



EOHHS Hospital Quality and Equity Incentive Program (HQEIP)

Performance Year 1 (PY1) Deliverable:

Disability Accommodation Needs Report

Instructions

Hospitals participating in the EOHHS HQEIP are expected to complete the requirements for the *Accommodation Needs Met* measure, as specified in the PY1 Implementation Plan and associated technical specifications. Hospitals will be assessed on complete and timely submission to EOHHS of a report describing the organization's current practice for the following:

- 1) screening patients for accommodation needs* before or at the start of a patient encounter, and how and where the results of this screening is documented (specifically including any documentation in electronic health records or other databases);
- 2) other methods, if any, for documenting accommodation needs;
- 3) asking patients, at or after the end of a patient encounter, if they felt that their accommodation needs were met;
- 4) analyses that are performed at the organizational level to understand whether accommodation needs have been met; and
- 5) any changes to screening for accommodation needs, documentation of accommodation needs, querying patients about accommodation needs being met, and/or organizational analyses related to accommodation needs currently planned for implementation before 2027. Please include anticipated timelines for any described changes.

**For this Disability Accommodation Needs Report, accommodation needs are regarded to be needs related to a disability, including disabilities as a result of a physical, intellectual or behavioral health condition. For this report, this does not include needs for spoken language interpreters, but does include accommodation needs for vision impairments (e.g., Braille) or hearing impairments (e.g., ASL interpreters).*

Hospitals should complete the reporting template provided in this document and submit the completed report to EOHHS by December 1, 2023 via OnBase with the following naming convention: HospitalAbbreviation_DANR_YYYYMMDD. Please rename the file

with hospital's abbreviation and submission date. Note: Submission is a 2-step process; after uploading the deliverables onto OnBase, click "submit" to finalize the submission.

Please keep the responses to no more than 5 pages in total.

Please reach out to the MassHealth Health Equity Team at health.equity@mass.gov with any questions.

Section 1: Acute Hospital Information

Name of the acute hospital:

Name and title of individual(s) responsible for completing this assessment:

Name and email address of individual(s) submitting this assessment:

Section 2: Disability Accommodation Needs Information

The first portion of this report relates to current practices.

Question 1: Please describe current practices for screening members for their accommodation needs either before or during an outpatient encounter. Responses may include but should not be limited to screening tools used and/or questions asked, the timing and setting of screenings, staff involved in screening, etc.

Response:

Question 1a: How are any reported accommodation needs documented, e.g., in the electronic health record (EHR), free text notes or flags on a member's file or care assessment, etc.?

Response:

Question 1b: Are any alternative or supplemental methods for identifying a member's accommodation needs used?

Response:

Question 1c: If members are currently screened for accommodation needs, please list the specific question(s) and response options used to screen members.

Response:

Question 2: Please describe current practices for asking members to report, during or after an outpatient encounter, if their accommodation needs were met. Similar to Question 1 above, responses may include screening tools used and/or questions asked, the timing and modalities of screenings, staff involved in screening, etc.

Response:

Question 2a: How is it documented, if at all, whether members' needs are being met?

Response:

Question 3: Please describe any efforts to aggregate results at the organizational level to determine whether members' accommodation needs are being met.

Response:

Question 3a: Describe the process for sharing results of organizational analyses related to accommodation needs internally or with providers, members, and other stakeholders? If so, please describe.

Response:

The second portion of this report relates to future plans.

Question 4: Please describe any currently planned actions that will undertaken in the next four years for screening members for their accommodation needs:

- (i) during an inpatient visit,
- (ii) during an observation stay, and
- (iii) in an ambulatory radiology encounter.

This may include plans to improve current screening practices or establishing new screening practices.

Response:

Question 4a: Describe any current plans to improve documentation of reported accommodation needs and how documented information will be used.

Response:

Question 4b: Describe any current plans for using alternative or supplemental methods for identifying a member's accommodation needs:

Response:

Question 5: Please describe anticipated actions that will be undertaken in the next four years to monitor whether accommodation needs are being met. This may include plans to improve current

practices or establishing new practices related to assessing whether accommodation needs were met.

Response:

Question 5a: Describe any current plans to monitor whether members' needs are being met.

Response:

Question 5b: Describe any current plans to ask members to report if their accommodation needs were met:

- (i) during an inpatient visit,
- (ii) during an observation stay, and
- (iii) in an ambulatory radiology encounter.

Response:

Question 6: Please describe any anticipated actions that will be undertaken in the next four years to aggregate results at the organizational level related to whether members' accommodation needs are being met. This may include plans to improve analyses or establish new data analysis practices.

Response:

Question 6a: Describe any planned processes for sharing information about whether accommodation needs are being met internally or with providers, members, and other stakeholders.

Response:

Question 7: Describe any anticipated challenges or barriers to screening, reporting, and meeting the needs of members with accommodation needs. Describe any anticipated action that will be undertaken to overcome those challenges.

Response: