

# Keeping It Simple: An Introduction to the CLAS Standards

Session 1

February 8, 2023

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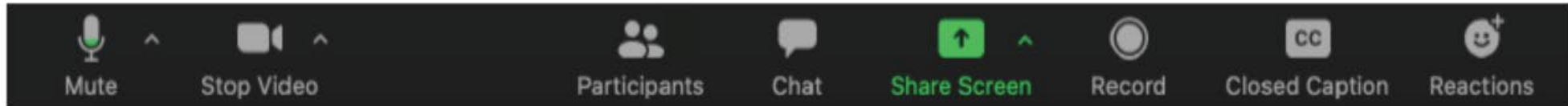
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# Use Chat to Introduce Yourself and Ask Questions

## How to use Zoom

At the bottom of your screen, you will see a black bar with icons:



Chat **Everyone** for general comments or questions



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# The IPRO HQIC

## The IPRO HQIC

- A federally funded Medicare Hospital Quality Improvement Contractor (HQIC) in 12 states
- IPRO collaborates with several organizations to reach hospitals.

■ IPRO

■ Healthcentric Advisors

■ Kentucky Hospital Association

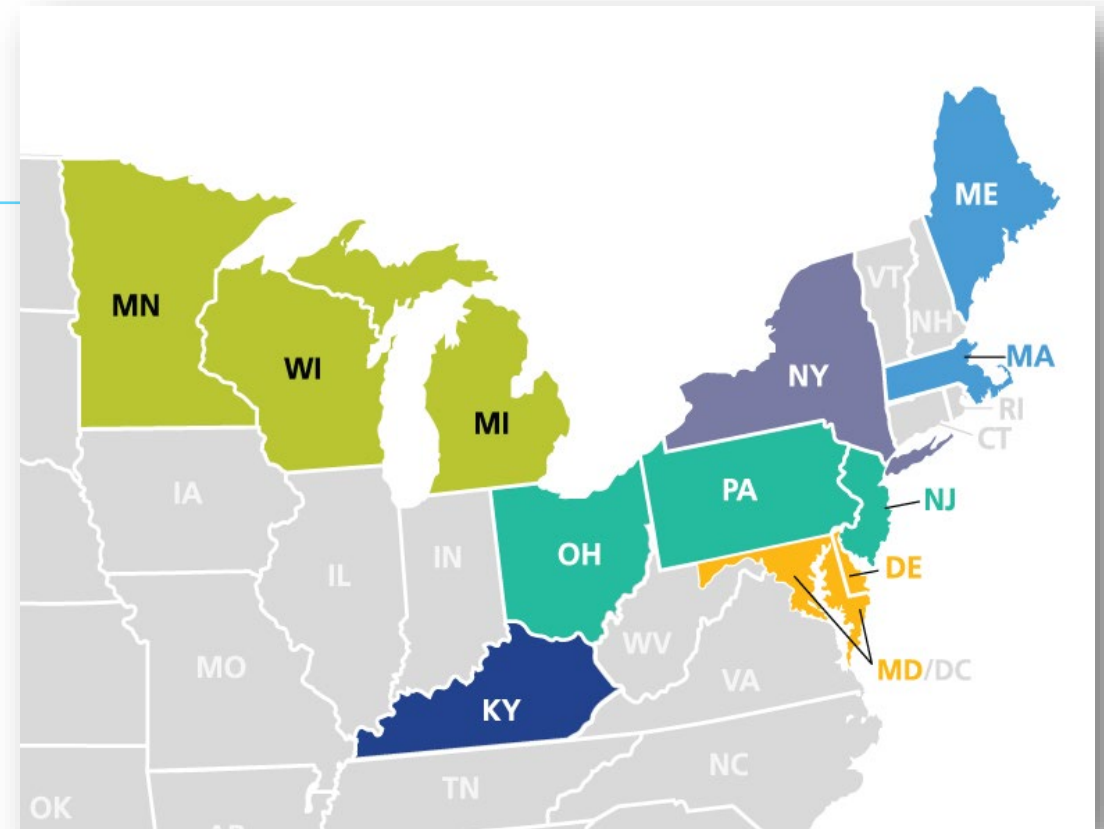
■ Qlarant

■ Q3 Health Innovation Partners

■ Superior Health Quality Alliance

American Institutes for Research (AIR)

