



MassHealth Quality and Equity Incentive Program (QEIP)

Program:	Hospital QEIP
Performance Year:	4
Metric:	Disability Competent Care
Deliverable:	Disability Competent Care Training Report
Submission Portal:	OnBase
Submission Due Date:	February 27, 2027
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) 4 training target of 65%. 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 PY3 Report)
- Section 2: Disability Competent Care Training Data

A complete, responsive, and timely submission will be submitted to MassHealth by February 27, 2027, 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 changes been made to the Hospital’s DCC trainings as reported in the PY3 DCC Training Report?

☐ No

If there are no changes to the DCC Trainings since the PY3 DCC Training Report, please skip Section 1 and complete only Section 2.

☐ Yes

If there are any changes to the DCC Trainings from the PY3 DCC Training Report, please complete Table 1 describing training tool(s) and targeted populations applicable to this measure. *Add additional tables as needed to capture changes to all relevant training tools.*

Table 1: Overview of Selected Trainings and Targeted “Applicable Patient-Facing Staff”

Table 1A. Training Tool 1

Training Name	
Training Source/Steward (with citation as relevant)	
DCC Pillar/Sub-Section(s) Addressed by Training	
“Applicable Patient-Facing Staff” Definition Approved by MassHealth	
Total # of “Applicable Patient-Facing Staff” Captured in Approved Definition¹	
Total # of Patient-Facing Staff at the Hospital, <i>including how the hospital defines “Patient-Facing Staff”</i>	
Describe how “Demonstrated	

¹ Report the total number of all 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). Contracted providers or staff are not included in this definition of patient-facing staff.

Competency ² Will be Assessed for the Training Tool	
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Section 2: Disability Competent Care Training Data

- Total # of Patient-Facing Staff³ at the Hospital during PY4 (calendar year 2026); this number should reflect *all* patient-facing staff, inclusive of staff identified for DCC training(s): _____
- 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

Training Name	
PY4: Total # of “Applicable Patient-Facing Staff” Captured in Approved Definition (This number should reflect current staff numbers, which may be similar to what was reported in PY3. This is to account for variation in staff numbers, for example, due to turnover.)	
Total # of “Applicable Patient-Facing Staff” Captured in Approved Definition <u>for the 24-Month Period Preceding December 31, 2026</u>	

² 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

³ Report the total number of all 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). Contracted providers or staff are not included in this definition of patient-facing staff.

(This should be the unique # of staff from January 2024 through December 2026.)	
Total # of “Applicable Patient-Facing Staff” that Completed the Training in the 24-Month Period Preceding December 31, 2026 (This should be from the unique # of staff from January 2024 through December 2026.)	
Total # of “Applicable Patient-Facing Staff” that Completed the Training <u>and</u> Demonstrated Competency in the 24-Month Period Preceding December 31, 2026 (This should be from the unique # of staff from January 2024 through December 2026.)	

Table 2B. Training Tool 2, if Applicable

Training Name	
PY4: Total # of “Applicable Patient-Facing Staff” Captured in Approved Definition (This number should reflect current staff numbers, which may be similar to what was reported in PY3. This is to account for variation in staff numbers, for example, due to turnover.)	
Total # of “Applicable Patient-Facing Staff”	

Captured in Approved Definition for the 24-Month Period Preceding December 31, 2026 (This should be the unique # of staff from January 2024 through December 2026.)	
Total # of “Applicable Patient-Facing Staff” that Completed the Training in the 24-Month Period Preceding December 31, 2026 (This should be from the unique # of staff from January 2024 through December 2026.)	
Total # of “Applicable Patient-Facing Staff” that Completed the Training and Demonstrated Competency in the 24-Month Period Preceding December 31, 2026 (This should be from the unique # of staff from January 2024 through December 2026.)	

Table 2C. Training Tool 3, if Applicable

Training Name	
PY4: Total # of “Applicable Patient-Facing Staff” Captured in Approved Definition (This number should reflect current staff numbers, which may be similar to what was reported in PY3. This is to account for	

variation in staff numbers, for example, due to turnover.)	
Total # of “Applicable Patient-Facing Staff” Captured in Approved Definition <u>for the 24-Month Period Preceding December 31, 2026</u> (This should be the unique # of staff from January 2024 through December 2026.)	
Total # of “Applicable Patient-Facing Staff” that Completed the Training in the 24-Month Period Preceding December 31, 2026 (This should be from the unique # of staff from January 2024 through December 2026.)	
Total # of “Applicable Patient-Facing Staff” that Completed the Training <u>and</u> Demonstrated Competency in the 24-Month Period Preceding December 31, 2026 (This should be from the unique # of staff from January 2024 through December 2026.)	