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

| **Domain** | **Questions** | **Example Scoring** | **Domain Score and Result for Hospital A** |
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| *Domain 1* | A10. Does your hospital …   1. Have a process for individuals to **request language assistance services**?   Yes  No   1. Have a process to **respond to requests** for language assistance services?   Yes  No   1. Use open-ended questions to determine an individual’s preferred language?   Yes  No   1. Record the preferred language of **patients** at registration or intake?   Yes  No   1. Record the preferred language of patients’ **caregivers**, if applicable, at registration or intake?   Yes  No   1. Record at registration or intake if individuals **require language assistance services**?   Yes  No | * 1 point is awarded for answering “yes” to any **one** of the six items in A10   **Awarded Points: 1** | Required Points: 2  Total Awarded Points: 2  **Result: Pass** |
|  | A13. Is information about whether a patient needs language access services **readily visible** to relevant staff in the patient’s EMR?  Yes  No | * 1 point is awarded for answering “yes” to A13   **Awarded Points: 1** |  |
| *Domain 2* | B3. Does your hospital have any of the following types of language assistance services, either in-house or through a contractor? *Please answer “Yes” or “No” for each item.*   1. Multilingual providers   Yes  No   1. Multilingual staff   Yes  No   1. In-person interpreters (spoken language)   Yes  No   1. In-person sign language interpreters   Yes  No   1. Telephonic interpreters (spoken language)   Yes  No   1. Video interpreters (spoken or sign language)   Yes  No   1. Staff trained to use video relay or text telephone devices (TTY or TDD)   Yes  No   1. Translators (for documents)   Yes  No | * 1 point is awarded for answering “yes” to any **one** of the eight items in B3   **Awarded Points: 1** | Required Points: 3  Total Awarded Points: 4  **Result: Fail** |
|  | B18. Is your hospital able to report the following for each visit or interaction where **interpretation** **services** are provided to a patient or caregiver? *Please answer “Yes” or “No” for each item.*   1. The date the service was delivered   Yes  No   1. The patient the service was delivered to   Yes  No   1. The in-house interpreter or contracted service who delivered the interpretation   Yes  No   1. The language used   Yes  No | * 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   **Awarded Points: 2** |  |
| *Domain 3* | 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?  Yes  No | * 1 point is awarded for answering “yes” to C1   **Awarded Points: 1** | Required Points: 1  Total Awarded Points: 1  **Result: Pass** |
| *Domain 4* | D18. Does your hospital have a process of assessing competency in source and target languages for each of the following? *Please answer “Yes” or “No” for each item.*   1. In-house interpreters **(N/A; Hospital A does not have in-house interpreters)**   Yes  No   1. Contracted interpreters   Yes  No   1. Translators   Yes  No   1. Multilingual staff   Yes  No   1. Multilingual providers **(N/A; Hospital A does not have multilingual providers)**   Yes  No | * 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   **Awarded Points: 0** | Required Points: 1  Total Awarded Points: 0  **Result: Fail** |
| *Domain 5* | E5. Does your hospital solicit feedback from patients or caregivers specific to their experience receiving language assistance services?  Yes  No | * 1 point is awarded for answering “yes” to E5   **Awarded Points: 1** | Required Points: 1  Total Awarded Points: 1  **Result: Pass** |