QSource Health Equity Subject Matter Experts



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# The IPRO QIN-QIO

## The IPRO QIN-QIO

- A federally-funded Medicare Quality Innovation Network – Quality Improvement Organization (QIN-QIO) in contract with the Centers for Medicare & Medicaid Services (CMS)
- 12 regional CMS QIN-QIOs nationally

### IPRO:

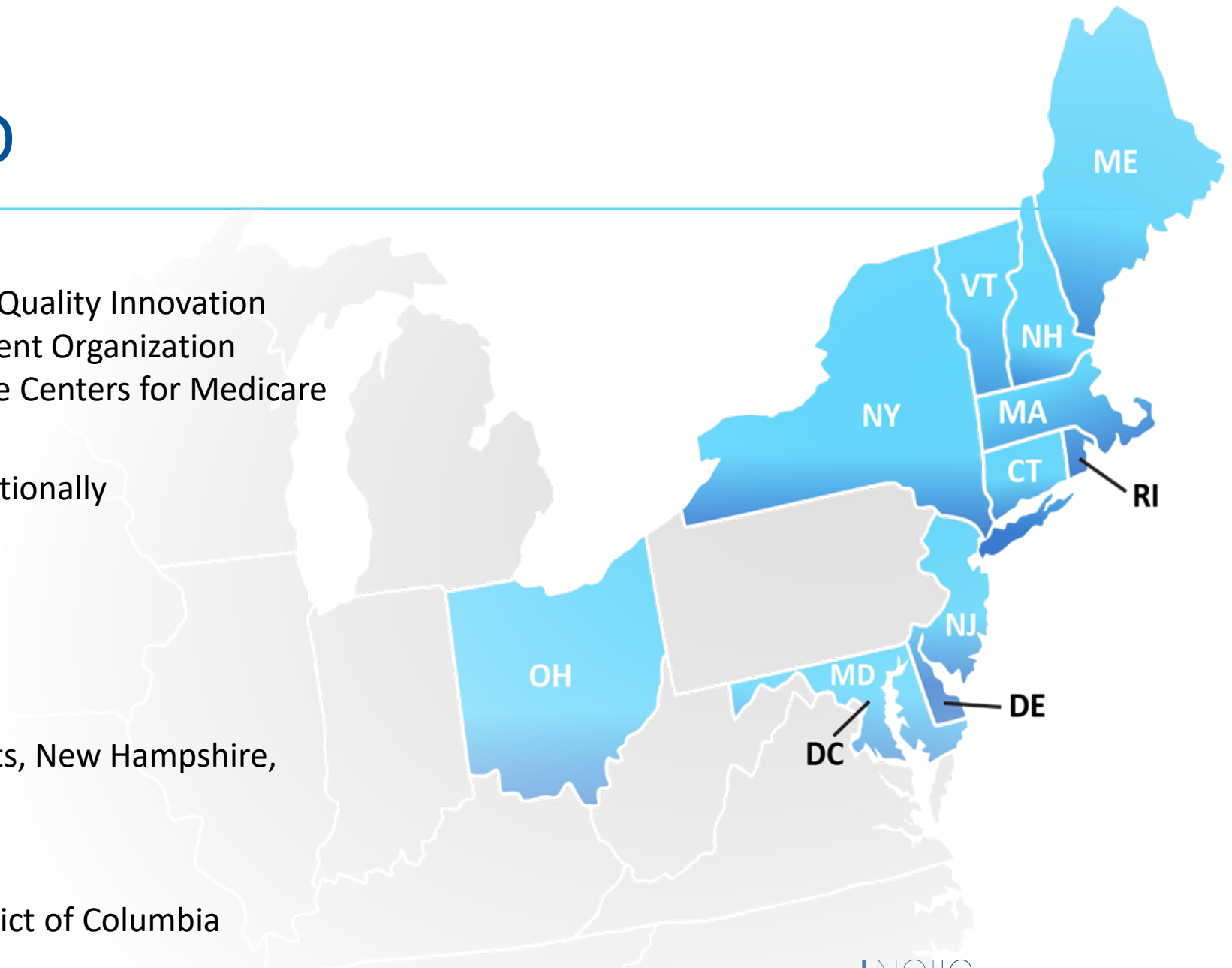
New York, New Jersey, and Ohio

### Healthcentric Advisors:

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont

### Qlarant:

Maryland, Delaware, and the District of Columbia



Working to ensure high-quality, safe healthcare for  
**20% of the nation's Medicare FFS beneficiaries**



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# Overview of this Series



1

**CHALLENGE:** One aspect of eliminating health disparities requires a commitment to the delivery of culturally and linguistically appropriate care at every patient encounter.

