

MassHealth Quality and Equity Incentive Program (QEIP)

Program:	Hospital QEIP
Performance Year:	3
Metric:	Disability Competent Care
Deliverable:	Disability Competent Care Training Report
Submission Portal:	OnBase
Submission Due Date:	February 27, 2026
File Naming Convention:	HospitalAbbreviation_DCCTraining_YYYYMMDD
Suggested Page Limit:	2-3

Summary

Despite evidence of health care disparities experienced by people with disabilities, many health care workers lack adequate training to competently meet their health care needs. The Disability Competent Care measure will incentivize hospitals to identify and prepare for addressing unmet needs for healthcare worker education and training to promote core competencies in providing care to members with disabilities.

Reporting Template

Contact Information

Point of Contact Name:	Add text
Organization Name:	Add text
Point of Contact Email Address:	Add text

Introduction

Participating hospitals will be assessed on the achievement of training patient-facing staff in disability competent care and demonstration of competency, as well as progress towards and/or meeting the Performance Year (PY) 3 training target of 45%. For this measure, hospitals will report the number of applicable patient-facing acute hospital staff who in the past 24 months:

- 1) completed disability competency training to address Disability Competent Care (DCC) pillars selected by the acute hospital in its DCC Training Plan Report; and
- 2) demonstrated competency in the relevant disability competency training area(s). In the PY1 DCC Training Plan Report, hospitals identified at least 3 DCC pillars/ sub-sections and defined applicable patient-facing staff for each disability competency training area, which were approved by MassHealth.

Please respond to all of the applicable questions in the following two sections of the report below:

- Section 1: Overview of Targeted Patient-facing Staff (if any changes from PY2 Report)
- Section 2: Disability Competent Care Training Data

A complete, responsive, and timely submission will be submitted to MassHealth by February 27, 2026, and will include direct responses to all the questions in the report template below. Blank responses and/or partially completed tables (e.g., with blank cells) will not meet the requirements for the measure. Include data only for the specific hospital for which this report is being submitted.

Section 1: Overview of Selected Trainings and Targeted "Applicable Patient-Facing Staff," If Applicable

1.	Have any Report?	changes been mad	de to the Hospital's DCC trainings as reported in the PY2 DCC Training
	•	□ No	
			anges to the DCC Trainings since the PY2 DCC Training Report, on 1 and complete only Section 2.
		□ Yes	
		please complete	nanges to the DCC Trainings from the PY2 DCC Training Report, Table 1 describing training tool(s) and targeted populations applicable Add additional tables as needed to capture changes to all relevant
		rview of Selected	Trainings and Targeted "Applicable Patient-Facing Staff"
T	raining Na	me	
	_	urce/Steward n as relevant)	
		Sub-Section(s) by Training	
S		Patient-Facing ition Approved	
P	atient-Fac	Applicable ing Staff" Approved	
S in de	taff at the cluding h	atient-Facing Hospital, ow the hospital tient-Facing	
"I C	-		

Tool

[^] Demonstrated competency in a targeted disability competent care training area is defined as demonstrated ability to apply the knowledge and/or skills targeted for improvement through a disability competent care training exercise

¹ Report the total number of <u>all</u> patient-facing staff at the hospital. To determine this number, please use MassHealth's definition for 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).

Section 2: Disability Competent Care Training Data

2.	Total # of Patient-Facing Staff at the Hospital,	including l	how the	hospital	defines	"Applicable
	Patient-Facing Staff" ² :					

3. Populate Table 2 with training data applicable to this measure. Add additional tables as needed to capture training data for all the Hospital's DCC training tools.

Table 2: HQEIP Disability Competent Care Training Data Table 2A. Training Tool 1

Table 2A. Training 10011	
Training Name	
PY2: Total # of "Applicable Patient-Facing Staff" Captured in Approved Definition (Report the number stated in the PY2 DCC Training Report.)	
PY3: Total # of "Applicable Patient-Facing Staff" Captured in Approved Definition (This number should reflect current staff number, which may be similar to what was reported in PY2. This is to account for variation staff numbers, for example, due to turnover.)	
Total # of "Applicable Patient-Facing Staff" that Completed the Training in the 24 Months Preceding December 31, 2025	
Total # of "Applicable Patient-Facing Staff" that Completed the Training <u>and</u>	

² Report the total number of <u>all</u> patient-facing staff at the hospital. To determine this number, please use MassHealth's definition for 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).

Table 2B. Training Tool 2

Training Name
PY2: Total # of "Applicable Patient-Facing Staff" Captured in Approved Definition (Report the number stated in the PY2 DCC Training Report.)
PY3: Total # of "Applicable Patient-Facing Staff" Captured in Approved Definition (This number should reflect current staff number, which may be similar to what was reported in PY2. This is to account for variation staff numbers, for example, due to turnover.)
December 31, 2025 Total # of "Applicable
Patient-Facing Staff" that Completed the Training and Demonstrated Competency within 24 Months Preceding December 31, 2025

Table 2C. Training Tool 3

Training Name
PY2: Total # of "Applicable Patient-Facing Staff" Captured in Approved Definition (Report the number stated in the PY2 DCC Training Report.)
PY3: Total # of "Applicable Patient-Facing Staff" Captured in Approved Definition (This number should reflect current staff number, which may be similar to what was reported in PY2. This is to account for variation staff numbers, for example, due to turnover.)
be similar to what was reported in PY2. This is to account for variation staff numbers, for
Patient-Facing Staff" that Completed the Training in the 24 Months Preceding December 31, 2025
Total # of "Applicable Patient-Facing Staff" that Completed the Training and Demonstrated Competency within 24 Months Preceding December 31, 2025