

Meaningful Access to Healthcare Services for Persons with a Preferred Language Other Than English

For Use with CBHCs

MassHealth Community Behavioral Health Centers Quality and Equity Incentive Program (CQEIP)

Language Access Self-Assessment Survey Guidance Document

Please note the survey below is for informational purposes only; the actual survey will be completed online via Qualtrics (survey link forthcoming).

Language Access Self-Assessment Survey for CBHCs

Introduction

This is a self-assessment of the language services available at your CBHC organization. The purpose of this assessment is to promote high quality language services for all Medicaid patients. A CBHC TIN-billing entity shall submit one self-assessment survey on behalf of its CBHC sites, if there are multiple.

Self-Assessment Requirements

The self-assessment guides your CBHC to a progressively higher quality and more robust infrastructure of language services over time. You will be required to complete this self-assessment in Performance Years (PY) 1 and 2 of the CBHC Quality and Equity Incentive Program (CQEIP), and your responses will be used to determine whether your CBHC meets the incentive metric reporting requirements for that Performance Year.

- For Performance Year 1 (2024), this survey will be **reporting only**.
- For Performance Year 2 (2025), CBHCs must score points required for certain questions in each of the five domains (outlined below). The questions that will be scored in PY2 is **to be determined** based on the gaps identified by survey results in PY1. The scoring methodology for PY2 and a scoring example will be provided in a forthcoming guidance document.

The questions are organized into five domains:

- Domain 1. Data Collection and Identification of Communication Needs
- Domain 2. Provision of Language Assistance Services
- Domain 3. Providing Notice of Language Assistance Services
- Domain 4. Policies, Procedures, and Staff Training
- Domain 5. Monitoring and Evaluation

Your CBHC must answer all questions. Your responses should reflect the language access policies, procedures, and services that were in place **across all CBHC sites** as of December 31, 2024. Please note that unless otherwise specified, all questions about language preference or competency refer to spoken language.

This self-assessment must be completed by **January 31, 2025**.

Glossary of Terms and Phrases

- **CBHC TIN-Billing Entity or 'CBHC' for short:** The entity representing the overall CBHC organization encompassed under a CBHC TIN as reported in claims. In the case of multiple CBHC sites, all respective sites fall under a single TIN-billing entity.
- **Caregivers:** Individuals who give care to patients who need help taking care of themselves. Caregivers may include parents of pediatric patients.
- **Individuals served by your CBHC:** All patients receiving care at your CBHC and their caregivers.
- **In-language services:** Services where a multilingual staff member or provider provides care in a non-English language preferred by the patient, without the use of an interpreter.
- **Providers:** Providers are CBHC staff directly involved in the care of patients. They may be clinical (i.e., nurses, psychiatrists, licensed social worker) or non-clinical (i.e., peer specialists, peer recovery coaches).
- **Non-clinical Staff:** Staff members who are patient-facing but not directly involved in the care of patients (i.e., front desk, registration, clerical staff).
- **Multilingual staff and providers:** CBHC staff members and providers who can communicate competently with patients and caregivers in a language other than English and provide in-language services.
- **Source Language and Target Language:** The source language is the original language that is being translated from. The target language is the language that the source language is being translated into. For example, if you are translating from Spanish to English, Spanish would be the source language and English would be the target language.
- **Catchment area:** The geographical region where the CBHC offers its services to patients.

Additional Information

MassHealth reserves the right to request additional or clarifying information to support the responses you provide to this survey, including but not limited to additional details on how data are collected, example policies, and copies of translated materials.

For questions about this survey, please contact Health.Equity@mass.gov

Contact Information

Please enter the contact information for the primary and secondary points of contact if MassHealth has any follow-up or clarifying questions about your survey responses.