2

**ACTION:** Use the IPRO CLAS Assessment to identify opportunities for improvement in your organization's delivery of culturally and linguistically appropriate services.

3

**Result:** Develop and implement an action plan to address opportunities for improvement based on the IPRO CLAS Report and information from this educational series.



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# Agenda

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- What is CLAS and why is it important?
- Introduction to HHS National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care
- Review of the CLAS Standards
- The Blueprint
- The IPRO CLAS Assessment & Report
- Q&A
- Leave in Action



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# What is CLAS?

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- CLAS = culturally and linguistically appropriate services
- Improve the quality of services provided to all individuals
- Respectful of and responsive to diverse patients'
  - health beliefs & practices
  - language preferences
  - communication needs
  - health literacy level



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# Why is CLAS Important?

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CLAS helps make health care services

Respectful | Understandable | Effective | **Equitable**

Ultimately helps reduce disparities & achieve health equity



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# The Consequences

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Some consequences when CLAS isn't used:

- Increased adverse events / patient safety events
- Poorer health outcomes
- Increased hospitalizations
- Greater use of emergency services
- Poorer medication adherence
- Lower uptake of preventive care...



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# Assessments of Health Literacy



**88% of adults** living in the U.S. have health literacy **inadequate** to navigate the healthcare system and **promote their well-being**

- **Milken Institute**  
*Health Literacy in the United States*

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

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U.S. Department of Health and Human Services (HHS)



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# National CLAS Standards

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- Published by HHS Office of Minority Health in 2000
- Enhancement initiative 2010-2013
- Updated standards republished in 2013 to
  - advance health equity
  - improve quality
  - help eliminate health disparities
- Gives health organizations 15 actionable steps for providing CLAS



# The CLAS Standards

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## **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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# Principal Standard – Standard 1

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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.

