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CCO Language Self-Assessment: Meaningful Language Access to Culturally - Responsive Health Care Services.

Introduction

This online survey asks each Coordinated Care Organization (CCO) to conduct a self-assessment on language services available in your organization. Your responses will be used to determine whether your CCO meets statutory requirements (federal and state) for providing meaningful language access services. Completion of the survey does not guarantee that your CCO has met all the requirements in Exhibit B, Part 4, Section 2 k. (1) of the CCO contract.

CCOs must answer all questions. Questions are organized in four domains with point values for each question. In general, each statement is worth one point and some questions have multiple statements. Total possible survey points = 100. Answers should be based on language services in place on the final day of the measurement year (December 31,2020).

Survey responses are due on or before January 19,2021.

Self-assessment requirements

This self-assessment guides your CCO to progressively higher quality and a more robust infrastructure of language services.

Additional Information

OHA reserves the right to request additional or clarifying information to support responses provided through this survey, including but not limited to further detail on data collected, example policies, or translated materials.

For questions about this survey, please email Kweku Wilson at OEI (Kweku.Wilson@dhsosha.state.or.us).

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Contact Information

The contact person is the one completing the survey and the first point of contact if OHA has any follow-up or clarifying questions about survey responses. If multiple individuals for the same CCO submit survey responses, OHA will follow-up with the CCO as to which of the respondents should be the primary contact.

Name: _____

CCO Name: _____

Email Address: _____

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Domain 1: Identification and assessment for communication needs

Questions in this domain assess **how well your CCO identifies and tracks services** to Limited English Proficient (LEP), and Deaf and hard of hearing populations you serve.

CCOs should answer questions based on language services in place on December 31, 2020.
Your responses will help OHA to evaluate how well your CCO is performing these critical meaningful language access functions.

1)

Total points = 7

Please answer **yes or no** for each of the following statements on how your CCO identifies members needing communication access (e.g. LEP, sign language users).

	Yes	No
The CCO has a process to respond to individual requests for language assistance services (including sign language).	()	()
The CCO has a process for self-identification by the Deaf or hard of hearing person, non-English speaker or LEP individual.	()	()
The CCO has a process for using open-ended questions to determine language proficiency on the telephone or in person.	()	()
The CCO customer service staff are trained to use video relay or TTY for patient services.	()	()
The CCO uses “I Speak” language identification cards or posters.	()	()
The CCO has a process for responding to member complaints about language access and clearly communicates this process to all members.	()	()
The CCO uses MMIS/ enrollment data from OHA about primary language.	()	()

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2)

Total points = 3

Please answer **yes or no** for each of the following statements about collecting data.

	Yes	No
The CCO collects data on the number of members served who are Limited English Proficient (LEP).	()	()
The CCO collects data on the number of members served who are Deaf and hard of hearing.	()	()
The CCO collects data on the number and prevalence of languages spoken by members in your service area.	()	()

3)

Total points = 3

Please answer **yes or no** for each of the following data sources that your CCO uses to determine needs and/or population size of the LEP and Deaf and hard of hearing members in your service area.

	Yes	No
OHA MMIS	()	()
Information on member interpreter needs collected by CCO	()	()
Local community organizations and/or on-line data (example LEP.gov; census data or the American Community Survey (ACS) data).	()	()

4)

Total points = 1

How often does your CCO use any of the above data sources to assess LEP and Deaf and hard of hearing member needs?

- () Monthly
- () Quarterly
- () Annually

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5)

Total points = 1

Does your CCO record the primary language from LEP or Deaf and hard of hearing members when they first contact your CCO (for example, at intake or first encounter)?

Yes

No

6)

Total points = 1

Does your CCO have a process for sharing information about members who need spoken and sign language interpretation with your provider network?

Yes

No

7)

Total points = 1

If yes to the previous question, please briefly describe how your CCO shares primary spoken language or hearing assistance needs with provider networks or service coordinators.