CBHC NAME. CBHC TIN-Billing Entity Organization Name:

1. Advocates Community Counseling
2. Aspire Health Alliance
3. Bay Cove Human Services
4. Behavioral Health Network
5. BILH Behavioral Services
6. Boston Medical Center
7. Cambridge Health Alliance
8. Center for Human Development
9. Child and Family Services
10. Clinical and Support Options
11. Community Counseling of Bristol County
12. Community HealthLink
13. Eliot Community HS
14. Fairwinds Nantucket Counseling Center
15. High Point Treatment Center
16. North Suffolk Mental Health Assoc.
17. Riverside Community Care
18. The Brien Center for Mental Health and Substance Use
19. Vinfen Behavioral Health
20. Martha's Vineyard

Primary Contact (Person Completing This Survey):

NAME1. Name:

TITLE1. Title:

EMAIL1. Email Address:

Secondary Contact:

NAME2. Name:

TITLE2. Title:

EMAIL2. Email Address

Domain 1: Data Collection and Identification of Communication Needs

The questions in this domain assess how well your CBHC identifies and tracks the language assistance needs of the populations you serve that prefer a language other than English for health care.

The first few questions are about the types of data your CBHC collects to understand the language assistance needs of the populations in your catchment area.

Note that by “**catchment area**” we mean the geographical region where the CBHC offers its services to patients.

- A1. Has your CBHC collected data on the prevalence of non-English languages used by individuals **in your catchment areas** (i.e., the proportion of the population in your catchment area that uses a particular language)?
1. Yes
 2. No

If responded ‘Yes’ to A1, answer A2.

- A2. What data sources does your CBHC use to collect data on the prevalence of non-English languages used by individuals in your catchment areas? *Please select all that apply.*
1. U.S. Census Bureau data (including the American Community Survey (ACS))
 2. MassHealth 834 file
 3. Electronic medical record (EMR) data
 4. Data supplied by language services vendor
 5. Other (*Please specify*): _____

If responded ‘Yes’ to A1, answer A3.

- A3. How often does your CBHC update the data on the prevalence of non-English languages used by individuals in your catchment area?
1. Multiple times per year
 2. Once per year
 3. Once every two years
 4. Once every three years
 5. Less often than every three years
 6. Other (*Please specify*): _____

The next few questions are about the types of data your CBHC collects to understand the language assistance needs of the individuals served by your CBHC.

Note that by “**individuals served by your CBHC**” we mean patients receiving CBHC services and their caregivers.

- A4. Thinking of the **individuals served by your CBHC** each year, does your CBHC calculate the following information? *Please answer “Yes” or “No” for each item.*

	Yes 1	No 2
a. Total number of individuals who prefer a language other than English for health care		
b. Most common non-English languages preferred		

c. Prevalence of non-English languages preferred (i.e., proportion of individuals served preferring a particular language)		
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If responded ‘Yes’ to A4b or A4c, answer A5.

A5. What are the most frequently encountered non-English languages preferred by patients and caregivers served by your CBHC? Please list all languages preferred by at least 200 individuals annually, for up to 10 languages. *List languages in order of prevalence, starting with the most frequently encountered language.*

If responded ‘Yes’ to any A4a-A4c, answer the applicable A6 question below.

A6. Has your CBHC used the following information to periodically reassess the language assistance services that it offers? *Please answer “Yes” or “No” for each item.*

	Yes 1	No 2
<i>If responded ‘Yes’ to A4a</i> a. Data on the total number of individuals served by your CBHC each year who prefer a language other than English for health care		
<i>If responded ‘Yes’ to A4b</i> b. Data on the most common non-English languages preferred by individuals served by your CBHC		
<i>If responded ‘Yes’ to A4c</i> c. Data on the prevalence of non-English languages preferred by individuals served by your CBHC		

If responded ‘Yes’ to any A6a-A6c, answer A7.

A7. How often does your CBHC review the data it collects to reassess the language assistance services it offers?

1. Multiple times per year
2. Once per year
3. Once every two years
4. Once every three years
5. Less often than every three years
6. Other (please specify): _____

A8A. Does your CBHC have a process for identifying gaps between the language assistance services that it offers and the needs of patients and caregivers who prefer a language other than English for health care?

1. Yes
2. No

If responded ‘Yes’ to A8A, answer A8B.

A8B. Briefly describe your CBHC’s process for identifying gaps between the language assistance services that it offers and the needs of patients and caregivers who prefer a language other than English for health care.

