



Implementing the National CLAS Standards

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Learning Objectives

- Discuss the diversity of the patient population served.
- Become familiar with the National CLAS Standards and research on CLAS strategies.
- Identify cultural and linguistic challenges to delivering care to diverse populations.
- Increase knowledge of strategies to improve care to diverse populations.
- Develop an Action Plan for implementing one or more of the standards.



Whom do you serve?

- Who are your patients?
 - Nationality
 - Ethnicity
 - Race
 - Language
 - Religion

- How are they different from non-Hispanic, white, native-born patients?



What is Cultural Competence?

A set of congruent behaviors, attitudes, and policies that come together in a system, agency or amongst professionals and enables that system, agency or those professionals to work effectively in cross-cultural situations.

Cross et al. 1989



Examples of Cultural Competence Interventions

- Interpreter services (in-person or remote)
- Bilingual clinicians and staff
- Translated materials
- Recruitment and retention of racially/culturally concordant staff
- Training of clinicians and staff
- Use of community health workers
- Cultural competent health promotion



What are the National CLAS Standards?

- Recommendations developed by experts and issued by HHS Office of Minority Health
- Not regulations
- “Mandates” based on Title VI of Civil Rights Act of 1964



Cultural Competent Care Standards

1. Effective, understandable, and respectful care compatible with cultural health beliefs, practices, and language
2. Recruit, retain, and promote diverse staff and leadership
3. On-going CLAS training for all staff

Kleinman's Q's for Eliciting Patients' Explanatory Model of Illness

- 1. What do you call the problem?
- 2. What do you think has caused the problem?
- 3. Why do you think it started when it did?
- 4. What do you think the sickness does? How does it work?
- 5. How severe is the sickness? Will it have a short or long course?
- 6. What kind of treatment do you think you should receive? What are the most important results you hope to receive from this treatment?
- 7. What are the chief problems the sickness has caused?
- 8. What do you fear most about the sickness?

Kleinman, Eisenberg and Good, 1978



Language Access Standards

4. Offer and provide language assistance (LA) at no cost at all points of contact and at all times
5. Verbal and written offers of LA in preferred language
6. Assure competence of interpreters and bilingual staff. Don't use family and friends
7. Distribute easily understood print materials and post multi-lingual signs



Organizational Support Standards

8. CLAS strategic plan
9. CLAS self-assessment
10. Collect race, ethnicity, and language data
11. Community needs assessment
12. Collaborate with communities
13. C&L competent grievance/conflict resolution process
14. Publish information on CLAS standard implementation



What's the Evidence CLAS Works?

- Literature Review of Language Assistance:
 - Increases health knowledge
 - Decreases reported problems with patient-clinician encounter
 - Increases primary care utilization
 - Increases patient satisfaction
 - Unknown impact on health outcomes
- AHRQ Evidence Report on CLAS training:
 - Improves attitudes and knowledge
 - Increases patient satisfaction
 - Unknown impact on health outcomes



What's the Evidence CLAS Works?

- **Racial concordance among African-Americans:**
 - Increases patient satisfaction
 - Patients report more participatory visits
 - Unknown impact on health outcomes
- **Community health workers:**
 - Increases chronic disease screening
 - Increases cancer screening
 - Unknown impact on health outcomes
- **Organizational supports: descriptive studies only**



Break-Out Groups

- What are the top 2 challenges you face in serving diverse patients?
- What changes might you make to the delivery system in response to these challenges?
- Which CLAS standards are addressed?
- What other changes might you make in response to those CLAS standards?



Action Planning

- **Goal** – What can you reasonably accomplish in the next year?
- **Milestones** – Key results you can accomplish in 3, 6, and 9 months.
- **3-Month Action Plan**
 1. All the tasks necessary to achieve your 3-month milestone, and be in a position to achieve your 6- and 9-month milestones.
 2. The Task Leader and team responsible for the task.
 3. The deadline by when the task will be completed.



CLAS Resources

- Assessment Tools
- Financial Perspectives
- Language Assistance
- Planning
- Training