8)

Total points = 1

If yes to question 5, how frequently do you share this information?

At least Weekly

At least Monthly

At least Quarterly

At least Annually

9)

Total points = 1

Does your CCO have the capability to identify the number of members needing spoken and sign language interpretation services that were not identified in the form 834 from OHA?

Yes

No

10)

Total points = 1

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Please list the top SIX most frequently encountered spoken and sign languages by your CCO for the measurement year.

Write in language

11)

Total points possible = 4

Please answer **yes or no** for each of the following statements about members that refused, did not need or needed interpretation services but were not identified as such.

	Yes	No
The CCO collects data on the number of members served who self-identified as LEP but refused interpretation services.	()	()
The CCO collects data on the number of members served who are Deaf and hard of hearing but refused interpretation services.	()	()
The CCO collects data on the number of members served who did not have MMIS language flag but requested interpreter services.	()	()
The CCO collects data on the number of members served who had an MMIS language flag but did not need interpreter services.	()	()

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12

Total points possible = 2

Please answer **yes or no** for each of the following statements about appointment wait times.

	Yes	No
The CCO collects data on the wait times for LEP members that need appointments with interpreter services.	()	()
The CCO collects data on the wait times for Deaf and hard of hearing members that need appointments with interpreter services.	()	()

13)

Total points possible = 2

Please mark the average wait time for the each of the following appointments. (choose only one answer per statement).

	Same day	1-3 days	4-7 days	More than 7 days
The average wait time for Limited English Proficient members needing interpretation services is:	()	()	()	()
The average wait time for Deaf and hard of hearing members needing interpretation services is:	()	()	()	()

CCOs are required to answer this question. No point values.

14) What is the average wait time for members that do not need interpreter services?

- () Same day
- () 1-3 days
- () 4-7 days
- () More than 7 days
- () The CCO does not collect this information

CCOs are required to answer this question. No point values.

15) How frequently do you track the average number of encounters by spoken and sign languages and share the data with provider networks or service coordinators?

- () At least Weekly
- () At least Monthly

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- At least Quarterly
- At least Annually

CCOs are required to answer this question. No point values.

16) Does your CCO have a process for identifying the total number of Deaf and hard of hearing members that prefer sign language or assistive communication devices to ensure effective communication in your CCO and provider network?

- Yes
- No

CCOs are required to answer this question. No point values.

17) Does your CCO use local community organizations and/or on-line data (e.g. LEP.gov, census data) to determine needs and/or population size of the LEP and Deaf and hard of hearing members in your service area?

- Yes
- No

Domain 2: Provision of Language Assistance Services

Questions in this domain assess **how well you use data and work processes to effectively communicate** with the Limited English Proficient (LEP), and Deaf and hard of hearing populations you serve.

CCOs should answer questions based on language services in place on December 31, 2020.

Your responses will help OHA to evaluate how well your CCO is performing these critical meaningful language access functions.

18)

Total points possible = 4

Please answer **yes or no** to each of the following statements about tracking language assistance services at the CCO and provider network levels.

	Yes	No
The CCO tracks the primary language of persons encountered or served.	<input type="checkbox"/>	<input type="checkbox"/>

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The CCO tracks the use of language assistance services such as interpreters and translators.	<input type="checkbox"/>	<input type="checkbox"/>
The CCO tracks bilingual and sign language staff time spent on language assistance services.	<input type="checkbox"/>	<input type="checkbox"/>
The CCO tracks the use of spoken and sign language assistance services by modality (in-person; telephonic, video remote, other modalities).	<input type="checkbox"/>	<input type="checkbox"/>

19)

Total points possible = 7

Please select **yes or no** to the types of language assistance services that are provided by your CCO and provider network.