A9. Does your CBHC collect self-reported data from the following staff groups on the languages in which they can fluently communicate (spoken or sign language) with patients and caregivers about health care? *Please answer “Yes” or “No” for each item.*

	Yes 1	No 2
a. Clinical Providers		
b. Non-clinical Providers		
c. Staff (Non-clinical)		

Next, we would like to understand how your CBHC identifies patients or caregivers needing language assistance services (i.e., those who prefer a language other than English for health care), and how this information is shared with staff.

A10. Does your CBHC ...

	Yes 1	No 2
a. Have a process for individuals to request language assistance services ?		
b. Have a process to respond to requests for language assistance services?		
c. Use open-ended questions to determine an individual’s preferred language?		
d. Record the preferred language of patients at registration or intake?		
e. Record the preferred language of patients’ caregivers , if applicable, at registration or intake?		
f. Record at registration or intake if individuals require language assistance services ?		

If responded ‘Yes’ to any A10a-A10f, answer A11.

A11. Does your CBHC use any of the following methods to communicate with relevant staff that a patient or caregiver **prefers a language other than English**? *Please answer “Yes” or “No” for each item.*

	Yes 1	No 2
a. Notation on EMR storyboard or banner		
b. Discrete field in the patient’s EMR		
c. Flag in the patient’s EMR		
d. Note in a paper chart		
e. Another method (<i>Please specify</i>): _____		

If responded ‘Yes’ to any A10a-A10f, answer A12.

A12. Does your CBHC use any of the following methods to communicate with relevant staff that a patient or caregiver **requests language assistance services**? *Please answer “Yes” or “No” for each item.*

	Yes 1	No 2
a. Notation on EMR storyboard or banner		
b. Discrete field in the patient’s EMR		
c. Flag in the patient’s EMR		
d. Note in a paper chart		
e. Another method (<i>Please specify</i>): _____		

If responded ‘Yes’ to any A10a-A10f, answer A13.

A13. Is information about whether a patient needs language access services **readily visible** to relevant staff in the patient’s EMR?

- 1. Yes
- 2. No

Domain 2: Provision of Language Assistance Services

Questions in this domain assess how your CBHC communicates with patients and caregivers who prefer a language other than English for health care and what data it collects about the delivery of language access services.

If responded 'Yes' to A4b or A4c, answer B1.

B1. You previously indicated that the languages below were the most frequently encountered non-English languages preferred by patients and caregivers served by your CBHC [**responses from A5**]. Does your CBHC provide language assistance services in each of the following languages? *Please answer "Yes" or "No" for each item.*

	Yes 1	No 2
a.		
b.		
c.		
d.		
e.		
f.		
g.		
h.		
i.		
j.		

B2. Does your CBHC provide any language assistance services to communicate with individuals with hearing disabilities who use sign languages (such as American Sign Language or Certified Deaf Interpreter)?

- 1. Yes
- 2. No

If responded 'Yes' to B2, answer B3.

B3. Please indicate the availability of **sign language interpreter services** at your CBHC.

Number of days per week interpreter services are available: ____

Average number of hours per day that interpreter services are available: ____

B4. Does your CBHC have any of the following types of language assistance services, either in-house or through a contractor? *Please answer "Yes" or "No" for each item.*

	Yes 1	No 2
a. Multilingual Providers		
b. Multilingual Staff		
c. In-person interpreters (spoken language)		
[ASK IF B2=1]		

d. In-person sign language interpreters		
e. Telephonic interpreters (spoken language)		
f. Video interpreters (spoken or sign language)		
[ASK IF B2=1]		
g. Staff trained to use video relay or text telephone devices (TTY or TDD)		
h. Translators (for documents)		

If responded 'Yes' to B4c or B4e-g, answer B5.

B5. Please indicate the availability of interpreter services at your CBHC [IF B2=1:, not including sign language interpreter services].

Number of days per week interpreter services are available: ____

Average number of hours per day that interpreter services are available: ____

If responded 'Yes' to any B4a-g, answer B6.

