-off used is different for Germany (18 years) than for England (16). This is because young people have more legal rights from age 16 in the UK, and also because important household surveys use this cut-off. For your country translation, please check what age is used in national surveys that report on household composition and family resources.
5) Who do you usually live with? (Use your home address if you live away during term-time)a) Natural parents or relatives	This is again about reflecting typical living situations, while also identifying those arrangements that may be relevant in terms of costs. For example,

				
b) Formal foster carers				some participants may live in foster care or children's homes; these
c) Adoptive parents				placements are funded by public sector agencies.
d) Children's home				
e) With partner				Note that different terms may be used for these in your country, and this
f) Partner and child	l/ren			should be reflected on the CSRI.
g) Your children				
h) Other (Describe)				
EDUCATION, TRAINING A				
6) Are you still in full-tir				With this question, we identify additional settings where participants may be
If yes, what type of e	ducation do	you attend?		in contact with services and supports so we can ask about them later. And
				again, some participants may be receiving additional support, which is why
Mainstream provision	Tick one	Special educational	Tick one	we need to know if they attend a school that caters to special needs. In
	box	needs provision	box	England, there are special educational needs (SEN) schools children attend
Day school		Day school		during the day while living at home, but also boarding schools for children
Boarding school		Boarding school		with special educational needs. Your country-specific CSRI needs to reflect
College		College	/	the system in your country.
University		University		
Other		Other		
7) WAPI-GH question 1:	: Are you cur	rently employed (working	for pay)?	
Yes				
• No				
8) What type of job / tra	aining is this	?		In our experience, asking people for their income does not result in good
 Free text response, o 	or ASHE cate	gories with relevant examp	oles.	data. To get around this issue (and to allow us to look at productivity impacts
•				of interventions), we ask about the job people do and then find a 'typical'
				income from statistical publications. This is used as a proxy measure for
				individual income. In England, the Annual Survey of Hours and Earnings
				publishes average wages by Standard Occupational Classification (SOC).
				You will need to find the corresponding statistic for your country, and
				investigate how salaries and wages are reported.
9) If your job does not fit into any of the categories in Q8, please describe				This is a backup question that may be easier to answer than question 8 if
your job / training is this?				using ASHE categories.
your job / training is time.				

Free text response.					
10) WAPI-GH questions 2-6.					
In the next section, we ask you to note any service contacts in the last 6					
months. At the	end of the que	estionnaire, the	ere will be an o	pportunity for you	1
to tell us about	anything else	you consider to	be important		
	-A. CED\#656				
USE OF HOSPIT		al:		at C manageth a ?	Deineh was weart and sees well reporting in England valies on Health save
	sed any hospit	•			Reimbursement and case mix reporting in England relies on Healthcare
Admission	Reason for	Ward or	each stay	tient days for	Resource Groups (HRGs), and we can use this on the CSRI to make sure the information we collect matches up with our cost data. However, psychiatric
1	stay	specialty	each stay		hospital stays are not covered by this system. This means we have to ask for
1					these separately. The question for your CSRI should reflect your country's
3					system of reporting and reimbursement (where applicable). If there are
					services that should be highlighted because they are expected to be relevant
Etc.					for your study participants, please add them here.
12) Have you u	12) Have you used any other hospital services in the last 6 months? (plus			months? (plus	In this question, we ask about services that are linked to hospitals, but do not involve an inpatient admission. In England, these are referred to as
number of attendances)				(, , , , , , , , , , , , , , , , , , ,	
	•				'outpatient services' or 'day hospitals'.
Service			Used	Number of] ' '
			service? Yes	attendances	It is useful to list the main types of outpatient clinics study participants are
			/ no		likely to use (if applicable), as well as having a more open question asking
Accident and Emergency Department			about other such clinics. This strikes a good balance between the need for		
Minor Injuries	s Unit				prompting and the need for brevity.
Outpatient cli	nics for specific	condition /	/		
disorder (e.g. eating disorder, substance					
abuse, psychi	atry, psycholog	y)			
Other out-patient clinics (e.g.					
gynaecology, orthopaedics etc.)					
Day hospital treatment setting					
USE OF COMM	IUNITY-BASED	SERVICES			

13) Have you used any community-based services in the last 6 months? Please exclude any services used in school, college / university or hospital.

