

Health Equity is An Action

Infusing Cultural & Linguistic Competency into Long-Term Care

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What do a Catholic Nun & Congressman have in common?



Sr. Mary Haddad, RSM
President & CEO
Catholic Health Association



John Lewis
U.S. House of Representatives
Representing Georgia



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CMS Strategic Plan

CMS 
Strategic Plan

CMS serves the public as a trusted partner and steward, dedicated to advancing health equity, expanding coverage, and improving health outcomes.

CMS Strategic Pillars

ADVANCE EQUITY

Advance health equity by addressing the health disparities that underlie our health system



EXPAND ACCESS

Build on the Affordable Care Act and expand access to quality, affordable health coverage and care



ENGAGE PARTNERS

Engage our partners and the communities we serve throughout the policymaking and implementation process



DRIVE INNOVATION

Drive Innovation to tackle our health system challenges and promote value-based, person-centered care



PROTECT PROGRAMS

Protect our programs' sustainability for future generations by serving as a responsible steward of public funds



FOSTER EXCELLENCE

Foster a positive and inclusive workplace and workforce, and promote excellence in all aspects of CMS' operations



Priority 1:

Expand the Collection, Reporting, and Analysis of Standardized Data



Priority 2:

Assess Causes of Disparities Within CMS Programs, and Address Inequities in Policies and Operations to Close Gaps



CMS Framework for Health Equity Priorities

Priority 3:

Build Capacity of Health Care Organizations and the Workforce to Reduce Health and Health Care Disparities



Priority 5:

Increase All Forms of Accessibility to Health Care Services and Coverage



Priority 4:

Advance Language Access, Health Literacy, and the Provision of Culturally Tailored Services



What is Culture?

Who We Are

A set of customs and traditions, beliefs and values, race and religion, and patterns of human behaviors and characteristics of everyday life shared by people in a place or time.

What We Do

Culture influences a person's interactions with their health, the health care system, the environment, and their quality of life.

Spencer, L. and Lu, K. (2022). Infusing Culture into the Long-Term Care Environment to Improve Public Health and Quality-of-Life Experience. *European Journal of Environment and Public Health*, 6(1), em0091. <https://doi.org/10.21601/ejeph/11336>



Social Determinants of Health (SDOH)



Healthy People 2030, U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion.
<https://health.gov/healthypeople/objectives-and-data/social-determinants-health>

Social Determinants of Health
Copyright-free

 **Healthy People 2030**

What is Cultural & Linguistic Competency?

- A combination of sensitivity, attitudes, skills, and knowledge that allow an individual or system to understand, communicate with, and effectively interact with people across cultures and with varying cultural beliefs.
- Provide services that are respectful of and responsive to:
 - Individual cultural health beliefs and practices
 - Preferred languages
 - Communication needs
 - Health literacy levels
 - Social needs
- Used by all members of the organization at every point of contact.

<https://www.circlesoflifeconference.com/wp-content/uploads/2016/04/12-Cultural-Competency-in-LTC-.pdf>

<https://www.diversityresources.com/cultural-diversity-workplace/>

<https://thinkculturalhealth.hhs.gov/assets/pdfs/EnhancedCLASStandardsBlueprint.pdf>



A culturally & linguistically competent person will strive to....

Value diversity

Be self-aware

Have awareness of
and accept
differences

Understand the
dynamics of
differences when
cultures interact

Accept responsibility

Regularly participate
in cultural & linguistic
competency training
and education



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Why is Cultural & Linguistic Competency Important?

- Promotes health equity – the attainment of the highest level of health for all people
- Builds trust and understanding between resident and staff
- Improves resident experience and quality of life
- Reduces resident safety events and improves health outcomes
- Minimizes the consequences of unconscious biases and stereotypes
- Responsive to the changing U.S. population landscape

[Office of Disease Prevention and Health Promotion: Healthy People 2030 Framework](#)

[Association of American Medical Colleges: Diversity Facts & Figures](#)