# Governance, Leadership & Workforce

**Standard 2:** 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.

**Standard 4:** Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

# Communication & Language Assistance

**Standard 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.

**Standard 6:** Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.

**Standard 7:** 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.



# Engagement, Continuous Improvement & Accountability

**Standard 9:** Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.

**Standard 10:** Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.

**Standard 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.

**Standard 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.

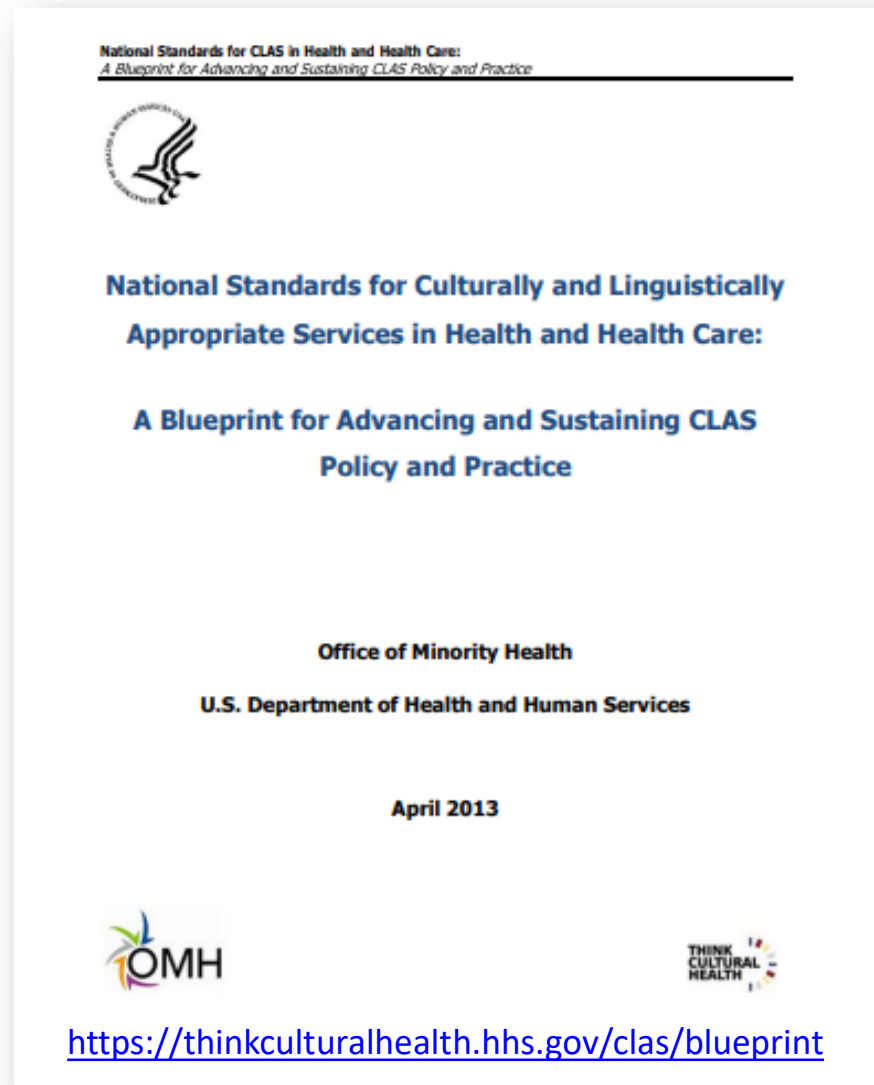
# Engagement, Continuous Improvement & Accountability

**Standard 13:** Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.

**Standard 14:** 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.


# The Blueprint



- The Blueprint is an implementation guide to help advance and sustain culturally and linguistically appropriate services within your organization.
- It offers concise, practical information on how to use the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care at your organization.



# Achieving CLAS – Action Plan



**Culturally and Linguistically Appropriate Services**

**CLAS Action Plan**

Primary Contact/Champion: \_\_\_\_\_

Role/Title \_\_\_\_\_ Department/Division: \_\_\_\_\_

Organization: \_\_\_\_\_

\_\_\_\_\_

Additional Improvement Team Members: \_\_\_\_\_

\_\_\_\_\_

Standard(s) Your Organization Has Chosen to Focus On

CLAS Standard Theme: \_\_\_\_\_

CLAS Standard Practice: \_\_\_\_\_

Considerations (organizational objectives, challenges, resources, building on an existing plan, working with other external partners, etc.):

\_\_\_\_\_

\_\_\_\_\_

Action Steps/Strategies:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Recommended Resources: \_\_\_\_\_

\_\_\_\_\_

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Standard(s) Your Organization Has Chosen to Focus On

CLAS Standard Theme: \_\_\_\_\_

CLAS Standard Practice: \_\_\_\_\_

Considerations (organizational objectives, challenges, resources, building on an existing plan, working with other external partners, etc.):

\_\_\_\_\_

\_\_\_\_\_

Action Steps/Strategies:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Recommended Resources: \_\_\_\_\_

\_\_\_\_\_

Standard(s) Your Organization Has Chosen to Focus On

CLAS Standard Theme: \_\_\_\_\_

CLAS Standard Practice: \_\_\_\_\_

Considerations (organizational objectives, challenges, resources, building on an existing plan, working with other external partners, etc.):

\_\_\_\_\_

\_\_\_\_\_

Action Steps/Strategies:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Recommended Resources: \_\_\_\_\_

\_\_\_\_\_

# IPRO CLAS Assessment & Report

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# Chat In



Please feel free to unmute yourself or use the chat feature to share questions, ideas, success strategies, and/or lessons learned.