Primary care:

- GP
- Community / practice nurse
- List other services as relevant (e.g. dentist, dietician)
- Other primary care

Other community health care:

- Physiotherapist
- Occupational therapist
- List other services as relevant (e.g. Speech & Language therapist, Chiropodist)
- Other (free text option)

Community-based mental health services:

- Individual therapist
- Family therapist
- Psychiatrist / psychologist
- Child and adolescent mental health team member
- Adult mental health team member
- Other (free text option)

Social work

- Social worker
- List other services as relevant (e.g. adoption worker, home care worker etc.)
- Other (free text option)

Alternative or complementary therapies

- Homeopathy
- Massage
- Acupuncture
- Chiropractic/osteopathy
- Other (free text option)

This question covers services provided outside a hospital setting. The distinction is important because hospitals require a large investment, leading to high overhead charges.

The structure of your health- and social care system will determine which services you include in this list. The general headers to look out for are

- Primary care
- Other community health care
- Specialist mental health services (in the community)
- Social care / social work
- Alternative or complementary therapies

Certain professional titles may be protected by law (e.g. "Gesundheits- und Krankenpfleger" in Germany, or "Dietitian" in the UK), while others are less clearly defined (e.g. "Therapeut").

-	
USE OF SERVICES AT SCHOOL / COLLEGE / UNIVERSITY	
 14) If 6a or 6b): Last term, did you see any of the following people at school, college or university? School / college / university nurse School / college / university doctor Psychologist Welfare officer / educational social worker Additional meetings with tutors Extra people to help you in lectures or classes Additional classes Other (describe) 	These questions follow the same principles as above: We want to know what 'additional' resources participants may be benefitting from in an education setting.
If 6b): Only need this separately if we think it makes sense to distinguish services provided within schools vs college / university. OTHER SOURCES OF HELP AND SUPPORT	
15) How many times in the last 6 months have you used these other types of help for health or mental health problems? - Spoken with friends and relatives - Attended self-help groups - Visited voluntary organisations in your area - Read information in books or magazines - Visited internet websites / forums - Used telephone help-lines	This section covers other sources of help and support, and translation should be relatively straightforward.
 16) Over the last 6 months, what personal expenses have you had because of a health or mental health problem? Paid for over-the-counter items at the pharmacy Paid for treatment that is not re-embursed through insurance Employed extra help such as child care Direct expenses such as special food Other: Describe 	People with mental or physical health problems often spend substantial amounts on over-the-counter medicines etc. We want to capture these financial impacts. Please review the categories given and add anything else you consider to be important.

17) Have you taken prescription medication in the last 6 months? If so, for	For the economic analysis, we do not require detailed information on the
what reason?	type of medication or dosage. We would like to know the reason why
Pain	participants are prescribed medication. If you require more detailed
Sleep problems	information on prescription medication, please feel free to add this to the
Depression or anxiety	questionnaire, but please make sure we can pull out the information as
Other mental health problem	outlined in question 16.
 Physical health problem (e.g. high blood pressure, diabetes) 	
Other reason:	
18) Please add any other comments that would help us better understand	Here, we encourage participants to add any information they consider
your circumstances.	relevant.

