



# Hospital Quality and Equity Incentive Program Deliverable: Updated Submission Instructions for the “Disability Competent Care Self-Assessment” Deliverable

## Instructions for the “Disability Competent Care Self-Assessment” Deliverable

### 1. Context

A key goal of the Commonwealth’s in this demonstration period is to improve quality of care and advance health equity, with a focus on initiatives addressing health-related social needs (HRSN) and health disparities demonstrated by variation in quality performance. To support achievement of this goal, Massachusetts is centering equity alongside quality as a pillar of value-based care and as a priority for the state's health care system.

To that end, MassHealth will implement aligned quality and equity initiatives across the delivery system, including for acute care hospitals. In addition to being accountable for annual performance goals on a comprehensive set of quality performance metrics, acute care hospitals (“Hospitals”) will also be accountable for annual performance on a comprehensive set of equity performance metrics through the Hospital Quality and Equity Incentive Program (HQEIP), authorized under MassHealth Medicaid and CHIP Section 1115 Demonstration authority.

The HQEIP “Disability Competencies” metric incentivizes participating Hospitals to identify and address unmet needs for healthcare worker education and training to promote core competencies in providing care to members with disabilities. Participating Hospitals will be assessed on achievement of training patient-facing staff in disability competent care and demonstration of competency. In Performance Year 1, participating Hospital performance will be assessed by complete and timely submission of two reporting deliverables:

- A) The **Disability Competent Care (DCC) Self-Assessment Report** is required to be submitted by participating Hospitals to MassHealth by **December 1, 2023**. Submission instructions for this report are included in this document.
- B) The **Disability Competent Care (DCC) Training Plan** is required to be submitted by participating Hospitals to MassHealth by **December 1, 2023**. Submission instructions for this reporting deliverable will be shared separately.

As required by CMS, an Independent Assessor, an independent entity tasked with ensuring compliance, will be reviewing a subset of deliverables, including the **DCC Self-Assessment Report**. The Health Quality and Equity Independent Assessor is not required to review relevant submissions before interim payments are made; any necessary adjustments based on the Independent Assessor’s review will be made retrospectively via the reconciliation payment.



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## 2. The Disability Competent Care (DCC) Self-Assessment Exercise

The [DCC Model](#) is a participant-centered model that focuses on the eventual goal of supporting individuals to achieve maximum function. The DCC model is delivered by an interdisciplinary team that recognizes and treats each individual as a unique person, not as their diagnosis or condition. There are seven pillars that comprise the DCC Model:

- Understanding the DCC Model and the population being served
- Focusing on participant engagement and implementing participant-centered care
- Helping participants have access at all phases of health care delivery and community participation
- Developing and integrating responsive care
- Identifying key care coordination needs across the full spectrum of services, including transitions and leveraging community supports
- Establishing flexible long-term services and supports (LTSS) so participants have the resources needed to function in the community
- Integrating behavioral health services to help participants receive integrated care

The **DCC Self-Assessment Exercise** includes two components: A) the DCC Assessment Tool Hospital Evaluation Results Form (DCCAT-HERF) and B) the DCC Self-Assessment Report (DCCSAR).

Hospitals may choose to meet certain performance expectations for the **DCC Self-Assessment Exercise** either individually or as part of a multi-hospital collaboration (including two or more Hospitals). Instructions pertinent to each scenario for each component are provided below.

### A) [Instructions for completing the Disability Competent Care Assessment Tool Hospital Evaluation Results Form \(DCCAT-HERF\)](#)

Framed by the DCC Model, the [Disability-Competent Care Self-Assessment Tool](#) (DCCAT) was designed by CMS’ Resources for Integrated Care (RIC) to help providers evaluate their current ability to meet the needs of participants with functional limitations and identify strategic opportunities for improvement. CMS’ RIC, developed the [DCCAT Evaluation Results Form](#) to facilitate capturing responses to the DCCAT. MassHealth has adapted the DCCAT Evaluation Results Form for use in the Hospital setting, to create the DCCAT-HERF deliverable.

