As the use of electronic patient reported outcomes continues to expand in global clinical research, effective collaboration between electronic patient reported outcomes (ePRO) providers and translation providers is crucial to the success of global initiatives. Based on extensive collaboration in the translation of ePRO measures for global use, we recommend the following best practices to implement prior to and during translation in order to ensure a smooth and successful adaptation process for your global ePRO materials.

**Project Development**
During project development, key study deadlines, priority countries, and any source and reference files should be discussed so that approximate target go-live dates and submission deadlines can be integrated into the translation timelines. This ensures the most streamlined and appropriate workflow is developed for the project, thus reducing overall project timelines.

Weekly meetings should also be organized and a translation overview document prepared to ensure all parties stay up to date on project status. This also provides a forum to discuss any questions, challenges, or timeline adjustments that may be made during the translation process.

**Pre-Flight**
Once the project scope is finalized, a thorough pre-flight should be conducted prior to beginning translation. Reference material such as system access instructions should be translated with the ePRO items in order to ensure consistency. For example, if the access instructions feature reference prompts, these can be made consistent with the prompts that the patients will hear in the live system.

In addition, terms regarding medication administration, etc. should be defined and clarified before translation to ensure accurate adaptation into the target language. For instance, the word “spray” can be interpreted as “inhalation” in many languages, so it is particularly important to define the exact method of medication administration to ensure appropriate adaptation.

**Translation & Review**
During translation, the text should be kept gender-neutral if the study population is a male/female mix. As this may prove challenging for some languages, it may be appropriate to provide both the masculine and feminine versions for the live system, or to simply default to one gender. If defaulting to one gender is required, it is important to discuss the specific prompts this need will affect, as additional programming and validation in the ePRO system will be required.

As some prompts can be used across multiple studies – for example, system errors, welcome messages, or transition prompts – it is not always necessary to translate all prompts being used in a single study. Reusing prompts in this way can provide significant cost savings and efficiencies. However, if any prompts being translated build upon prompts already in the live system, the prompt flow and existing translations should also be provided to ensure consistency and correct context while translating.

Finally, if the translations will be reviewed by in-country study teams, a translation review workflow tool should be implemented. This technology will help minimize project management requirements, improve review tracking, and provide an automated translation review audit trail.

**Upload & Verification**
After the translations are completed, they are ready to be uploaded into the ePRO system. The uploaded prompts should be checked to ensure audio and/or visual quality before the system goes live, depending on whether the prompts will be used via IWR or IVR in the study. Once all prompts are uploaded and verified, the live system is ready for use.

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1 Dawsey, R., Zarzar, KM, Linguistic Validation and ePRO: The Value of Collaboration, ISPOR November 2011