3) Translating the CSRI for Germany

Question for Germany	Notes on translation
HÄUSLICHE UMGEBUNG	
 In welcher Art Wohnung / Haus leben Sie? (Hauptwohnsitz; bei Schülern/Studenten ggf. Haushalt der Eltern) a. Eigentumswohnung/ eigenes Haus b. Mietwohnung oder –haus i. Falls ja: Ist Ihre Wohnung öffentlich gefördert (Bezug mit Wohnberechtigungsschein)? 	Here, we want to distinguish living circumstances in a way that is relevant to economic evaluation. As you can see, in the CSRI for Germany, we distinguish between those who own property and those who don't – an important economic indicator. Additionally, we ask about social housing. By that, we mean housing that is provided by the state or by non-profit organisations. We do not include transfer payments (e.g. housing benefit). To translate this section of the CSRI, please identify the main forms of social housing.
2) Wie viele Räume hat die Wohnung / das Haus? Bitte zählen Sie die Küche sowie jeden Raum ab 6m² (ausser Bad, WC, Flur) mit.	Size of the accommodation is another important economic indicator. For the German CSRI, we used the definition from the 2011 national census. This provides us with a question that has been validated, and our findings will be comparable to national data.
3) Wie viele Personen leben insgesamt in Ihrem Haushalt?4) Wieviele dieser Personen sind minderjährige Kinder?	This is another economic indicator. We want to know the total size of the household (again a census question), and the number of children. Note that the age cut-off is different for Germany (18) than for the UK (16). This is because young people have more legal rights from age 16 in the UK, and also because important household surveys use this cut-off. For your country translation, please check what age is used in national surveys that report on household composition and family resources.
5) Mit wem leben Sie normalerweise zusammen? (Hauptwohnsitz; bei Schülern/Studenten ggf. Haushalt der Eltern) a. Leibliche Eltern oder Verwandte b. Pflegefamilie c. Adoptiveltern d. Kinderheim / Jugendhilfeeinrichtung e. Partner f. Partner und Kind/er	This is again about reflecting typical living situations, while also identifying those arrangements that may be relevant in terms of costs. For example, foster care or living in a children's home are financially supported by public agencies. Note that different terms may be used for these in your country, and this should be reflected on the CSRI.

Financ Kindon	T
g. Eigene Kinder	
h. Wohngemeinschaft	
i. Andere:	
SCHULE, AUSBILDUNG UND BERUF	
6) Besuchen Sie derzeit eine	With this question, we identify additional settings where participants may
a. Schule	be in contact with services and supports so we can ask about them later.
i. Falls ja, handelt es sich dabei um eine Förderschule	And again, some participants may be receiving additional support, which
b. Berufsschule	is why we need to know if they attend a school that caters to special
i. Falls ja, handelt es sich dabei um eine Förderschule?	needs. In England, there are special schools children attend during the day
c. Universität / Hochschule	while living at home, but also boarding schools for children with special
	needs. Your country CSRI needs to reflect the system in that country.
7) Frage 1 WAPAI-GH (German version 2.1):	In our experience, asking people for their income doesn't result in good
a) Arbeiten Sie momentan (bezahlte Arbeit)?	data. To get around this issue (and to allow us to look at productivity
Falls ja: Bitte geben Sie an, welchen Beruf / welche bezahlte Tätigkeit	impacts of interventions), we ask about the job people do and find a
Sie ausüben. Bei mehreren Tätigkeiten: Beziehen Sie sich auf die	'typical' income. This is used as a proxy measure for individual income. In
Tätigkeit mit der höchsten wöchentlichen Stundenzahl. Bei	Germany, the statistics on 'Arbeitnehmerverdienste' are published
Unterbrechung der Tätigkeit (z.b. durch Elternzeit, Altersteilzeit):	quarterly and report by section of the economy (Q8). We will make
Beziehen Sie sich auf die unterbrochene Tätigkeit.	adjustments based on job category (Q7). You will need to find the
I. Angestellte/r	corresponding statistic for your country, and investigate how salaries and
II. Arbeiter/-in, Heimarbeiter/-in	wages are reported.
III. Auszubildende/-r	
IV. Selbstständige/-r (auch Honorarkräfte, Personen mit	
Werkvertrag)	
V. Beamter/Beamtin, Richter/in, Dienstondnungsangestellter/-r	
VI. Zeitsoldat/-in, Berufssoldat/-in	
VII. Grundwehr- / Zivildienstleistender	
VIII. Neberjobber/-in, 1-Euro-Jobber/in	
19) In welchem Wirtschaftszweig sind Sie tätig?]
→ Liste	
20) Bitte geben Sie an, welchen Beruf / welche bezahlte Tätigkeit Sie ausüben.	This is a backup question that may be easier to answer than questions 7
Tragen Sie de genaü Bezeichnung ein.	and 8.

