

Keeping It Simple: CLAS Principal Standard, Theme 1: Standards 2 - 4

Session 2

February 15, 2023

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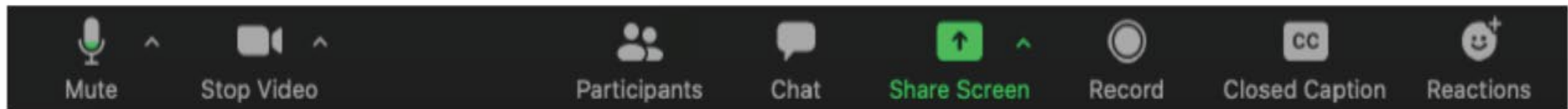
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The IPRO HQIC

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

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■ Healthcentric Advisors

■ Kentucky Hospital Association

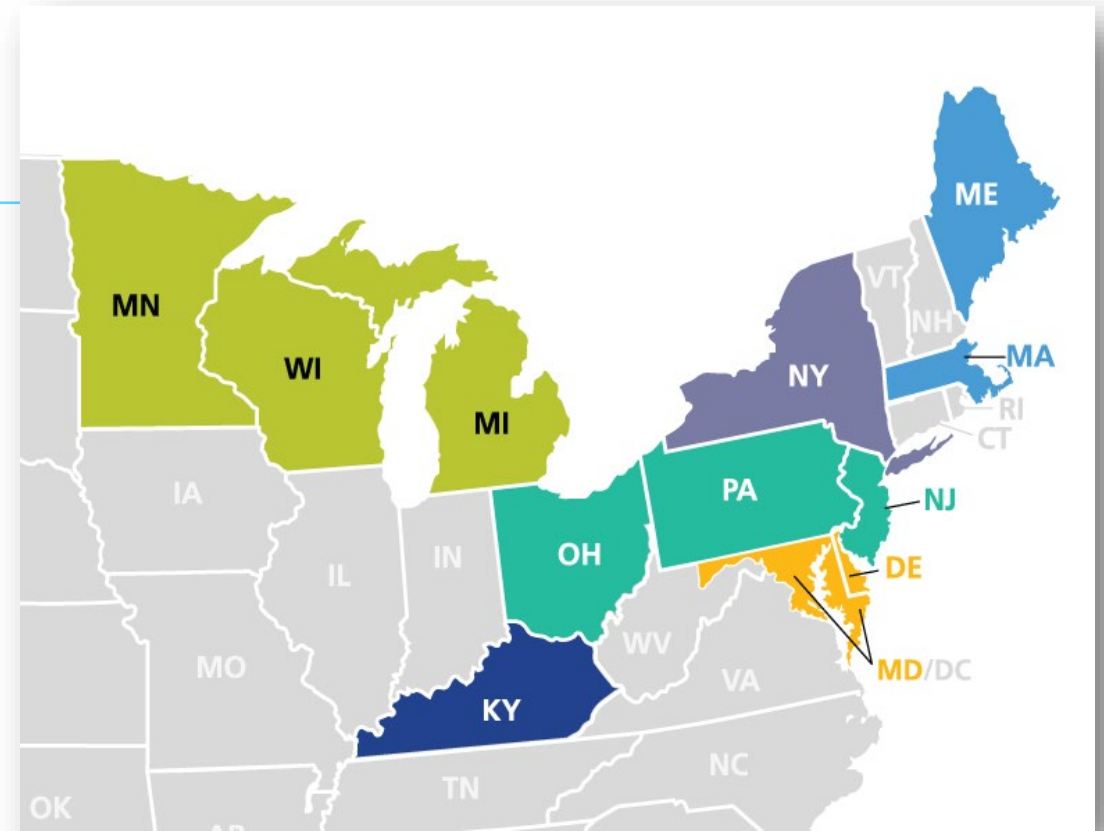
■ Qlarant

■ 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

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- 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:

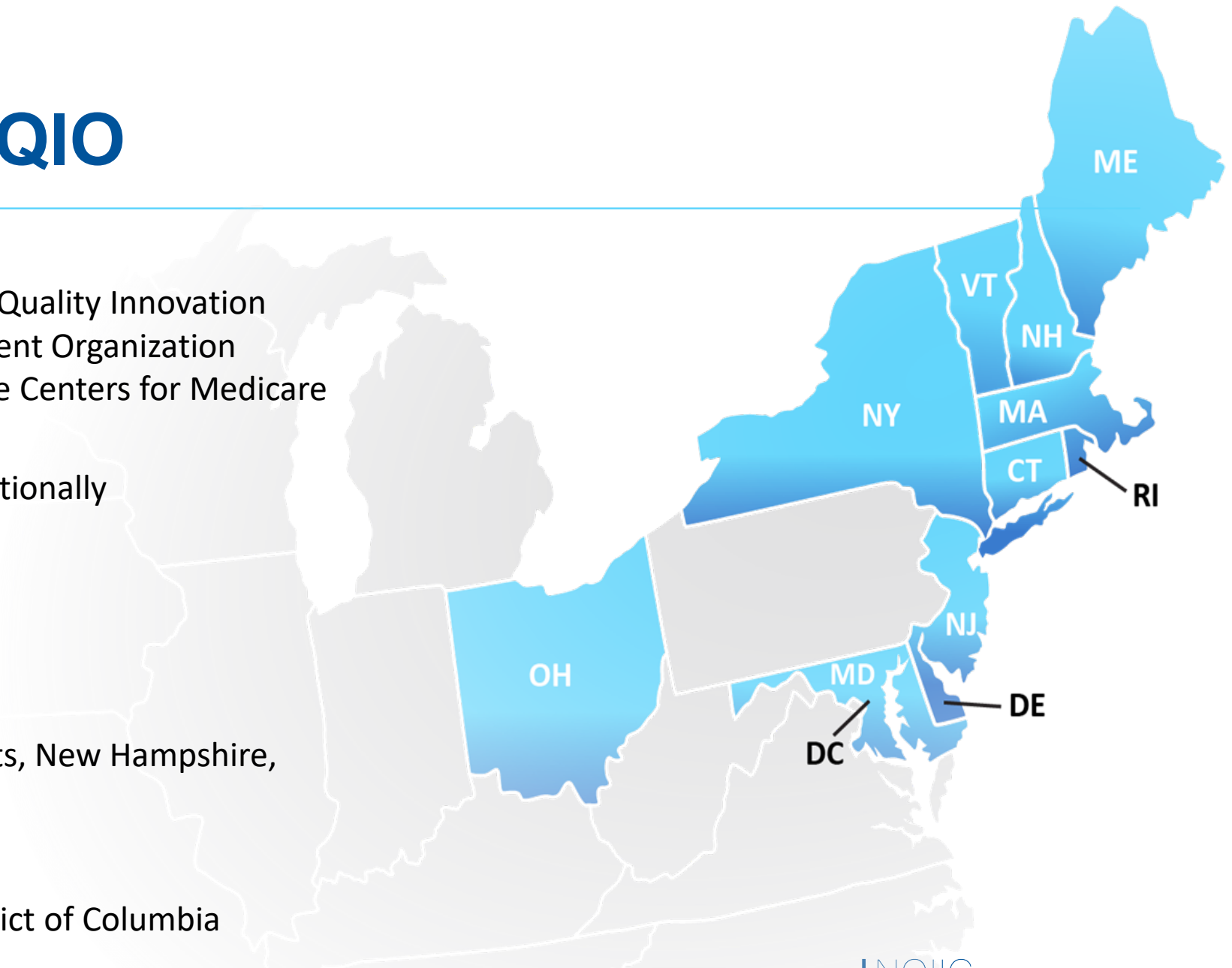
New York, New Jersey, and Ohio

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

- The Principal Standard
 - Theme 1
 - Standards 2 - 4
- Starting an Implementation Plan
 - The IPRO CLAS Assessment & Report
 - HHS An Implementation Checklist for the National CLAS Standards
- Announcement and Information on Upcoming Sessions



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

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



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The 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



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Principal Standard – 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



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Standards 2 - 4

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.

Standard 2

Standard 2: Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.

1.2a Identify and designate a CLAS champion or champions

- Who are supported by the organization's leadership
- Whose specific responsibilities include continuous learning about, promoting, and identifying and sharing educational resources about CLAS and the National CLAS Standards throughout the organization

Standard 2 con't

Standard 2: Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.

1.2b Create and implement a formal CLAS implementation plan that:

- Is endorsed and supported by the organization's leadership
- Describes how each Standard is understood
- Describes how each Standard will be implemented and assessed
- Describes who in the organization is responsible for overseeing implementation

Standard 3

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.