B6. Does your CBHC provide interpreter services or multilingual staff and providers for any of the following types of interactions? *Please answer "Yes" or "No" for each item.*

	Yes 1	No 2
a. Patient registration		
b. Patient interactions with providers/staff during visit or stay		
c. Patient discharge		
d. Information desk or Guest Services		
e. Customer service (for example, patient questions, billing)		
f. Patient complaints		
g. Case management		
h. Other interactions (<i>Please specify</i>): _____		

B7. Are the following vital written documents translated into any non-English languages at your CBHC? *Please answer "Yes" or "No" for each item.*

	Yes 1	No 2
a. Intake forms		
b. Consent forms		
c. Pre-procedure instructions		
d. Notices of patient rights		
e. Test results		
f. Discharge instructions		
g. After-visit summaries		
h. Complaint forms		
i. Other documents (<i>Please specify</i>): _____		

B8. Does the main page of your website include information or links to information in any languages other than English?

1. Yes
2. No

3. Not applicable, this CBHC does not have a website

If responded 'Yes' to B8, answer B9.

B9. When your CBHC updates information on its website, does it also translate the new content into any non-English languages?

1. Yes
2. No

B10. Is the signage in your CBHC buildings translated into any non-English languages so that patients, caregivers, and visitors who prefer a language other than English can navigate the facility?

1. Yes, all signage is translated
2. Yes, some signage is translated
3. No, signage is not translated

B11. Does your CBHC currently have a system in place for tracking the following? *Please answer "Yes" or "No" for each item.*

	Yes 1	No 2
a. Number of instances in which language assistance services are requested by patients or caregivers		
b. Number of instances in which language assistance services are delivered to patients or caregivers		
c. The modality through which spoken language assistance services are delivered (in-person, telephonic, or video)		
If responded 'Yes' to B4a or B4b, answer B11d.		
d. Number of instances in which patients or caregivers receive in-language services from multilingual staff or providers		
e. Number of instances in which patients or caregivers with a language preference other than English refuse interpretation services		
f. Number of instances in which patients or caregivers are unable to request interpreter services because of a medical reason (e.g., cognitive limitations)		

If responded 'Yes' to B11a, answer B12.

B12. Briefly describe how your CBHC tracks **requests for interpreter services**.

If responded 'Yes' to B11b, answer B13.

B13. Briefly describe how your CBHC tracks the **delivery of language assistance services**.

If responded 'Yes' to B11c answer B14.

B14. Briefly describe how your CBHC tracks the **modality** through which interpreter services are delivered.

If responded 'Yes' to B11d, answer B15.

B15. Briefly describe how your CBHC tracks **the provision of in-language services** from multilingual staff or providers.

If responded 'Yes' to B11e, answer B16.

B16. Briefly describe how the CBHC tracks the number of patient or caregivers with a language preference other than English who **refuse interpretation services**.

If responded 'Yes' to B11f, answer B17.

B17. Briefly describe how the CBHC tracks the number of patient or caregivers who are **unable to request interpreter services because of a medical reason**.

If responded 'Yes' to B4a or B4b, answer B18.

B18. Is your CBHC able to report the following for each visit or interaction where **multilingual staff or providers deliver in-language services**? *Please answer "Yes" or "No" for each item.*

	Yes 1	No 2
a. The date the service was delivered		
b. The patient the service was delivered to		
c. The multilingual staff member who delivered the service		
d. The language used		

If responded 'Yes' to B4c-g, answer B19.

B19. Is your CBHC able to report the following for each visit or interaction where **interpretation services** are provided to a patient or caregiver? *Please answer "Yes" or "No" for each item.*

	Yes 1	No 2
a. The date the service was delivered		
b. The patient the service was delivered to		
c. The in-house interpreter or contracted service who delivered the interpretation		
d. The language used		

Domain 3: Providing Notice of Language Assistance Services

Questions in this domain assess how well your CBHC informs the populations you serve about the availability of language assistance services and how to access them.

If responded 'Yes' to A4b or A4c, answer C1.

C1. You previously indicated the most frequently encountered non-English languages preferred by patients and caregivers served by your CBHC. For patients or caregivers who prefer one of these languages for health care, does your CBHC inform them in their preferred language about the availability of free language assistance services?

1. Yes
2. No

C2. Does your CBHC use any of the following methods to inform patients and individuals in your catchment area about the availability of free language assistance services? *Please select all that apply.*

1. CBHC website
2. Signs or posters **in English** in and around the CBHC clinic
3. Signs or posters **in non-English languages** in and around the CBHC clinic
4. Posters or advertisements in public areas outside the CBHC clinic
5. Language ID card
6. Information provided by patient registration staff
7. Community advertisements, events, or fairs
8. Social media
9. Automated answering service or voicemail in multiple languages
10. Through community groups
11. Another method (*Please specify*): _____
12. *None of the above*

Domain 4: Policies, Procedures, and Staff Training

Questions in this domain assess your CBHC’s language access policies and procedures as well as how it trains staff to serve individuals who prefer a language other than English for health care.

These next questions are about your CBHC’s language access policies and procedures.

D1. Does your CBHC have a written policy and procedures for language access?

1. Yes
2. No

If responded ‘Yes’ to D1, answer D2.

D2. How often does your CBHC review and, as needed, update its language access policies and procedures?

1. Multiple times per year
2. Once per year
3. Once every two years
4. Once every three years
5. Less often than every three years
6. Never

If responded ‘Yes’ to D1, answer D3.

D3. Do your CBHC’s language access policies and procedures include specific instructions on how to ...

	Yes 1	No 2
a. Identify language assistance needs of patients or caregivers?		
b. Request interpreter services for patients or caregivers who prefer a language other than English?		
c. Request the translation of written documents into languages other than English?		
d. Provide language assistance services to patients or caregivers who prefer a language other than English?		

If responded ‘Yes’ to D1, answer D4.

D4. Does your CBHC have policies regarding the use of patients’ family or friends as interpreters?

1. Yes
2. No

If responded ‘Yes’ to D4, answer D5.

D5. According to your CBHC’s policies, in which of the following circumstances may a patient’s family or friend serve as an interpreter? *Please select all that apply.*

1. In **emergency situations** when a qualified medical interpreter is not immediately available
2. In **non-emergency situations** when a qualified medical interpreter is not immediately available
3. When the patient specifically requests that an **adult** (18 years of age or older) family member or friend provides interpretation
4. When the patient specifically requests that a **minor** (under 18 years of age) family member or

friend provides interpretation

5. Another situation (*Please specify*): _____
6. There are **no situations** where a patient’s family or friend may serve as an interpreter

If responded ‘Yes’ to D1, answer D6.

- D6. Do your CBHC’s policies and procedures specify circumstances in which oral interpretation of documents (sight translation) may be provided in place of written translation?
1. Yes
 2. No

If responded ‘Yes’ to D1, answer D7.

- D7. Does your CBHC use any of the following means to inform staff about its language access policies and procedures? *Please select all that apply.*
1. Internet or intranet
 2. In-service memos, emails, or organization newsletter
 3. Policy manual
 4. Staff meetings
 5. Interpreter service resource manual
 6. Interpreter staff rounds
 7. Instructor-led training
 8. Self-directed training
 9. Another method (*Please specify*): _____
 10. *None of the above*

These next questions ask about how your CBHC trains staff members who may work with individuals who prefer a language other than English.

- D8. Are the following staff groups in your CBHC required to complete any training on working with patients or caregivers who prefer a language other than English for health care? *Please answer “Yes” or “No” for each item.*

	Yes 1	No 2
a. Management or senior staff		
b. Clinical Providers		
c. Non-Clinical providers		
d. Non-clinical staff		

If responded 'Yes' to any D8a-d, answer D9.

D9. How often are the following staff groups in your CBHC required to complete training on working with patients and caregivers who prefer a language other than English? *Please select an answer for each item.*

	Multiple times per year 4	Every year 3	Every two years or less often 2	One time only 1
If responded 'Yes' to D8a, answer D9a. a. Management or senior staff				
If responded 'Yes' to D8b, answer D9b. b. Clinical Providers				
If responded 'Yes' to D8c, answer D9c. c. Non-Clinical Providers				
If responded 'Yes' to D8d, answer D9d. d. Non-clinical staff				

If responded 'Yes' to any D8a-d, answer D10.

