



MassHealth ACO/MCO Quality and Equity Incentives Program	
Targeted Domain:	Domain 2: Equitable Quality and Access
Metric:	Meaningful Access to Healthcare Services for Persons with Limited English Proficiency (<i>Oregon Health Authority</i>)*
Deliverable:	Organizational Self-Assessment
Performance Year (PY):	PY1
Due Date:	December 31, 2023
Suggested Page limit:	10 Pages
Submission via:	OnBase
File Naming Convention:	<i>ACO/MCOAbbreviation_Self-Assessment_YYYYMMDD</i>

*Note: In response to stakeholder feedback, this measure name was updated to “*Meaningful Access to Health Care Services for Persons with a Preferred Language other than English.*”

Context

A key goal of the Commonwealth’s in the Section 1115 demonstration Waiver period 2022 to 2027 is to improve quality of care and advance health equity. To support this goal, MassHealth is incentivizing implementation of aligned quality and equity initiatives across delivery system settings to address health disparities through the Quality and Equity Incentives Program. Participating ACOs and MCOs are expected to complete key performance requirements as stated in the AQEIP (PY1) Implementation Plan and associated technical specifications. This document provides instructions for reporting of an “*Organizational Self-Assessment*” of capacity related to providing access to high quality language services to patients. A reporting template can be found on pages 2-5.



Reporting Template

Contact Information

Point of Contact Name:

Organization Name: _____

Point of Contact Email Address:

Introduction

The organizational self-assessment prompts organizations to report on language access services¹ in the following sections:

Section 1: Infrastructure and Resources

Section 2: Identification of Preferred Language

Section 3: Provision of Language Assistance Services

Section 3: Competency of Staff Providing Language Assistance Services

Organizations should answer questions based on language access services in place as of December 31, 2022.

Section 1: Infrastructure and Resources

- 1) Does your organization have a dedicated language services department, function, or area? If yes, please describe where the language services department fits within your organizational structure and the number of FTEs allocated to the department/function/area, including but not limited to staff interpreters, translation services, and administration.
- 2) Please describe how language services are administered at your organization (e.g., oversight of qualified interpreters and translators, coordinating requests for in-house or contracted interpretation and translation services, training staff on how to utilize language assistance services when serving members, assessment and improvement of the language services program).

¹ Language Access Services can be defined for the purpose of this assessment as services that facilitate meaningful access and efficient services to patients who do not speak or read English.



Section 2: Identification of Preferred Language

- 1) Please list and describe the organization’s internal and external activities to ensure members are informed about the availability of language services (e.g., notices posted in the reception area and/or in examination rooms, call centers, on the organization’s website, etc.)
- 2) Please describe how your organization collects self-reported data from members on their preferred spoken and written language(s) for health care. Specifically, describe how and when members are invited to provide such data, in what setting(s), and any instruments used for collection. Please note, if any, differences in the processes for collecting self-reported data for preferred spoken and written language.
- 3) Please describe how your organization documents and communicates a member’s language preference to clinical and non-clinical staff that may interact with the member.
- 4) Does your organization aggregate and analyze data related to languages spoken by your members?

If yes to question 4, please answer questions 4a and 4b:

4a. What source of data does your organization use to aggregate the number and prevalence of languages spoken by your members?

4.b Please list the top TEN (10) most prevalent preferred spoken languages by your members, other than English, as of 12/31/2022? Please provide in order of descending frequency.

Preferred Spoken Languages (top 10 most prevalent)	Percent of Members Served as of 12/31/2022
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	



Section 3: Provision of Language Assistance Services

- 1) Does your organization document the following information related to provision of language assistance services (Select “yes” or “no” for each)

	Yes	No
Number of <u>requests</u> received for interpreter services		
Number of interpreter services <u>provided</u>		
Specific members to which interpreter services are <u>provided</u>		
Number of interpreter services provided by type of language assistance services (e.g., in-house interpreter, telephone interpretation services, etc.)		
Number of members who were offered interpreter services but refused		
Wait times for interpreter services after the request for services was made		

- 2) Does your organization provide translated written materials into other languages to members? If yes, please describe any policies that govern when and which written materials are translated (i.e. for documents that contain information that is critical for obtaining services and/or benefits such as application forms, consent forms, release of information, complaint forms, eligibility forms, etc).
- 3) It is critical to ensure that, once translated, the content of materials is conceptually, linguistically, and culturally accurate. Please describe your organization’s mechanism for evaluating the quality of translated materials.

Section 4: Competency of Staff Providing Language Assistance Services

- 1) Competent interpreters may be characterized as interpreters that understand and speak with enough fluency in both the source and target languages to convey intended meaning.
- How does your organization, and/or the organization(s) that you contract with for interpreter services, define competency for language access service providers?
 - How does your organization, and/or the organization that you contract with for interpreter services, ensure language access service providers are sufficiently competent to deliver services?
 - If multilingual staff and providers are used to meet language access service needs, does your organization have polic(ies) in place to assess staff and provider fluency and ensure that they are sufficiently competent? If yes, please describe the policy and process(es).
- 2) Does your organization allow using family members/friends to interpret for members? If yes, please describe how your organization ensures that information is accurately relayed to



members.

- 3) Does your organization collect feedback on members' experience with language access services? Does your organization collect feedback from providers on their experience with language access services? Please describe.