



# *The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care*

## *Fundamentals of the National CLAS Standards*

Webinar 1 of 3  
March 17, 2016

# Overview

- Background on the Office of Minority Health at the U.S. Department of Health and Human Services
- Culturally and linguistically appropriate services (CLAS)
- The Case for CLAS
- The *National CLAS Standards*
- Think Cultural Health



# HHS Office of Minority Health

Mission: To improve the health of racial and ethnic minority populations through the development of health policies and programs that will help eliminate health disparities

[www.minorityhealth.hhs.gov](http://www.minorityhealth.hhs.gov)





# Poll

How familiar are you with culturally and linguistically appropriate services (CLAS)?

# Poll

How familiar are you with the  
*National CLAS Standards?*



# Culturally and Linguistically Appropriate Services (CLAS)

Services that are respectful of and responsive to individual cultural health beliefs and practices, preferred languages, health literacy levels, and communication needs and employed by all members of an organization (regardless of size) at every point of contact.

# The Case for Culturally and Linguistically Appropriate Services



# *The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care*



- Published by the HHS Office of Minority Health: 2000
- Enhancement Initiative: 2010-2013
- Re-published: 2013





# The Purpose of the *National CLAS Standards*

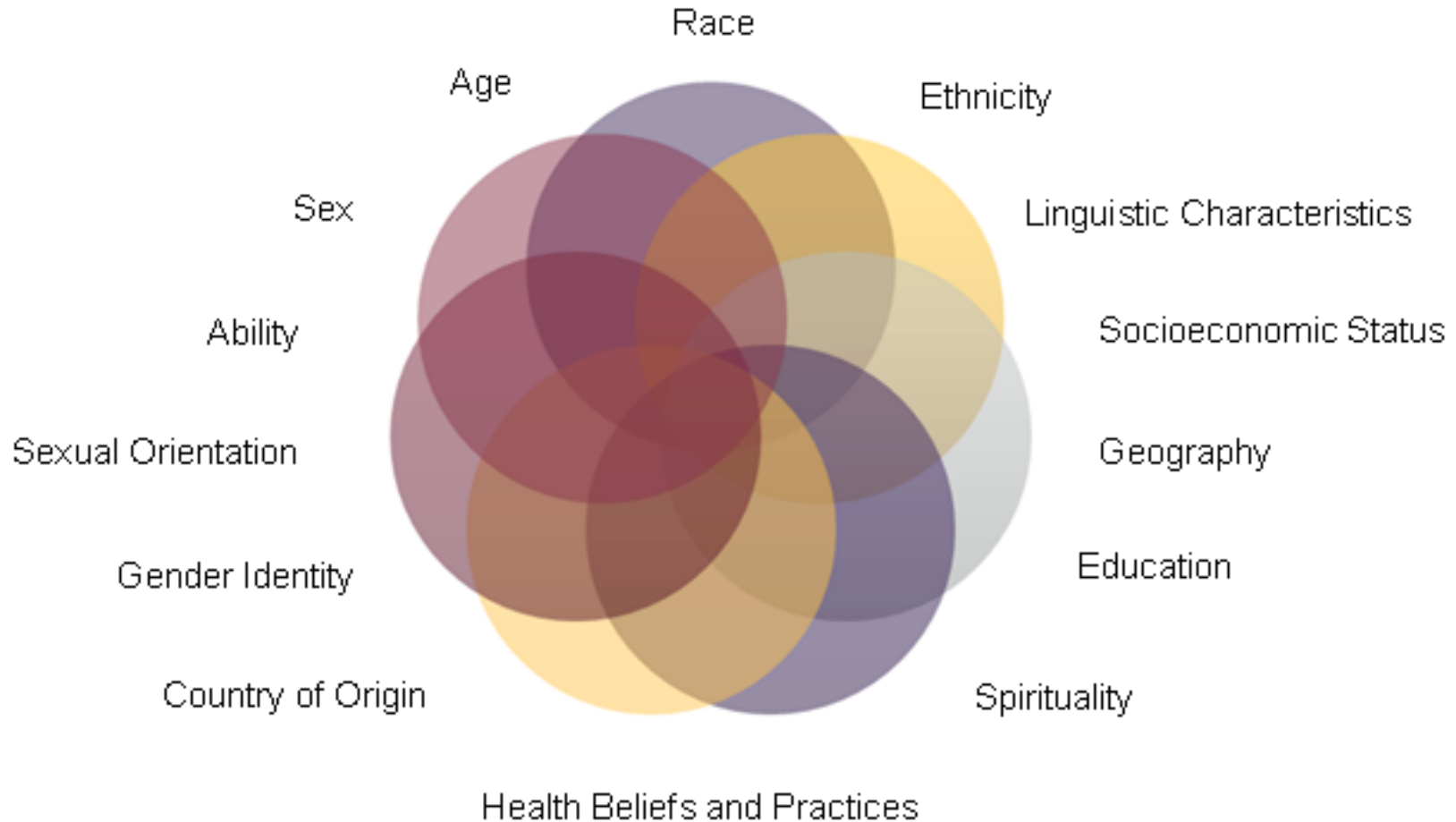


Advance health equity

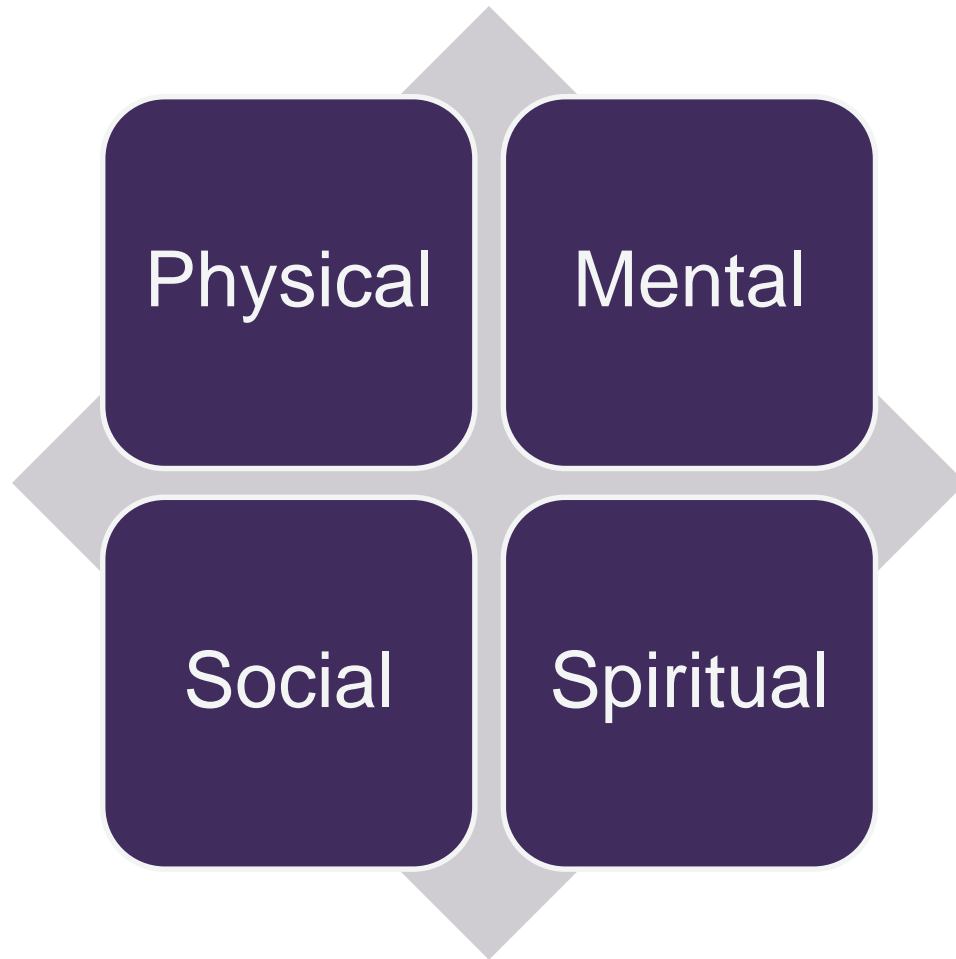
Improve quality of services

Help eliminate disparities

# Snapshot of Elements of Culture



# Health





# The *National CLAS Standards*

## **Principal Standard**

Standard 1

## **Governance, Leadership, and Workforce**

Standards 2-4

## **Communication and Language Assistance**

Standards 5-8

## **Engagement, Continuous Improvement, and Accountability**

Standards 9-15

# Principal Standard

1. Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

# Theme 1: Governance, Leadership, and Workforce



governance

leadership

workforce



# Standards on Governance, Leadership, and Workforce

2. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
3. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
4. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