	Yes	No
Bilingual staff and providers	<input type="checkbox"/>	<input type="checkbox"/>
In-house interpreters (spoken and sign)	<input type="checkbox"/>	<input type="checkbox"/>
In-house translators (for documents)	<input type="checkbox"/>	<input type="checkbox"/>
Contracted in-person interpreters	<input type="checkbox"/>	<input type="checkbox"/>
Contracted translators	<input type="checkbox"/>	<input type="checkbox"/>
Contracted telephonic interpretation services	<input type="checkbox"/>	<input type="checkbox"/>
Contracted video interpretation services	<input type="checkbox"/>	<input type="checkbox"/>

20)

Total points possible = 7

Please select **yes or no** to the following care delivery settings in which your CCO provides spoken and sign language interpretation service for member visits.

	Yes	No
Inpatient Stay	<input type="checkbox"/>	<input type="checkbox"/>

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Emergency Department	<input type="checkbox"/>	<input type="checkbox"/>
Office Outpatient	<input type="checkbox"/>	<input type="checkbox"/>
Home Health	<input type="checkbox"/>	<input type="checkbox"/>
Telehealth	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy connected to a provider network	<input type="checkbox"/>	<input type="checkbox"/>
Lab services connected to a provider network	<input type="checkbox"/>	<input type="checkbox"/>

21)

Total points = 1

Does your CCO and provider network have policies on the use of family members or friends to provide interpretation services?

Yes

No

22)

Total points = 1

If yes to the previous question, please briefly describe your policies on when or how family members or friends can provide interpretation services.

23)

Total points = 1

Does your CCO provide staff who coordinate interpreter services with information on how to access OHA approved spoken and sign language interpreters?

Yes

No

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24)

Total points possible = 6

Please select yes or no to each of the following statements about the translation of vital written documents into non-English languages.

	Yes	No
Consent forms are translated into non-English languages.	()	()
Complaint forms are translated into non-English languages.	()	()
Intake forms are translated into non-English languages.	()	()
Notices of rights are translated into non-English languages.	()	()
Notice of denial, loss or decrease in benefits or services are translated into non-English languages.	()	()
Information on programs or activities to receive additional benefits or services are translated into non-English languages.	()	()

25)

Total points = 1

Are the translated documents available in alternate formats that include large prints or braille?

() Yes

() No

26)

Total points = 1

When your CCO updates information on its website, does it also include non-English language translation of the content?

() Yes

() No

27)

Total points possible = 6

Does your CCO track the following data regarding language assistance services provided by the CCO and provider network? Please mark yes or no for each of the following statements.

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	Yes	No
The CCO validates invoices from interpreting agencies to ensure they include member level details.	()	()
The CCO compares invoice information with an internal data system (for example MMIS flag) to confirm member level details.	()	()
The CCO tracks invoices by service modality (in-person, telephonic, video remote).	()	()
The CCO has a system for tracking the unit cost of each language assistance service provided.	()	()
The CCO tracks the cost of services provided by bilingual staff interpreters.	()	()
The CCO tracks the cost of translation of materials into non-English languages.	()	()

28)

Total points possible = 4

Please answer **yes or no** to each of the following statements about tracking language assistance services at the CCO and provider network levels.

	Yes	No
The CCO tracks training and OHA credentialing of contracted interpreters.	()	()
The CCO tracks training and OHA credentialing of staff members who interpret for patients (such as full-time staff interpreters or dual-role interpreters).	()	()
The CCO tracks the total cost of interpreter services.	()	()
The CCO tracks the cost of translation of materials into non-English languages.	()	()

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29)

Total points possible = 7

Please select yes or no to the language assistance services that your CCO can provide **detailed member level information**, such as member ID, date of service, and interpreters' credential.

	Yes	No
Bilingual staff and providers	()	()
In-house interpreters (spoken and sign)	()	()
In-house translators (for documents)	()	()
Contracted in-person interpreters	()	()
Contracted translators	()	()
Contracted telephonic interpretation services	()	()
Contracted video interpretation services	()	()

30)

Total points possible = 7

When spoken and sign language interpretation services are provided during member visits, can your CCO **collect detailed member level information** (such as member ID, date of service, and interpreter's credential) for appointments in each of the following care delivery settings? Please select yes or no to the following statements.