1.3a Target recruitment efforts to the populations served to increase the recruitment of culturally and linguistically diverse individuals, through actions such as:

- Posting job descriptions in multiple languages in local community media
- Holding job fairs in the community(ies) served
- Working with leaders of local community institutions to create mentorship and training programs targeting populations served

Standard 3 con't

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.

1.3b Create internal organizational mentorship programs, specifically targeting culturally and linguistically diverse individuals, that:

- Provide information about and support for additional training opportunities
- Links individuals in junior positions with individuals in senior positions to receive career guidance and advice

Standard 4

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

1.4a Deliver or make freely available continuous CLAS-related training and technical assistance to leadership and all staff.

Standard 4 con't

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

1.4b Create and disseminate new resources about CLAS within the organization using widely accessible platforms, for example:

- Employee-dedicated webpages
- Employee Intranet
- Employee break room

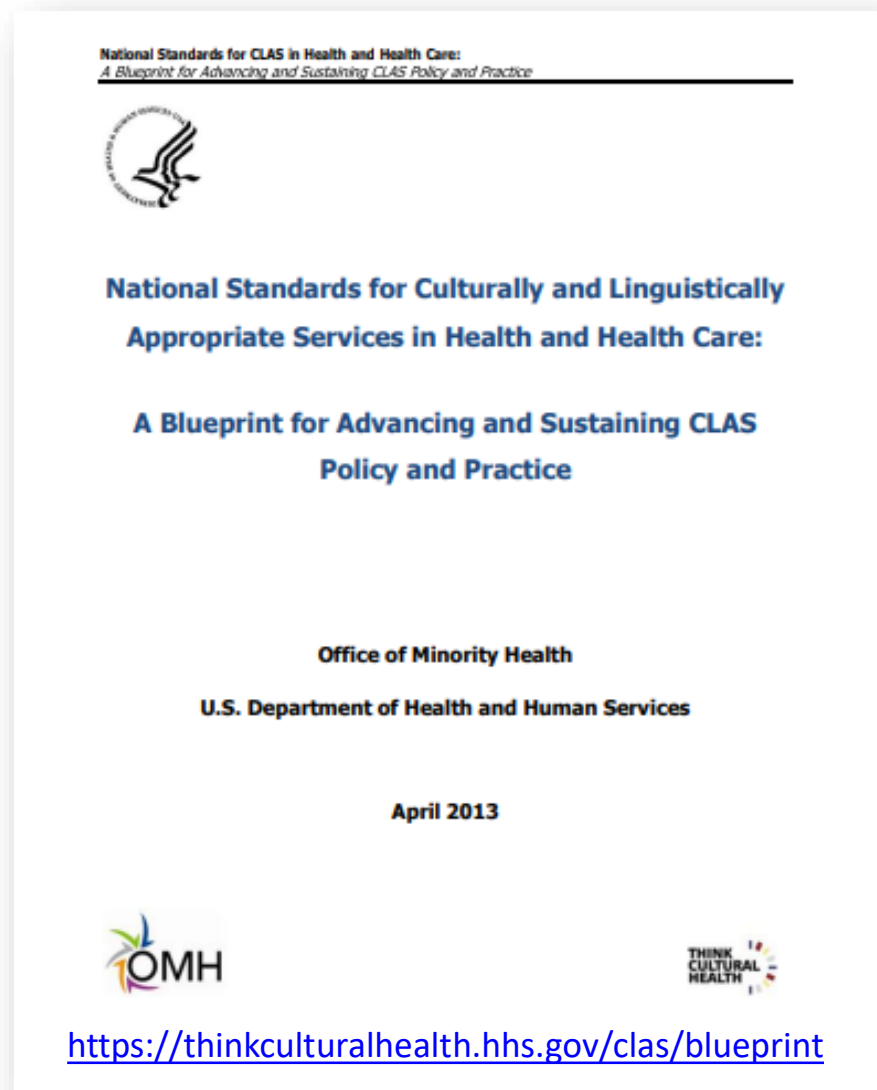
Standard 4 con't

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

1.4c Incorporate assessment of CLAS competencies on an ongoing basis into staff performance ratings, for example:

- Bilingual communication
- Cross-cultural communication
- Cultural and linguistic knowledge

The Blueprint



For more information on each Standard:

- Purpose
- Key components and concepts
- Explanations of concepts
- Strategies for implementation
- The case for the National CLAS Standards
- Glossary of 75+ terms
- 200+ Resources related to CLAS



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An Implementation Checklist for National CLAS Standards

An Implementation Checklist for the National CLAS Standards

with a CLAS Action Worksheet and CLAS Testimonials



- Includes an implement checklist to help you assess your organization's competency for each activity for each Standard.
- Includes testimonials from organizations that to provide a snapshot at how and why to implement the National CLAS Standards.