· ·	verkäufering (nicht: Verkä	•	
	cht: Beamtin). Angesproch		
		. Bei mehreren Tätigkeiten:	
	die Tätigkeit mit der höchs		
	rbrechung der Tätigkeit (z		
Altersteilzeit): Beziehe	en Sie sich auf die unterbr	ochene Tätigkeit.	
21) WAPAI-GH Fragen 2-6			
Im Folgenden möchten wi	•	•	
und Sozialdiensten, oder a	•		
Monate zu notieren. Diese	e Informationen helfen un	s, Ihre individülle Situation	
		die Gelegenheit, uns weitere	
Details mitzuteilen, die Sie	für wichtig erachten.		
MEDIZINISCHE VERSORGU	JNG IN KRANKENHÄUSER	RN UND KLINIKEN	
22) Waren Sie <u>in den letzt</u>	<u>en 6 Monaten</u> stationär ir	n Behandlung?	Reimbursement and case mix reporting in Germany relies on Major
Warum? (Grund)	Wo?	Anzahl der Tage	Disease Categories (MDCs) and related Diagnosis-Related Groups (DRGs),
	(Abteilung/Station)		and we can use this on the CSRI to make sure the information we collect
Allgemeine körperliche	Auswahlliste		matches up with our cost data. However, psychiatric hospital stays are not
und / oder psychische			covered by this system. This means we have to ask for these separately.
Erkrankungen			The question for your CSRI should reflect your country's system of
Studienspezifische	Auswahlliste		reporting and reimbursement (where applicable). If there are services that
Erkrankungen			should be highlighted because they are expected to be relevant for your
			study participants, please add them here.
23) Haben Sie in den letzt	en 6 Monaten andere an e	eine Klinik angegliederte	In this question, we ask about services that are linked to hospitals, but do
Dienste genutzt?			not involve an inpatient admission. In England, these are referred to as
 Krankentransport 	/ Rettungswagen		'outpatient services' or 'day hospitals'.
Notaufnahme / Ui	nfallchirurgie		
Ambulanzen für p	sychologische Probleme		
 Andere Ambulanz 	en		
 Tagesklinik / teilst 	ationäre Behandlung		
AMBULANTE VERSORGUN	NG		

24) Haben Sie in den letzten 6 Monaten die folgenden ambulante Angebote genutzt?

- Hausarzt/ Allgemeinmediziner
- Kassenärztlicher Notdienst
- Arzthelfer/-in
- Zahnarzt
- Gesundheits- und Krankenpfleger/-in

Psychiater oder Facharzt für Psychosomatik oder Psychoterapeutische Medizin

- Psychologische/-r Psychotherapeut/-in
- Kinder-oder Jugendtherapeut/-in
- Anderer Facharzt (Liste: Fachärzte)
- Musik- oder Kunsttherapeut/-in
- Anderer Therapeut:
- Ernährungsberater / Diätassistent
- Physiotherapeut / Ergotherapeut
- Krankengymnastik
- Heilpraktiker/-in
- Andere: (Liste: Heilberufe)
- Ergänzende Therapien
- Ambulanter Pflegedienst
- Haushaltshilfe (als soziale Leistung)
- Sozialarbeiter / Mitarbeiter des Jugendamts
- Andere:

If 6a): Schule

25) Haben Sie im letzten Schulhalbjahr die folgenden Angebote Ihrer Schule genutzt?