Each participating Hospital must complete the DCCAT-HERF. The DCCAT-HERF is a template that contains tabs for each of the seven DCC pillars (with DCC pillars 2 – 7 also including sub-sections). The DCCAT-HERF must be completed, according to the instructions included therein.



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Hospitals may also choose to add new questions to the DCCAT-HERF. Within each “DCC Pillar” worksheet on the DCCAT-HERF, below the table of questions, there is a sub-section titled, “Add your NEW questions here (optional).” Please note these optional additional questions will not impact the calculated average responses for the pillars in the “Results Summary” worksheet. For multi-hospital collaborations: Each participating Hospital in a multi-hospital collaboration must complete its own unique DCCAT-HERF specific to the individual Hospital.

### B) Instructions for Completing the Disability Competent Care Self-Assessment Report (DCCSAR)

Each participating Hospital must submit a completed DCCSAR. For multi-Hospital collaboration, Hospitals may complete the DCCSAR together, however, each Hospital must submit its own copy of the DCCSAR. The DCCSAR must be completed within the provided template, according to the instructions included in the DCCSAR.

### C) Submission Instructions for the Disability Competent Care (DCC) Self-Assessment Report

Submit the completed DCCSAR with the following naming convention:

**HospitalAbbreviation\_DCCSAR\_YYYYMMDD\_rev-Sept.2023** via OnBase. Please rename the file with Hospital’s abbreviation and submission date. Pending CMS approval, the DCCAT-HERF will not be required to be submitted, as the DCCAT-HERF summary is reflected in the DCCSAR.

Note: submission is a 2-step process. After uploading the deliverables onto OnBase, you must also click “submit” to finalize the submission.



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## Glossary, Definitions & Acronyms

- **Hospital:** an acute hospital in Massachusetts participating in the Health Quality and Equity Incentive Program (HQEIP)
- **Hospital Staff:** individual who is considered an employee of the Hospital (e.g., NOT a worker employed by an outside agency, nor someone who is self-employed or a contracted worker); this Hospital staff employee can be part-time or full-time
- **Clinical Staff:** any Hospital staff whose job requires them to have direct physical contact with patients (e.g., nurses, CNAs, physicians, phlebotomists, radiology techs, transport staff would be considered clinical patient-facing staff)
- **Patient-Facing Staff:** any employed (part or full-time), Hospital staff whose role requires engagement with patients (and/or a patient’s caregiver(s)). Patient-facing staff may serve in clinical roles (e.g., provider) or non-clinical roles (e.g., transport staff, diagnostic (lab, radiology) support staff, food services, registration)
- **DCC Model:** the model developed by CMS’s RIC to help health care organizations to develop core competencies for existing staff
- **DCC Team:** members on the Hospital’s DCC Team that can be decided by the Hospital and should include a representative mix of patient-facing staff (clinical and non-clinical) from different clinical departments
- **DCCAT:** the Disability Competent Care Self-Assessment Tool, which includes the DCCAT Evaluation Results Form, that has been developed by CMS’ RIC
- **DCCAT-HERF:** refers to MassHealth’s modified version of the DCCAT for Hospitals, which participating Hospitals must complete as part of the DCC Self-Assessment Exercise
- **DCCSAR:** refers to the Disability Competent Care Self-Assessment Report, which participating Hospitals must complete and submit as part of the DCC Self-Assessment Exercise
- **DCC Self-Assessment Exercise:** encompasses the process of forming a DCC Team, meeting with DCC Team members, completing the DCCSAR, completing the DCCAT-HERF, collating the results and submitting the DCC deliverable.
- **HHS Data Standard for Disability:** a series of screening questions, as follows:
  1. Are you deaf or do you have serious difficulty hearing? Yes/No
  2. Are you blind or do you have serious difficulty seeing, even when wearing glasses? Yes/No
  3. Because of a physical, mental or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions? (5 years old or older) Yes/No
  4. Do you have serious difficulty walking or climbing stairs? (5 years old or older) Yes/No
  5. Do you have difficulty dressing or bathing? (5 years old or older) Yes/No
  6. Because of a physical, mental or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping? (15 years old or older) Yes/No