

Contents

Contributors *page xiv*

Introduction	1
Accessible Health Translation Technology Matters	1
I-D-E-A: Principles of Accessible Health Translation Technology	4
Detectability of Machine Translation Errors to Boost User Confidence	4
Adaptability or Customizability	5
Inclusivity to Serve People of Disability	7
Equality of Accessibility Standards for Localized Multilingual Websites	8

1 Speech and Translation Technologies: Explanations

1.1 Introduction	10
1.2 Automatic Speech Recognition	11
1.2.1 Classical Automatic Speech Recognition	11
1.2.2 Neural Automatic Speech Recognition	12
1.2.3 Automatic Speech Recognition Issues and Directions	12
1.3 Speech Synthesis (Text-to-Speech)	13
1.3.1 Classical Text-to-Speech	13
1.3.2 Neural Text-to-Speech	16
1.4 Machine Translation	17
1.4.1 Machine Translation Based on Fixed Phrases	18
1.4.2 Full Machine Translation: Beyond Fixed Phrases	18
1.4.2.1 Rule-Based Machine Translation	19
1.4.2.2 Statistical Machine Translation	25
1.4.2.3 Neural Machine Translation	28

1.5	Conclusion	40
2	Speech and Translation Technologies: Healthcare Applications	
2.1	Introduction	47
2.2	Obstacles to Adoption and Potential Solutions	47
2.2.1	Reliability	48
2.2.1.1	Offline Preparation of Output	48
2.2.1.2	Feedback	49
2.2.1.3	Correction	49
2.2.1.4	Record-Keeping	51
2.2.2	Customization per Use Case	51
2.2.2.1	Platforms	51
2.2.2.2	Peripherals	53
2.2.2.3	Security	54
2.3	Speech Translation Designs for Healthcare	54
2.3.1	Phrase-Based Speech Translation for Healthcare	55
2.3.1.1	S-MINDS and Phraselator	55
2.3.1.2	BabelDr	56
2.3.2	Full Speech-to-Speech Translation for Healthcare	57
2.3.2.1	Converser for Healthcare	58
2.3.2.2	Fujitsu's Focus on Ergonomics	67
2.4	Past and Current Speech Translation Systems	69
2.4.1	Reliability of Machine Translation for Healthcare: A Study	70
2.4.2	Surveys of Speech Translation Systems	71
2.4.2.1	Some Bi-directional Speech Translation Systems	71
2.4.2.2	Some Phrase-Based Speech Translation Systems	72
2.4.2.3	Fifteen Representative Apps: A Study	72
2.4.2.4	Some Additional Links	73
2.5	Conclusions	73
3	Predicting Errors in Google Translations of Online Health Information	
3.1	Introduction	78
3.2	Methods	80
3.2.1	Research Hypothesis	80
3.2.2	Screening Criteria for Text	80
3.2.3	Topics of Infectious Diseases	81
3.2.4	Labeling of Machine Translations	81
3.2.5	Conceptual Mistakes in Machine Translations	82

3.2.6	Prevalence of Conceptual Mistakes in Machine Translations	83
3.2.7	Annotation of Features of English Source Texts	83
3.2.8	Bayesian Machine Learning Classifier Relevance Vector Machine	84
3.2.9	Training and Testing of Relevance Vector Machines with Three Different Full Feature Sets	85
3.2.10	Classifier Optimization	85
3.2.11	Backward Feature Elimination: RFE-SVM Method	86
3.2.12	Separate and Joint Feature Optimization	86
3.3	Results	88
3.4	Comparison of Optimized RVMs with Binary Classifiers Using Readability Formula	89
3.5	Conclusion	96
4	Cultural and Linguistic Bias of Neural Machine Translation Technology	
4.1	Introduction	100
4.2	Data Collection	102
4.3	Development of Machine Learning Classifiers	104
4.4	Feature Optimization	105
4.5	Separate and Combined Feature Optimization	107
4.6	Classifier Training and Development	109
4.7	Statistical Refinement of the Optimized Classifier	112
4.8	Model Stability	115
4.9	Conclusion	119
5	Enhancing Speech Translation in Medical Emergencies with Pictographs: BabelDr	
	WITH CONTRIBUTIONS FROM PIERRETTE BOUILLON, JOHANNA GERLACH, MAGALI NORRÉ AND HERVE SPECHBACH	129
5.1	Introduction	129
5.2	Pictographs in Medical Communication	131
5.3	BabelDr and the Bidirectional Version	134
5.4	Usability of the Bidirectional Version of BabelDr	138
5.4.1	Patient Satisfaction	138
5.4.1.1	Design	138
5.4.1.2	Results	140
5.4.2	Pictograph Usability	142
5.4.2.1	Design	142
5.4.2.2	Results	145
5.4.2.2.1	Comprehensibility of Pictographs	145

5.4.2.2.2	Impact of the Number and Order of Pictographic Response Choices	145
5.5	Conclusion	147
5.6	Acknowledgments	148
6	Healthcare Accessibility for the Deaf - The BabelDr Case Study	
	WITH CONTRIBUTIONS FROM IRENE STRASLY, PIERRETTE BOUILLON, BASTIEN DAVID AND HERVE SPECHBACH	152
6.1	Introduction	152
6.2	Legal Framework in Switzerland	154
6.2.1	Overview of the Core Principles of the Right to Health	155
6.3	Sign Language Translation Tools for Hospitals	157
6.4	BabelDr for Swiss-French Sign Language	159
6.4.1	Recording Translations with Deaf Experts	160
6.4.2	Virtual Avatar Generation	161
6.4.3	Speech2sign Version of BabelDr	164
6.5	Qualitative Evaluation on the Perception of Avatars and Human Videos	164
6.6	Conclusions and Future Work	169
6.7	Acknowledgments	170
7	Health Websites for All: A Localisation-Oriented Accessibility Evaluation	
	WITH CONTRIBUTIONS FROM LUCÍA MORADO VÁZQUEZ AND SILVIA RODRÍGUEZ VÁZQUEZ	175
7.1	Introduction	175
7.2	Related Work	176
7.2.1	Accessibility of Health Websites	176
7.2.2	Localization of Health Websites	178
7.2.3	Multilingual Web Accessibility Studies	180
7.3	Methodology	182
7.3.1	Data Selection	183
7.3.2	Testing Methods	184
7.3.3	Accessibility Features Studied	185
7.3.3.1	Language of the Page	186
7.3.3.2	Title of the Page	187
7.4	Results	189
7.4.1	Language of the Page	191
7.4.2	Title of the Page	192
7.5	Discussion and Conclusions	197

7.5.1 Challenges in Localization-Oriented Accessibility Evaluation	198
7.5.1.1 Automated Audits	198
7.5.1.2 Definition of Compliance Criteria	199
7.5.1.3 Need for Accessibility Enablers with an Interdisciplinary Background	200
7.5.2 Limitations and Future Work	201
7.6 Acknowledgments	202
<i>Index</i>	212