This question covers services provided outside a hospital setting. The distinction is important because hospitals require a large investment, leading to high overhead charges.

The structure of your health- and social care system will determine which services you include in this list. The general headers to look out for are

- Primary care
- Other community health care
- Specialist mental health services
- Social care / social work
- Alternative or complementary therapies

Certain job titles may be protected (e.g. Gesundheits- und Krankenpfleger), while others are less clearly defined ("Therapeut").

On the left, we show a list of services used in a study that involved participants with eating disorders, and this is reflected in the services we included.

These questions follow the same principles as above: We want to know what 'additional' resources participants may be benefitting from in an education setting.

 Schulpsychologe 	
 Sozialpädagoge 	
 Schulsozialarbeiter 	
Hausaufgabenhilfe / Nachhilfe	
Jugendcoach	
Arbeitsgemeinschaft	
Begleitperson für Schüler mit Behinderungen	
Andere:	
If 6b): Hochschule	
26) Haben Sie im letzten Semester die folgenden Angebote Ihrer Universität	
oder (Fach-) Hochschule genutzt?	
Psychologische Beratungsstelle der Hochschule oder des	
Studentenwerkes	
• Tutor	
Beratungsstelle für Gleichbehandlungsfragen	
Begleitperson für Studierende mit Behinderungen	
Andere:	
ANDERE HILFSANGEBOTE UND INFORMATIONSQÜLLEN	
27) Wie oft haben Sie in den letzten 6 Monaten von den folgenden Angeboten	This section covers other sources of help and support, and translation
Gebrauch gemacht?	should be relatively straightforward.
Gespräche mit Freunden und Angehörigen	
Teilnahme an Selbsthilfegruppen	
Besuch gemeunnütziger Einrichtungen	
"Sorgentelefon" / Telefonische Beratung	
Infomaterial (Bücher und Zeitschriften) zur Selbsthilfe	
Besuch von Internetseiten	
Andere (Text)	
28) Welche persönlichen Unkosten sind Ihnen während der letzten 6 Monate	People with mental or physical health problems often spend substantial
durch gesundheitliche oder seelische Beschwerden entstanden?	amounts on over-the-counter medicines etc. We want to capture these
Direkte Ausgaben wie spezielles oder zusätzliches Essen,	financial impacts. Again our example is from a study of eating disorders.
Nahrungsergänzungsmittel	

 Frei verkäufliche Produkte aus der Apotheke (z.B. Medizinprodukte, nicht-verschreibungspflichtige Medikamente) 	Please review the categories given and add anything else you consider to be important.
Bezahlte Dienstleistungen wie Babysitter oder Haushaltshilfe	
Andere (Text)	
29) Haben Sie in den letzten 6 Monaten verschreibungspflichtige Medikamente	For the economic analysis, we do not require detailed information on the
eingenommen?	type of medication or dosage. We would like to know the reason why
Falls ja, aus welchem Grund?	participants are prescribed medication. If you require more detailed
Schmerzen	information on prescription medication, please feel free to add this to the
Schlafprobleme	questionnaire, but please make sure we can pull out the information as
Depression oder Angst	outlined in question 17.
Andere psychische Beschwerden	
 Körperliche Beschwerden (z.B. Bluthochdruck, Diabetes) 	
Anderer Grund:	
30) Bitte ergänzen Sie andere Dinge, die Sie für wichtig erachten und die uns	Here, we encourage participants to add any information they consider
helfen, ihre persönliche Situation besser zu verstehen, hier.	relevant.

References

BEECHAM, J. & KNAPP, M. 2001. Costing psychiatric interventions. *In:* THORNICROFT, G. (ed.) *Measuring Mental Health Needs.* Second Edition ed. London: Royal College of Psychiatrists.