



MassHealth Quality and Equity Incentive Program (QEIP)

Program:	MCO QEIP
Performance Year:	2
Metric:	Disability Competent Care
Deliverable:	Disability Competent Care Training Report
Submission Portal:	OnBase
Submission Due Date:	March 31, 2025
File Naming Convention:	MCOAbbreviation_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 (DCC) measure will incentivize ACOs and MCOs 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

MCOs will be assessed on the achievement of training patient-facing staff in disability competent care and demonstration of competency and the progress towards and/or attainment of the Performance Year 2 (PY2) training target of 5%. For this measure, MCOs will report the number of applicable patient-facing staff at the MCO who in the past 24 months:

- 1) completed disability competency training to address Disability Competent Care (DCC) pillars selected by the MCO in its DCC Training Plan report; and
- 2) demonstrated competency in the relevant disability competency training area(s).

In early 2024, MCOs defined applicable patient-facing staff for each disability competency training area in their DCC Training Plan report, and this “applicable patient-facing staff” was approved by MassHealth.

Please complete the following two sections of the report below:

- Section 1: Overview of Selected Trainings and Targeted “Applicable Patient-facing Staff”
- Section 2: Disability Competent Care Training Data

A complete, responsive, and timely submission will be submitted to MassHealth by March 31, 2025, 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 MCO for which this report is being submitted.

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

1. Populate Table 1 describing training tool(s) and targeted populations applicable to this measure.
Add additional tables as needed to capture 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 Definition	
Total # of Patient-Facing Staff across the MCO, including how the MCO defines “Patient-Facing Staff”	
Describe how “Demonstrated Competency^” Will be Assessed for the Training 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

Table 1B. Training Tool 2

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 Definition	
Total # of Patient-Facing Staff across the MCO, including how the MCO defines “Patient-Facing Staff”	
Describe how “Demonstrated Competency^” Will be Assessed for the Training 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

Table 1C. Training Tool 3

Training Name	
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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 Definition	
Total # of Patient-Facing Staff across the MCO, including how the MCO defines “Patient-Facing Staff”	
Describe how “Demonstrated Competency^” Will be Assessed for the Training 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

Section 2: Disability Competent Care Training Data

1. Populate Table 2 reporting training data applicable to this measure. *Add additional tables as needed to capture training data for the Training Tools listed above.*

Table 2: MQEIP Disability Competent Care Training Data

Table 2A. Training Tool 1

Training Name	
Total # of “Applicable Patient-Facing Staff” Captured in Approved Definition (from Table 1A)	
Total # of “Applicable Patient-Facing Staff” that Completed the Training in the 24 Months Preceding December 31, 2024	
Total # of “Applicable Patient-Facing Staff” that Completed the Training <u>and</u> Demonstrated Competency within 24 Months Preceding December 31, 2024	

Table 2B. Training Tool 2

Training Name	
Total # of “Applicable Patient-Facing Staff” Captured in Approved Definition (from Table 1B)	
Total # of “Applicable Patient-Facing Staff” that Completed the Training in the 24 Months Preceding December 31, 2024	

Total # of “Applicable Patient-Facing Staff” that Completed the Training <u>and</u> Demonstrated Competency within 24 Months Preceding December 31, 2024	
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Table 2C. Training Tool 3

Training Name	
Total # of “Applicable Patient-Facing Staff” Captured in Approved Definition (from Table 1C)	
Total # of “Applicable Patient-Facing Staff” that Completed the Training in the 24 Months Preceding December 31, 2024	
Total # of “Applicable Patient-Facing Staff” that Completed the Training <u>and</u> Demonstrated Competency within 24 Months Preceding December 31, 2024	