Appendix A. Scoring example for Hospital A in Performance Year 3

Domain	Questions	Example Scoring	Domain Score and Result for Hospital A
Domain 1	A10. Does your hospital ... a. Have a process for individuals to **request language assistance services**? ☒ Yes ☐ No b. Have a process to **respond to requests** for language assistance services? ☐ Yes ☒ No c. Use open-ended questions to determine an individual's preferred language? ☐ Yes ☒ No d. Record the preferred language of **patients** at registration or intake? ☒ Yes ☐ No e. Record the preferred language of patients' **caregivers**, if applicable, at registration or intake? ☐ Yes ☒ No f. 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**

Domain	Questions	Example Scoring	Domain Score and Result for Hospital A
	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*. a. Multilingual providers ☐ Yes ☒ No b. Multilingual staff ☒ Yes ☐ No c. In-person interpreters (spoken language) ☒ Yes ☐ No d. In-person sign language interpreters ☐ Yes ☒ No e. Telephonic interpreters (spoken language) ☒ Yes ☐ No f. Video interpreters (spoken or sign language) ☐ Yes ☒ No g. Staff trained to use video relay or text telephone devices (TTY or TDD) ☐ Yes ☒ No h. 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: 4 Total Awarded Points: 3 **Result: Fail**

Domain	Questions	Example Scoring	Domain Score and Result for Hospital A
	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.* a. The date the service was delivered ☒ Yes ☐ No b. The patient the service was delivered to ☒ Yes ☐ No c. The in-house interpreter or contracted service who delivered the interpretation ☐ Yes ☒ No d. 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	Questions	Example Scoring	Domain Score and Result for Hospital A
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.* **a.** In-house interpreters **(N/A; Hospital A does not have in-house interpreters)** ☐ Yes ☐ No b. Contracted interpreters ☒ Yes ☐ No c. Translators ☒ Yes ☐ No d. Multilingual staff ☐ Yes ☒ No e. 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**