D10. Do mandatory staff trainings include specific instructions on how to ...

	Yes 1	No 2
a. Identify language assistance needs of patients or caregivers?		
b. Request interpreter services for patients or caregivers who prefer a language other than English?		
c. Communicate with patients or caregivers who prefer a language other than English through a qualified interpreter?		
d. Request the translation of written documents into languages other than English?		
e. Provide language assistance services to patients or caregivers who prefer a language other than English?		

If responded 'Yes' to any B4c-g, answer D11.

D11. Does your CBHC utilize in-house interpreters (individuals who are employees of the CBHC), contracted interpreters (individuals who work for a contracted language service provider), or both?

1. In-house interpreters
2. Contracted interpreters
3. Both in-house and contracted interpreters

If responded 'Yes' to any B4a-h, answer D12.

D12. Does your CBHC have specific training protocols for each of the following? *Please answer "Yes" or "No" for each item.*

	Yes 1	No 2
If responded '1' or '3' to D11, answer D12a. a. In-house interpreters		
If responded '2' or '3' to D11, answer D12b.		

b. Contracted interpreters		
If responded 'Yes' to B4h, answer D12c.		
c. Translators		
If responded 'Yes' to B4a, answer D12d.		
d. Multilingual providers		
If responded 'Yes' to B4b, answer D12e.		
e. Multilingual staff		

If responded 'Yes' to D12a, answer D13.

D13. Does your CBHC require **in-house interpreters** to periodically complete any of the following types of ongoing trainings related to medical interpreting knowledge and skills enhancement? *Please answer "Yes" or "No" for each item.*

	Yes 1	No 2
a. Trainings provided by the CBHC		
b. Workshops or continuing education courses		
c. Medical interpreter recertification		
d. Conferences or events		
e. Another type of ongoing training (<i>Please specify</i>): _____		

If responded 'Yes' to D12b, answer D14.

D14. Does your organization require **contracted interpreters** to periodically complete any of the following types of ongoing trainings related to medical interpreting knowledge and skills enhancement? *Please answer "Yes" or "No" for each item.*

	Yes 1	No 2
a. Trainings provided by the organization		
b. Workshops or continuing education courses		
c. Conferences or events		
d. Another type of ongoing training (<i>Please specify</i>): _____		

These next questions ask about how your CBHC assesses the qualifications and competency of staff members who provide language assistance services to individuals who prefer a language other than English.

If responded '1' or '3' to D11, answer D15.

D15. Does your CBHC require **in-house interpreters** to have any of the following qualifications before they can be hired to provide interpretation services at your CBHC? *Please answer "Yes" or "No" for each item.*

	Yes 1	No 2
a. Completion of a medical interpreting training program		
b. Medical interpreter certification		
c. Previous experience working as a medical interpreter		
d. Another qualification (<i>Please specify</i>): _____		

If responded '1' or '3' to D11, answer D16.

D16. Does your CBHC require **in-house interpreters** to **submit proof** of the following qualifications or otherwise

verify that the requirement is met? *Please answer “Yes” or “No” for each item.*

	Yes 1	No 2
If responded ‘Yes’ to D15a, answer D16a. a. Completion of a medical interpreting training program		
If responded ‘Yes’ to D15b, answer D16b. b. Medical interpreter certification		
If responded ‘Yes’ to D15c, answer D16c. c. Previous experience working as a medical interpreter		
If responded ‘Yes’ to D15d, answer D16d. d. [open response from D15d]		

If responded ‘2’ or ‘3’ to D11, answer D17.

D17. Does your organization require **contracted interpreters** to have any of the following qualifications before they can be hired to provide interpretation services at your organization? *Please answer “Yes” or “No” for each item.*

	Yes 1	No 2
a. Completion of a medical interpreting training program		
b. Medical interpreter certification		
c. Previous experience working as a medical interpreter		
d. Another qualification (<i>Please specify</i>): _____		

If responded ‘Yes’ to B4a-h, answer D18.

