

Dana-Farber Cancer Institute, Inc.

DoN # DFCI-23040915-HE

APPLICANT QUESTIONS #7

Responses should be sent to DoN staff at DPH.DON@State.MA.US

While you may submit each answer as available, please

- List question number and question for each answer you provide
- Submit responses as a separate word document, using the above application title and number as a running header and page numbers in the footer
- When providing the answer to the final question, submit all questions and answers in one final document
- Submit responses in WORD or EXCEL; only use PDF's if absolutely necessary. If "cutting and pasting" charts, provide them in a PDF so they can be clearly seen
- **Whenever possible, include a table with the response**
- **For HIPAA compliance Do not include numbers <11.**
- **When providing data, includes dates, and indicate whether it is Calendar (CY) or Fiscal Year (FY).**

Factor 1a: Patient Panel Need

1. The application states, with regard to interpreter services, the Applicant has adopted the Culturally and Linguistically Appropriate Service standards (specifically the Communication and Language Assistance Standards) set forth by the United States Department of Health and Human Services Office of Minority Health (pg.37).
 - a. What does the Applicant mean when it states that it has adopted the CLAS Standards? ***The Applicant means that it has adopted the CLAS Standards under the heading "Communication and Language Assistance."***
2. The application states also that the Applicant provides medical interpreters at no charge to patients and families who speak a language other than English (pg.38).
 - a. What modalities are used for the delivery of interpreter services? ***The Applicant uses three modalities for the provision of live interpreter services – in-person, video remote, and over-the-phone. In addition to live interpreter services, the Applicant provides patients with interpreter and translation services for written communications in its patient portal and for other written materials provided in connection with the provision of patient care.***
 - b. How many requests were filled for interpreter services by modality, in the most recent year available? ***In Fiscal Year 2024, 88,587 requests were filed for live interpreter services and 543 requests for translation of written communications. Of the 88,587 requests for live interpreter services, 51,128 were in-person, 8,758 were video remote, and 28,701 were over-the-phone. Of the 543 requests for translation of written communications, 29 were related to messages in the Applicant's patient portal, while the remaining 514 related to the translation of other written materials.***
 - c. How many medical interpreters does the Applicant employ? ***The Applicant currently employs 51 medical interpreters.***
 - d. Describe any staff training on policies and procedures concerning interpreter services. ***The Applicant's staff receives regular training on the availability of interpreter services, how to access interpreter services, and how to work with the interpreters providing the interpreter services to the Applicant's patients and care teams. Training sessions occur as part of new***

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employee orientation, annual compliance training, department-specific onboarding, staff meetings, and professional development events.

- e. Describe access to interpreter services for patient communication through a health portal, and for the translation of written materials. ***See responses provided in connection with 2(a) and 2(b) above.***
- f. Describe any potential changes to the provision of interpreter services, as a result of the Proposed Project. ***There are no anticipated changes.***