# Theme 2: Communication and Language Assistance

## Communication & Language Assistance



multimedia



spoken



signed



written



# Standards on Communication and Language Assistance

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

# Theme 3: Engagement, Continuous Improvement, and Accountability



engagement

continuous  
improvement

accountability

# Standards on Engagement, Continuous Improvement, and Accountability

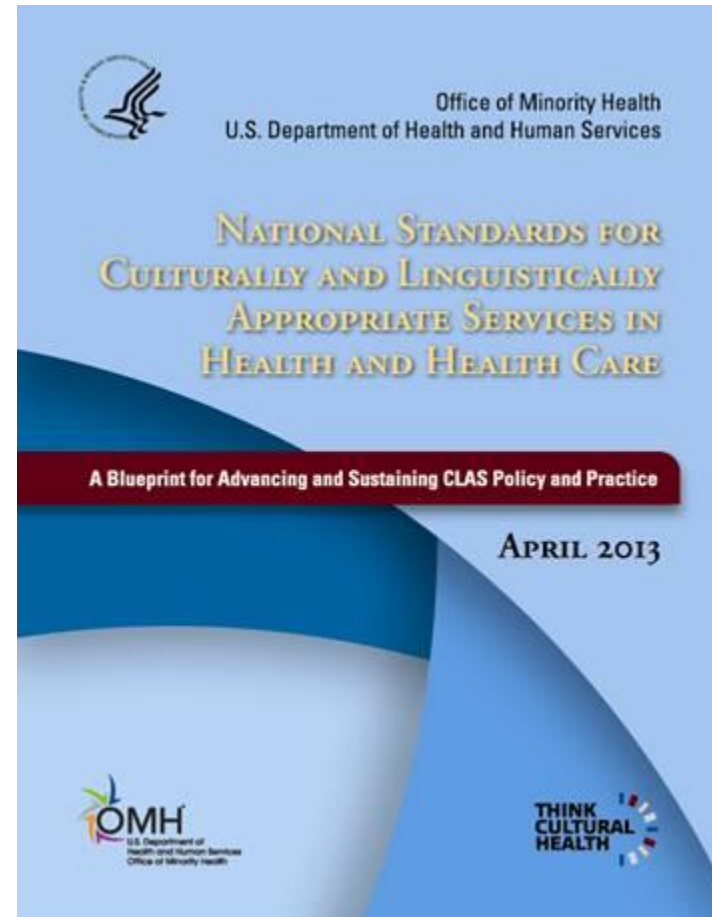
9. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.
10. Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
11. Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.

# Standards on Engagement, Continuous Improvement, and Accountability

12. Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.
13. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.
14. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
15. Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.

# *The Blueprint*

## *National CLAS Standards: A Blueprint for Advancing and Sustaining CLAS Policy and Practice*



# Think Cultural Health

[www.ThinkCulturalHealth.hhs.gov](http://www.ThinkCulturalHealth.hhs.gov)



*Advancing Health Equity at  
Every Point of Contact*

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## The National CLAS Standards

*The National CLAS Standards are intended to advance health equity, improve quality and help eliminate health care disparities. Learn more about the National CLAS Standards.*

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### Join The CLCCHC

Become a member of the Center for Linguistic and Cultural Competency in Health Care (CLCCHC - "click" to our friends!)



By joining the CLCCHC, you will gain access to exclusive resources and be the first to hear about the latest initiatives from OMH and Think Cultural Health team!

[Log in or Register](#)

# Think Cultural Health Continuing Education Resources

## E-Learning Programs

A Physician's  
Practical Guide  
to Culturally  
Competent  
Care\*

Culturally  
Competent  
Nursing Care:  
A Cornerstone  
of Caring\*

Cultural  
Competency  
Curriculum for  
Disaster  
Preparedness  
and Crisis  
Response\*

Cultural  
Competency  
Program for  
Oral Health  
Professionals\*

Promoting  
Healthy  
Choices and  
Community  
Changes

\*Accredited



# Think Cultural Health Additional Resources

- Communication and Language Assistance Guide
- CLAS Clearinghouse
- Legislation Map
- Quarterly E-newsletter





# Poll

What do you see as the **challenges** to implementing the *National CLAS Standards* at your organization?



# Join Us for the Upcoming Webinars

## **Webinar 2:**

*The Case for the National CLAS Standards*

June 30, 2016; 3:00pm ET

## **Webinar 3:**

*Implementing the National CLAS Standards*

July 28, 2016; 3:00pm ET



# Join Us for the Upcoming Webinars

**HHS Office of Minority Health  
Email Updates and Newsletters**  
**[www.minorityhealth.hhs.gov](http://www.minorityhealth.hhs.gov)**

**Think Cultural Health E-Newsletter**  
**[www.ThinkCulturalHealth.hhs.gov](http://www.ThinkCulturalHealth.hhs.gov)**  
*“Join the CLCCHC” on the right side*





# Where can you find more information?

For *The Blueprint* and Additional Resources:  
**[www.ThinkCulturalHealth.hhs.gov](http://www.ThinkCulturalHealth.hhs.gov)**

To send questions about the *National CLAS Standards*,  
or to share your ideas and stories of implementation:  
**[AdvancingCLAS@ThinkCulturalHealth.hhs.gov](mailto:AdvancingCLAS@ThinkCulturalHealth.hhs.gov)**