D18. Does your CBHC have a process for assessing competency in source and target languages for each of the following? The source language is the original language that is being translated from. The target language is the language that the source language is being translated into. *Please answer “Yes” or “No” for each item.*

	Yes 1	No 2
If responded ‘1’ or ‘3’ to D11, answer D18a. a. In-house interpreters		
If responded ‘2’ or ‘3’ to D11, answer D18b. b. Contracted interpreters		
If responded ‘Yes’ to B4h, answer D18c. c. Translators		
If responded ‘Yes’ to B4b, answer D18d. d. Multilingual staff		
If responded ‘Yes’ to B4a, answer D18e. e. Multilingual providers		

If responded ‘Yes’ to D18a, answer D19.

D19. Does your CBHC use any of the following methods to assess the competency of **in-house interpreters** when they are initially hired to provide interpretation services at your CBHC? *Please answer “Yes” or “No” for each item.*

	Yes 1	No 2

a. Competency test (e.g., medical terminology, language competency, interpreting skills, cultural competency, ethics)		
b. Shadowing assessment		
c. Performance evaluation over a probationary period		
d. Assessment by a contracted service		
e. Another method (<i>Please specify</i>): _____		

If responded 'Yes' to D18d, answer D20.

D20. Briefly describe your policies related to the assessment and documentation of language competency for **multilingual staff**.

If responded 'Yes' to D18e, answer D21.

D21. Briefly describe your policies related to the assessment and documentation of language competency for **in-language service providers**.

Domain 5: Monitoring and Evaluation

Questions in this domain assess how your CBHC monitors the quality of the language assistance services it provides and the processes that are in place for continual improvement.

If responded 'Yes' to any B4c-g, answer E1.

- E1. Does your CBHC use any of the following methods to assure the quality of medical interpretation provided by interpreters? *Please select all that apply.*
1. Patient satisfaction surveys
 2. Provider satisfaction surveys
 3. Observation or shadowing by an experienced medical interpreter
 4. Pairing with a more experienced medical interpreter
 5. Mentoring by an experienced medical interpreter
 6. Annual job performance assessments
 7. Another method (*Please specify*): _____
 8. *None of the above*

If responded 'Yes' to any B4c-g, answer E2.

- E2. Does your CBHC collect data on the amount of time it takes for patients or caregivers who prefer a language other than English to be connected with a qualified interpreter (i.e., wait time)?
1. Yes
 2. No

If responded 'Yes' to B4h, answer E3.

- E3. Does your CBHC collect data on turnaround times for translating documents for individuals who need the information in a language other than English?
1. Yes
 2. No

If responded 'Yes' to B4h, answer E4.

- E4. Does your CBHC have a process in place, conducted either in-house or by a contractor, for evaluating the quality of translations to ensure that the intended meaning of the source document is appropriately conveyed and culturally appropriate?
1. Yes
 2. No
- E5. Does your CBHC solicit feedback from patients or caregivers specific to their experience receiving language assistance services?
1. Yes
 2. No

If responded 'Yes' to E5, answer E6.

- E6. Which of the following methods does your CBHC use to evaluate patient experience with language assistance services? *Please select all that apply.*

1. Surveys about patients' overall experience at the CBHC
 2. Surveys about patients' specific experience receiving language assistance services
 3. Brief patient satisfaction surveys conducted immediately after language assistance service is provided (e.g., automated after-call survey)
 4. One-on-one in-depth interviews
 5. Focus groups
 6. Another method (*Please specify*): _____
- E7. Does your CBHC solicit feedback and suggestions from providers or staff members about the language assistance services that the CBHC offers?
1. Yes
 2. No
- E8. Does your CBHC have a formal language access complaint process that is clearly communicated to all patients?
1. Yes
 2. No
- E9. Does your CBHC have a process for responding to patient complaints about language access and language assistance services?
1. Yes
 2. No
- E10. Please provide any comments or feedback you have for MassHealth about this self-assessment, including any technical difficulties you experienced or particular questions that you found confusing or had difficulty answering.
- E12. Please provide any additional details about your organization's language services that you would like to share that was not captured in the survey questions.

Thank you for taking the time to complete this survey. If you have any questions about this survey, please contact us at Health.Equity@mass.gov.