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



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IPRO CLAS Assessment

<https://redcap.ipro.org/surveys/?s=RXJPNMPWPAMM49X7>

Theme 1: Governance, Leadership, and Workforce		
<p>CLAS Standard 2:</p> <p>Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.</p>	<p>1.2a Identify and designate a CLAS champion or champions:</p> <ul style="list-style-type: none"> • who are supported by the organization's leadership; • whose specific responsibilities include (at a minimum) continuous learning about, promoting, and identifying and sharing educational resources about CLAS and the National CLAS Standards throughout the organization. 	<p>Currently Implementing</p> <p>Planning to Implement</p> <p>Not planning to implement at this time</p> <p>* must provide value reset</p>
	<p>1.2b Create and implement a formal CLAS implementation plan that:</p> <ul style="list-style-type: none"> • is endorsed and supported by the organization's leadership • describes: <ul style="list-style-type: none"> ◦ how each Standard is understood; ◦ how each Standard will be implemented and assessed; ◦ who in the organization is responsible for overseeing implementation. 	<p>Currently Implementing</p> <p>Planning to Implement</p> <p>Not planning to implement at this time</p> <p>* must provide value reset</p>



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HHS CLAS Checklist

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Checklist of National CLAS Standards Implementation Practices

Theme 1: Governance, Leadership, and Workforce

Select your organization's stage of implementation for each practice	Currently implementing	Planning to implement	Not planning to implement at this time
1.2a Identify and designate a CLAS champion or champions, who are supported by the organization's leadership, and whose specific responsibilities include (at a minimum) continuous learning about, promoting, and identifying and sharing educational resources about CLAS and the National CLAS Standards throughout the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2b Create and implement a formal CLAS implementation plan that is (at a minimum) endorsed and supported by the organization's leadership, that describes how each Standard is understood, how each Standard will be implemented and assessed, and who in the organization is responsible for overseeing implementation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3a Target recruitment efforts to the populations served to increase the recruitment of culturally and linguistically diverse individuals, through actions such as: posting job descriptions in multiple languages in local community media, holding job fairs in the community(ies) served, and/or working with leaders of local community institutions to create mentorship and training programs targeting populations served.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3b Create internal organizational mentorship programs, specifically targeting culturally and linguistically diverse individuals, that provide information about and support for additional training opportunities, and that links individuals in junior positions with individuals in senior positions to receive career guidance and advice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4a Deliver or make freely available continuous CLAS-related training and technical assistance to leadership and all staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4b Create and disseminate new resources about CLAS within the organization using widely accessible platforms (e.g., employee-dedicated webpages, employee intranet, employee break room).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4c Incorporate assessment of CLAS competencies (e.g., bilingual communication, cross-cultural communication, cultural and linguistic knowledge) on an ongoing basis into staff performance ratings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Checklist of National CLAS Standards Implementation Practices

Theme 1: Governance, Leadership, and Workforce

Select your organization's stage of implementation for each practice	Currently implementing	Planning to implement	Not planning to implement at this time
1.2a Identify and designate a CLAS champion or champions, who are supported by the organization's leadership, and whose specific responsibilities include (at a minimum) continuous learning about, promoting, and identifying and sharing educational resources about CLAS and the National CLAS Standards throughout the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2b Create and implement a formal CLAS implementation plan that is (at a minimum) endorsed and supported by the organization's leadership, that describes how each Standard is understood, how each Standard will be implemented and assessed, and who in the organization is responsible for overseeing implementation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


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



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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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continued on next page

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: _____



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Culturally and Linguistically Appropriate Services

CLAS Action Plan

Primary Contact/Champion: Mary Smith

Role/Title Vice President Department/Division: Diversity, Equity & Inclusion

Organization: ABC Hospital System, located in Maryland comprised of a 700-bed hospital, a 200-bed hospital, 7 speciality centers, 15 community locations, more than 1,300 faculty physicians and 950 resident physicians, more than 11,000 employees.

