

Appendix A. Scoring example for Hospital A in Performance Year 2.

Domain	Questions	Example Scoring	Domain Score and Result for Hospital A
<i>Domain 1</i>	<p>A10. Does your hospital ...</p> <p>a. Have a process for individuals to request language assistance services?</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>b. Have a process to respond to requests for language assistance services?</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>c. Use open-ended questions to determine an individual's preferred language?</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>d. Record the preferred language of patients at registration or intake?</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>e. Record the preferred language of patients' caregivers, if applicable, at registration or intake?</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>f. Record at registration or intake if individuals require language assistance services?</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<ul style="list-style-type: none"> 1 point is awarded for answering "yes" to any one of the six items in A10 <p>Awarded Points: 1</p>	<p>Required Points: 2</p> <p>Total Awarded Points: 2</p> <p>Result: Pass</p>

Domain	Questions	Example Scoring	Domain Score and Result for Hospital A
	<p>A13. Is information about whether a patient needs language access services readily visible to relevant staff in the patient's EMR?</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<ul style="list-style-type: none"> 1 point is awarded for answering "yes" to A13 <p>Awarded Points: 1</p>	

Domain 2	<p>B3. Does your hospital have any of the following types of language assistance services, either in-house or through a contractor? <i>Please answer “Yes” or “No” for each item.</i></p> <p>a. Multilingual providers</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>b. Multilingual staff</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>c. In-person interpreters (spoken language)</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>d. In-person sign language interpreters</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>e. Telephonic interpreters (spoken language)</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>f. Video interpreters (spoken or sign language)</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>g. Staff trained to use video relay or text telephone devices (TTY or TDD)</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>h. Translators (for documents)</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<ul style="list-style-type: none"> 1 point is awarded for answering “yes” to any one of the eight items in B3 <p>Awarded Points: 1</p>	<p>Required Points: 3</p> <p>Total Awarded Points: 4</p> <p>Result: Fail</p>
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Domain	Questions	Example Scoring	Domain Score and Result for Hospital A
	<p>B18. Is your hospital able to report the following for each visit or interaction where interpretation services are provided to a patient or caregiver? <i>Please answer “Yes” or “No” for each item.</i></p> <p>a. The date the service was delivered</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>b. The patient the service was delivered to</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>c. The in-house interpreter or contracted service who delivered the interpretation</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>d. The language used</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<ul style="list-style-type: none"> • 1 point is awarded for answering “yes” to B18a • 1 point is awarded for answering “yes” to B18b • 1 point is awarded for answering “yes” to B18c • Responses to B18d are not scored <p>Awarded Points: 2</p>	
Domain 3	<p>C1. You previously indicated the most frequently encountered non-English languages preferred by patients and caregivers served by your hospital. For patients or caregivers who prefer one of these languages for health care, does your hospital inform them in their preferred language about the availability of free language assistance services?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<ul style="list-style-type: none"> • 1 point is awarded for answering “yes” to C1 <p>Awarded Points: 1</p>	<p>Required Points: 1</p> <p>Total Awarded Points: 1</p> <p>Result: Pass</p>

Domain	Questions	Example Scoring	Domain Score and Result for Hospital A
Domain 4	<p>D18. Does your hospital have a process of assessing competency in source and target languages for each of the following? <i>Please answer “Yes” or “No” for each item.</i></p> <p>a. In-house interpreters (N/A; Hospital A does not have in-house interpreters)</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>b. Contracted interpreters</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>c. Translators</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>d. Multilingual staff</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p> <p>e. Multilingual providers (N/A; Hospital A does not have multilingual providers)</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<ul style="list-style-type: none"> 1 point is awarded for answering “yes” to all of the items in D18 that are applicable to the hospital Note that in the online survey, hospitals will not see the items that are not applicable based on their previous responses According to its previous responses, Hospital A has contracted interpreters, translators, and multilingual staff; however, it only assesses the language proficiency of the contracted interpreters and translators <p>Awarded Points: 0</p>	<p>Required Points: 1</p> <p>Total Awarded Points: 0</p> <p>Result: Fail</p>
Domain 5	<p>E5. Does your hospital solicit feedback from patients or caregivers specific to their experience receiving language assistance services?</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<ul style="list-style-type: none"> 1 point is awarded for answering “yes” to E5 <p>Awarded Points: 1</p>	<p>Required Points: 1</p> <p>Total Awarded Points: 1</p> <p>Result: Pass</p>