	Yes	No
Inpatient Stay	()	()
Emergency Department	()	()
Office Outpatient	()	()
Home Health	()	()
Telehealth	()	()

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Pharmacy connected to a provider network	()	()
Lab services connected to a provider network	()	()

31)

Total points possible = 2

Please answer **yes or no** to the following statements related to standardized proficiency assessments for bilingual staff and interpreters.

	Yes	No
For Limited English Proficient (LEP) members, the CCO requires a standardized proficiency assessment for bilingual staff interpreters and or bilingual providers before allowing them to interpret or translate documents.	()	()
For Deaf and hard of hearing members, the CCO requires a standardized proficiency assessment for bilingual staff interpreters and or bilingual providers before allowing them to interpret.	()	()

32)

Total points = 1

If yes to either statements in the previous question, please briefly describe your proficiency assessment. (For example, online training, in person training, scored skill test).

Domain 3: Training of staff on policies and procedures

Questions in this domain assess **how well your staff who provide services to Limited English Proficient (LEP), and Deaf and hard of hearing populations is trained on language access policies and procedures.**

CCOs should answer questions based on language services in place on December 31, 2020.

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33)

Total points = 1

Does your CCO staff procedures handbook include specific instructions on how to provide language assistance services to LEP and Deaf and hard of hearing members?

Yes

No

34)

Total points possible = 6

Please select **yes or no** to each of the following staff groups that receive training at regular intervals on working with Limited English Proficient (LEP) and Deaf and hard of hearing members.

	Yes	No
Management or senior staff	<input type="checkbox"/>	<input type="checkbox"/>
Employees who interact with or are responsible for interactions with non-English speakers or LEP members	<input type="checkbox"/>	<input type="checkbox"/>
Bilingual staff and providers	<input type="checkbox"/>	<input type="checkbox"/>
New employees	<input type="checkbox"/>	<input type="checkbox"/>
All employees	<input type="checkbox"/>	<input type="checkbox"/>
Volunteers	<input type="checkbox"/>	<input type="checkbox"/>

35)

Total points = 1

Are staff members who interpret for patients (such as full-time staff interpreters or dual-role interpreters) trained and certified or qualified by OHA?

Yes

No

CCOs are required to answer this question. No point values.

36) Do staff who provide care or services to Limited English Proficient (LEP) and Deaf and hard of hearing members receive training at regular intervals on how to request the translation of written documents into other languages and alternate formats?

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- Yes
- No

Domain 4: Providing notice of language assistance services

Questions in this domain assess **how well your CCO translates outreach materials** and explains how Limited English Proficient (LEP), and Deaf and hard of hearing populations you serve may access available language assistance services.

CCOs should answer questions based on language services in place on December 31, 2021.
Your responses will help OHA to evaluate how well your CCO is performing these critical meaningful language access functions.

37)
Total points = 1

Does your CCO translate signs or posters announcing the availability of language assistance services?

- Yes
- No

48)
Total points possible = 6

Please answer **yes or no** to the methods that your CCO uses to inform members and communities in your service area about the availability of language assistance services.

	Yes	No
Frontline and outreach by multilingual staff	<input type="checkbox"/>	<input type="checkbox"/>
Posters in public areas	<input type="checkbox"/>	<input type="checkbox"/>
"I Speak" language identification cards distributed to frontline staff	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>
Social networking websites (e.g. Facebook, Twitter, other)	<input type="checkbox"/>	<input type="checkbox"/>
E-mail to members or a list serv	<input type="checkbox"/>	<input type="checkbox"/>

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39)

Total points = 1

Does your CCO inform LEP and Deaf and hard of hearing members about the availability of free language assistance services?

Yes

No

40) CCOs are required to answer this question. No point values.

Does the main page of your website include non-English information that is easily accessible to LEP members?

Yes

No

Thank you for completing this year's Language Access Self-Assessment!