Additional Improvement Team Members: John Jones, Quality Manager; Sally Elms, Physician Champion; Mary Poppins, Director of Nursing; Harry Styles, Director of Education; Bruce Spruce, V.P. Human Resources

Standard(s) Your Organization Has Chosen to Focus On

CLAS Standard Theme: Theme 1

CLAS Standard Practice: 1.2b Create and implement a formal CLAS implementation plan

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

Develop an implementation plan with input from all work group members;

Obtain endorsement by Executive Leadership

Outline how each Standard will be implemented throughout the Cancer Center before spread to other depts.

Action Steps/Strategies:

- Meet with Cancer Center staff to determine how to CLAS implementation plan
- Select first Standard to implement and build a project plan with assigned responsible staff
- Create Standard Operating Procedures for each Standard

Recommended Resources: Funding for training; staff for implementation; administrative staff to develop SOPs; IT resources to help update EPIC system as needed; contract with an Interpreter Service

Mark Your Calendar for Upcoming Sessions



	Keeping It Simple: Achieving CLAS Noon – 12:00 PM ET	
February 15 th	Principal Standard, CLAS Theme 1: Standard 2 - 4	<u>REGISTER</u>
February 22 nd	CLAS Theme 2: CLAS Standards 5 - 8	<u>REGISTER</u>
March 1 st	CLAS Theme 3: CLAS Standards 9 - 11	<u>REGISTER</u>
March 8 th	CLAS Theme 3, CLAS Standards 12 - 15	<u>REGISTER</u>
March 15 th	Additional Resources, Q&A, Wrap-Up	<u>REGISTER</u>



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Health Equity Leads

HQIC	QIN-QIO
Stacy Dorris Qsource SDorris@QSource.org	Laura Benzel Qlarant benzell@qlarant.com



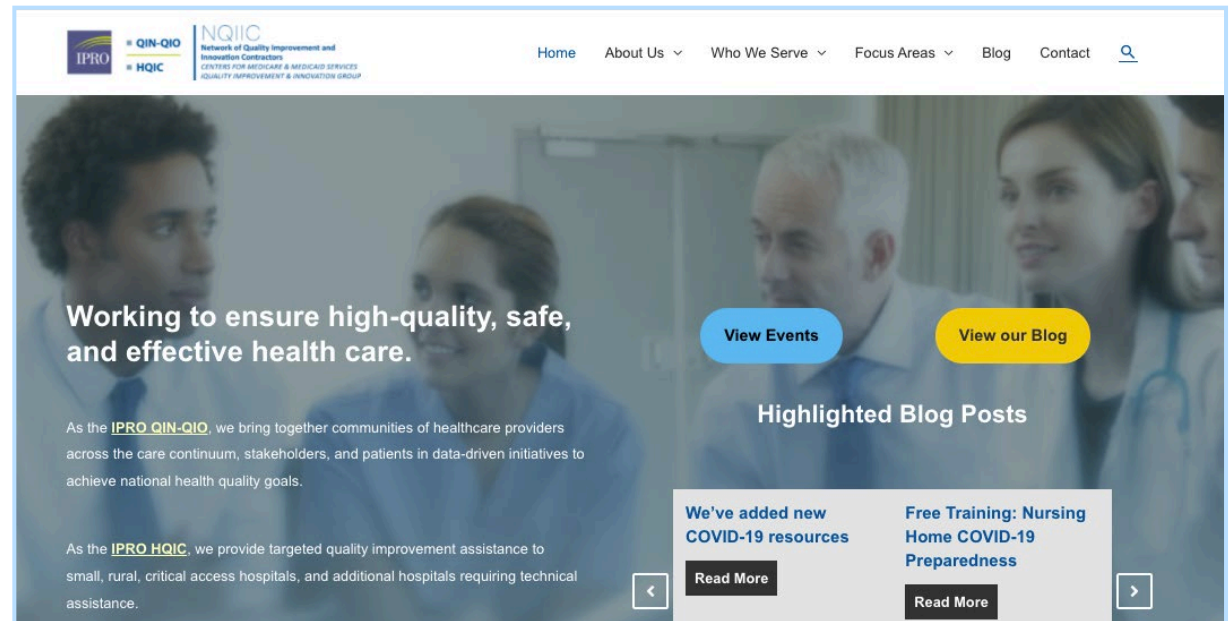
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As the **IPRO QIN-QIO**, we bring together communities of healthcare providers across the care continuum, stakeholders, and patients in data-driven initiatives to achieve national health quality goals.

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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