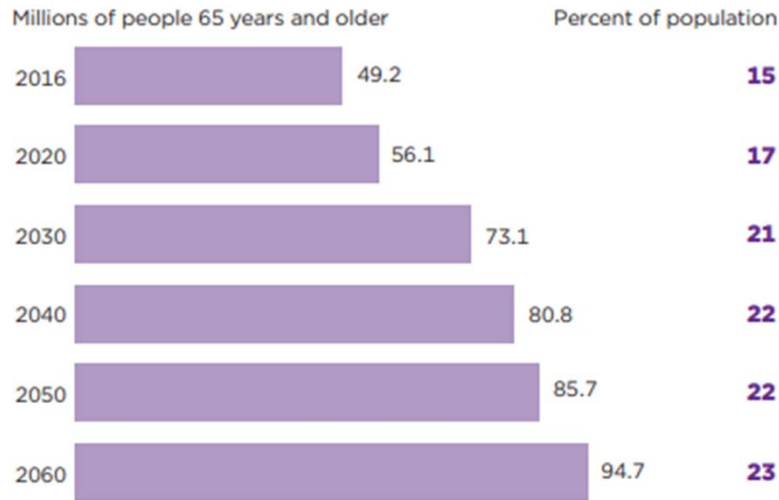


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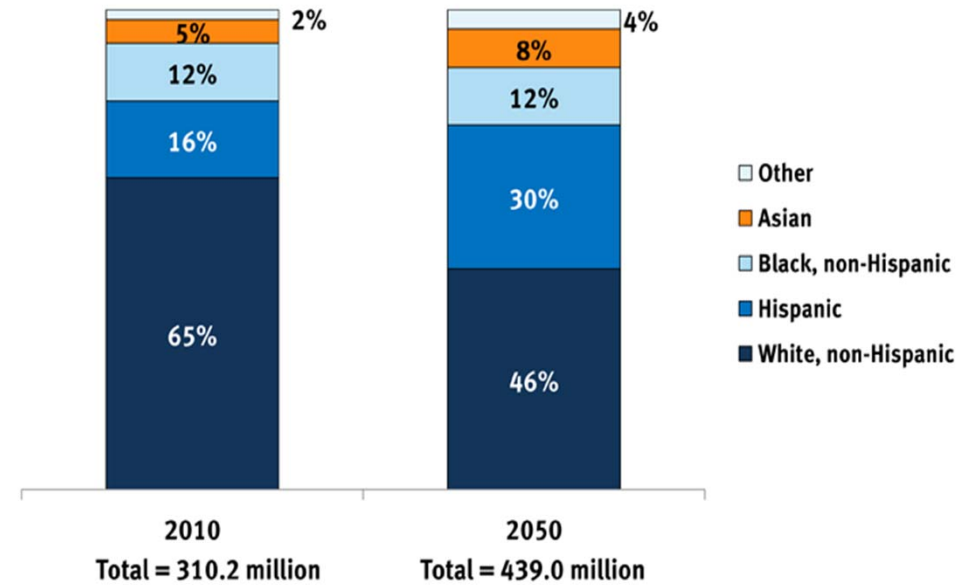
The Changing U.S. Landscape

Figure 1.
Projections of the Older Adult Population: 2020 to 2060
 By 2060, nearly one in four Americans is projected to be an older adult.



Source: U.S. Census Bureau, 2017 National Population Projections.

Distribution of U.S. Population by Race/Ethnicity, 2010 and 2050



<https://www.census.gov/content/dam/Census/library/publications/2020/demo/p25-1144.pdf>

<https://www.kff.org/racial-equity-and-health-policy/slide/distribution-of-u-s-population-by-raceethnicity-2010-and-2050/>



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Federal Regulatory Groups for Long Term Care

F-tag 675 – Quality of Life

F-tag 679 – Activities Meet
Interest/Needs of Each Resident

F-tag 684 – Quality of Care



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LTC Minimum Data Set

- A standardized, primary screening and assessment tool for all residents of long-term care facilities certified to participate in Medicare and Medicaid.
- Contains items that measure:
 - physical, psychological, and psycho-social functioning
 - data on race/ethnicity, language needs, preferences for customary routine and activities, and participation in assessments and goal settings
- The completed MDS is submitted to CMS AND should be used for developing individualized care plans focused on addressing the resident's quality of life.

<https://www.cms.gov/medicare/quality-initiatives-patient-assessment-instruments/nursinghomequalityinits/nhqimds30>



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What is CLAS?

- CLAS = culturally and linguistically appropriate services
- Improves the quality of services provided to all individuals.
- CLAS helps make healthcare services:
 - understandable
 - effective
 - respectful
 - equitable
- Ultimately helps reduce disparities & achieve health equity.



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National Standards for CLAS in Health and Health Care:
A Blueprint for Advancing and Sustaining CLAS Policy and Practice



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

**A Blueprint for Advancing and Sustaining CLAS
Policy and Practice**

**Office of Minority Health
U.S. Department of Health and Human Services**

April 2013



<https://thinkculturalhealth.hhs.gov/clas/blueprint>

**An Implementation Checklist for
the National CLAS Standards**

with a CLAS Action Worksheet and CLAS Testimonials



<https://thinkculturalhealth.hhs.gov/assets/pdfs/AnImplementationChecklistfortheNationalCLASStandards.pdf>

HHS National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care

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



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Join IPRO for National CLAS Standards SWEEP

- Take the online assessment (22 questions)
- Join the educational series starting in January
- Learn more about the HHS National CLAS Standards

[HHS National Standards for Culturally & Linguistically Appropriate Services in Health and Health Care](#)

- We will review the 15 actionable steps for providing CLAS
- Use the Blueprint and Implementation Plan as our guides



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Resources

IPRO QIN-QIO

- Resource Library
https://www.cms.gov/about-cms/agency-information/omh/downloads/omh_readmissions_guide.pdf

CMS Office of Minority Health

- A Practical Guide to Implementing the National CLAS Standards:
https://www.cms.gov/about-cms/agency-information/omh/downloads/omh_readmissions_guide.pdf
- Developing a Language Access Plan
<https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Language-Access-Plan-508.pdf>

HHS Think Cultural Health

- National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health & Health Care
<https://thinkculturalhealth.hhs.gov/clas>

IPRO National CLAS Standards Assessment

- Assessment of Cultural & Linguistic Services
<https://redcap.ipro.org/surveys/?s=RXJPNMPWPAMM49X7>
- Strategies to Incorporate Cultural and Linguistic Competency into Long-Term Care LB1

Sage

- Advocacy and Services for LGBTQ+ Elders
<https://www.sageusa.org/>

Circle of Life Conference

Lynn Breedlove and Jennifer Roy

- Making Long Term Care Work for Everybody: Cultural Competency in LTC in the U.S.
<https://www.circlesoflifeconference.com/wp-content/uploads/2016/04/12-Cultural-Competency-in-LTC-.pdf>



Slide 17

LB1 Need to add link once available
Laura Benzel, 11/22/2022

Need help? Contact us!

IPRO QIN-QIO

Contact your IPRO Nursing Home Quality Improvement Specialist

OR

Laura Benzel

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benzell@qlarant.com



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Thank You



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