What’s New in the Enhanced National CLAS Standards?

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Hopkins Center for Health Disparities Solutions

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Advancing Health Equity at Every Point of Contact

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

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Mission: To improve the health of racial and ethnic minority populations through the development of health policies and programs that will eliminate health disparities.
What are 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 National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care

• First published by the HHS Office of Minority Health in 2000
• Provided a framework for organizations to best serve the nation’s diverse communities
• Underwent an Enhancement Initiative from 2010 to 2013
Why were the National CLAS Standards enhanced?

Growth in the Field

Changing Demographics

Policies & Legislation (ACA)

National CLAS Standards for Health and Health Care
The National CLAS Standards are intended to **advance health equity, improve quality, and help eliminate health care disparities** by establishing a blueprint for health and health care organizations to implement and provide culturally and linguistically appropriate services.
What’s New in the National CLAS Standards?
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The addition of a statement of intent
What’s New in the National CLAS Standards?

The definition of “culture”
What’s New in the National CLAS Standards?

The definition of “health”

- Physical
- Mental
- Social
- Spiritual
What’s New in the National CLAS Standards?

The target audience: health and health care organizations
What’s New in the National CLAS Standards?

Enhanced implementation guidance: *The Blueprint*
What’s New in the National CLAS Standards?

2000

- Culturally Competent Care
- Language Access Services
- Organizational Supports

2013

- Principal Standard
- Governance, Leadership, and Workforce
- Communication and Language Assistance
- Engagement, Continuous Improvement, and Accountability

What's New in the National CLAS Standards?
Statement of Intent

The National CLAS Standards are intended to advance health equity, improve quality, and help eliminate health care disparities by establishing a blueprint for health and health care organizations to…
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
Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
Standard 3

Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.
Theme 2: Communication & Language Assistance

- Spoken
- Signed
- Written
- Multimedia
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.
Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
Standard 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

- Continuous Improvement
- Engagement
- Accountability
Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization’s planning and operations.
Conduct ongoing assessments of the organization’s CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
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.
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.
Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.
Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
Standard 15

Communicate the organization’s progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.
Where can you find more information about the National CLAS Standards?

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

The Case for CLAS
The Enhancements
Standard by Standard chapters:

– Purpose
– Description
– Strategies
– Resources
Where can you find more information about the National CLAS Standards?

www.ThinkCulturalHealth.hhs.gov
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For The Blueprint:
www.ThinkCulturalHealth.hhs.gov

To send ideas and stories of implementation:
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