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# Mark Your Calendar for Upcoming Sessions



	<b>Keeping It Simple: Achieving CLAS</b> <b>Noon – 12:00 PM ET</b>	
February 15 <sup>th</sup>	<b>Principal Standard, CLAS Theme 1, Standard 2</b>	<a href="#"><u>REGISTER</u></a>
February 22 <sup>nd</sup>	<b>CLAS Standards 3 &amp; 4</b>	<a href="#"><u>REGISTER</u></a>
March 1 <sup>st</sup>	<b>CLAS Theme 2, CLAS Standards 5 &amp; 6</b>	<a href="#"><u>REGISTER</u></a>
March 8 <sup>th</sup>	<b>CLAS Standards 7 &amp; 8</b>	<a href="#"><u>REGISTER</u></a>
March 15 <sup>th</sup>	<b>CLAS Theme 3, CLAS Standards 9 &amp; 10</b>	<a href="#"><u>REGISTER</u></a>
March 22 <sup>nd</sup>	<b>CLAS Standards 11, 12 &amp; 13</b>	<a href="#"><u>REGISTER</u></a>
March 29 <sup>th</sup>	<b>CLAS Standards 14 &amp; 15, and Series Wrap-Up</b>	<a href="#"><u>REGISTER</u></a>



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# Leave in Action

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- Consider completing the IPRO CLAS Assessment  
<https://redcap.ipro.org/surveys/?s=RXJPNMPWPAMM49X7>
- Review your organization's CLAS report and start an action plan to address opportunities for improvement.
- Reach out to your IPRO QIN-QIO or IPRO HQIC team with questions or needs.



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# Health Equity Leads

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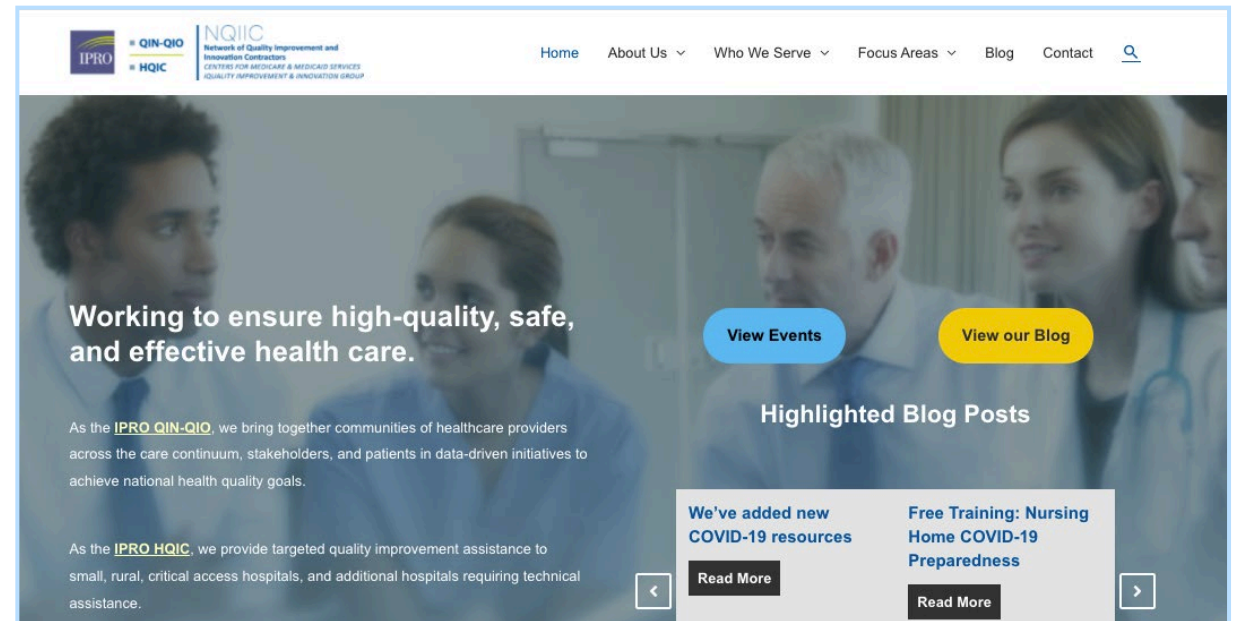
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# Learn More & Stay Connected



<https://qi.ipro.org/>



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As the **IPRO QIN-QIO**, we bring together communities of healthcare providers across the care continuum, stakeholders, and patients in data-driven initiatives to achieve national health quality goals.

As the **IPRO HQIC**, we provide targeted quality improvement assistance to small, rural, critical access hospitals, and additional hospitals requiring technical assistance.



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# Thank you!

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