

Keeping It Simple: CLAS Theme 2: Standards 5 - 8

Session 3

February 22, 2023

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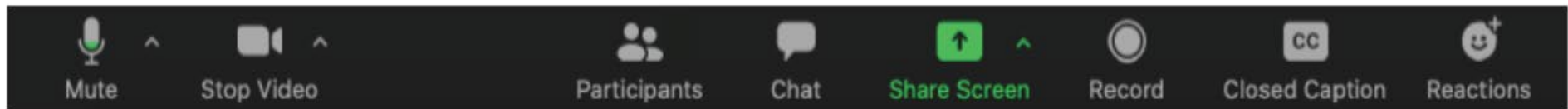
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Use Chat to Ask Questions and Make Comments

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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- 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

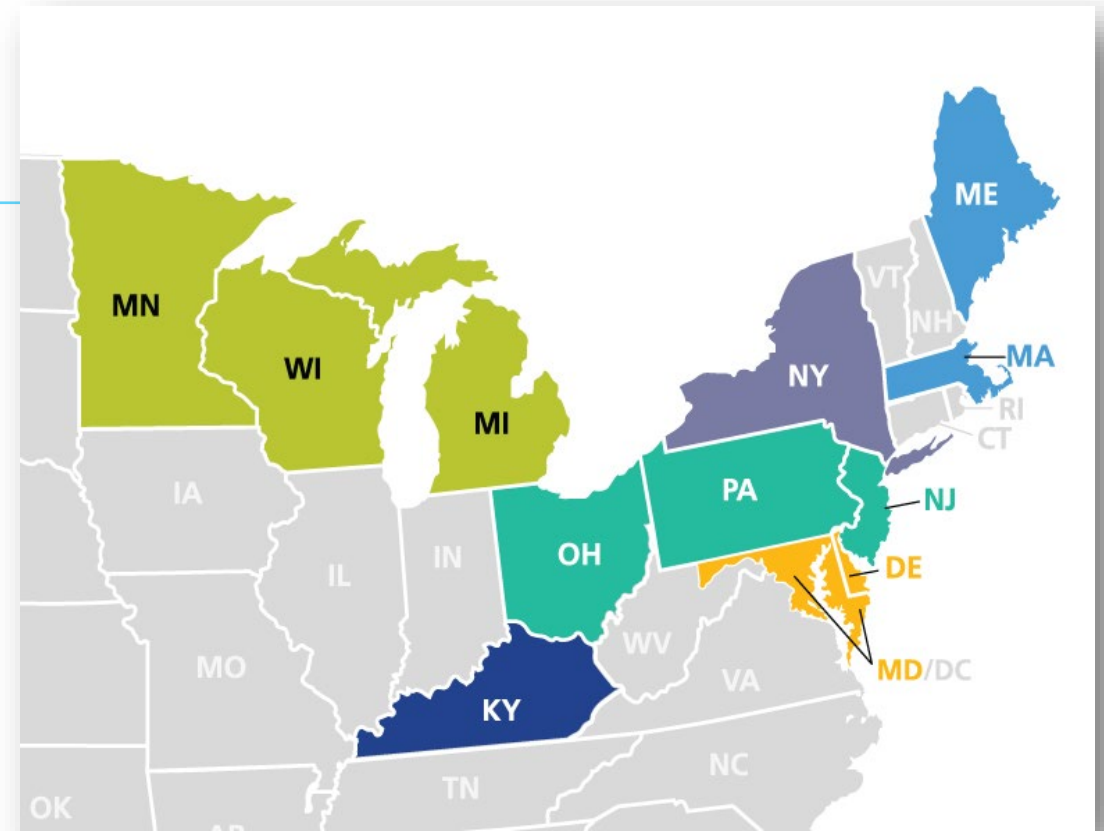
■ Qlarant

■ Q3 Health Innovation Partners

■ Superior Health Quality Alliance

American Institutes for Research (AIR)

QSource Health Equity Subject Matter Experts



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- 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:

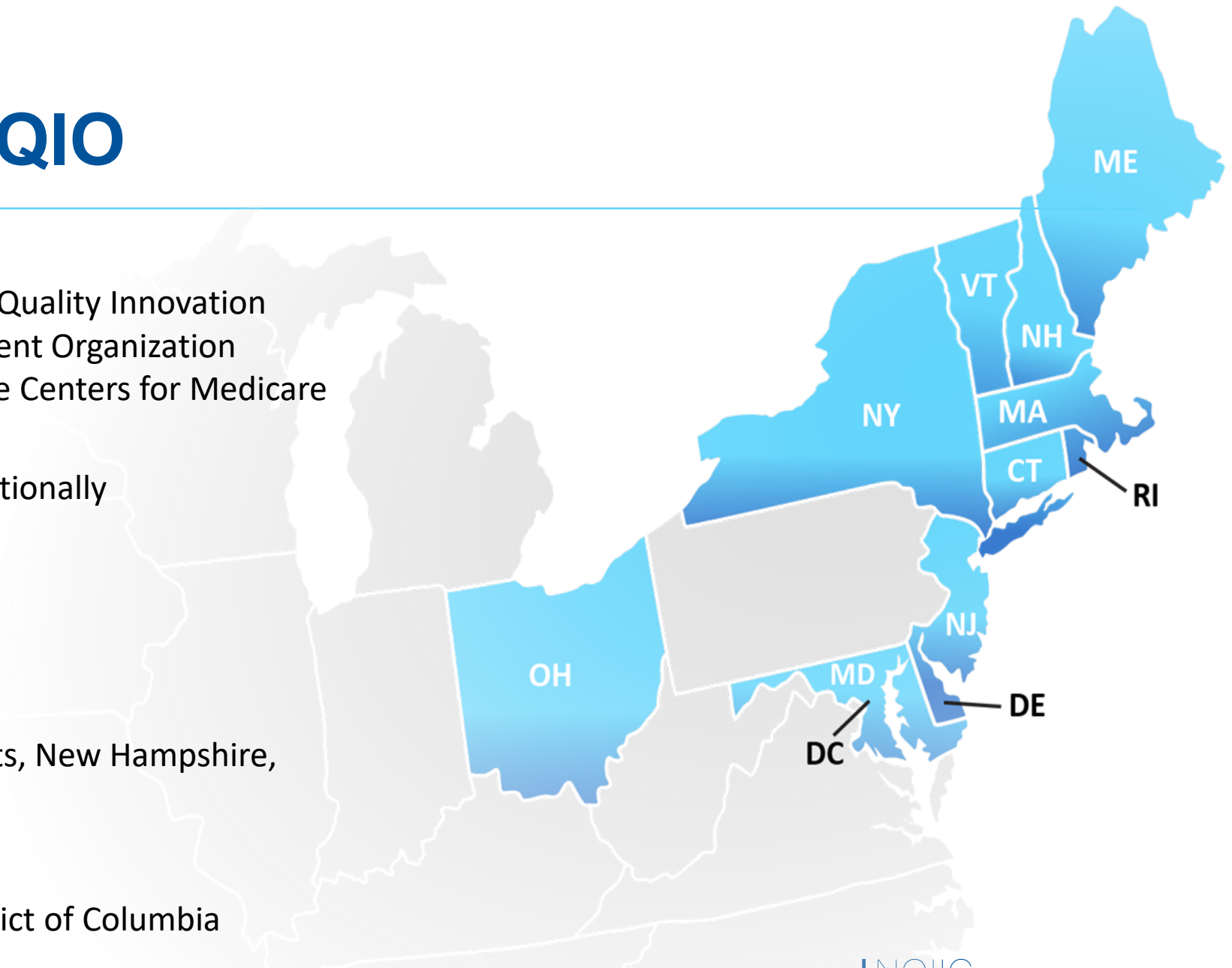
New York, New Jersey, and Ohio

Healthcentric Advisors:

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

Qlarant:

Maryland, Delaware, and the District of Columbia



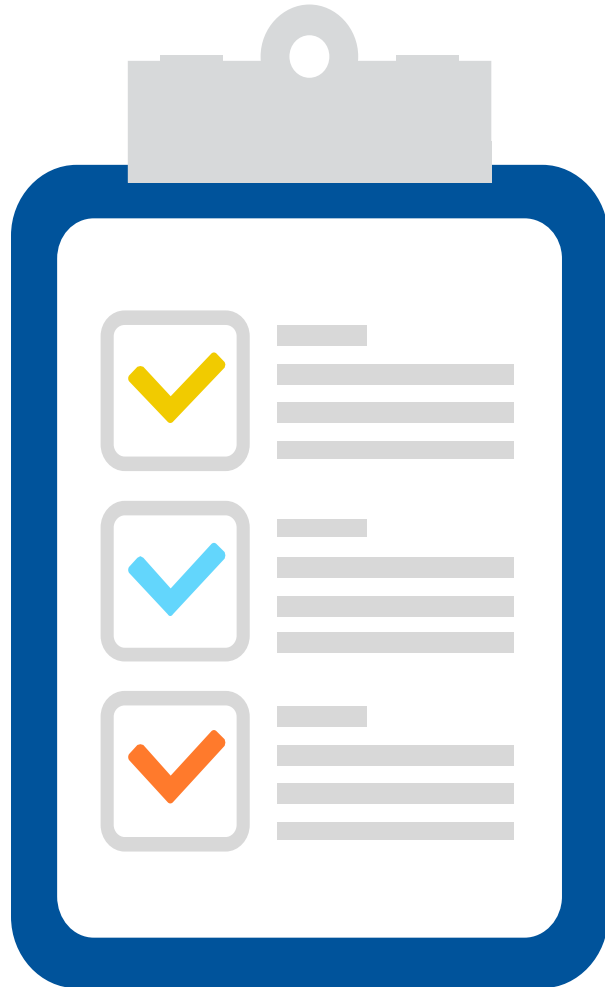
Working to ensure high-quality, safe healthcare for
20% of the nation's Medicare FFS beneficiaries



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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

- Theme 2
- CLAS Standards 5 – 8
- Starting an Implementation Plan
- Resources and Slides
 - CMS Office of Minority Health resources
- Registration Information for Upcoming Sessions
- Q&A



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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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Theme 2

Communication and Language Assistance



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Standards 5 - 8

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.

Standard 5

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.

2.5a Complete an organizational assessment specific to language assistance services to:

- Describe existing language assistance services
- Determine how they can be more effective and efficient

Standard 5 con't

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.

2.5b Standardize procedures for staff members and train staff in those procedures.

- It may be appropriate to provide staff with a script to ensure that they inform individuals of the availability of language assistance.
- Staff should inquire whether individuals will need to utilize any of the available services.

Standard 6

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

2.6 Provide individuals with notification that describes what communication and language assistance is available, in what languages the assistance is available, and to whom they are available.

Notification should clearly state that communication and language assistance is provided by the organization free of charge to individuals.

Standard 7

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.

2.7a Require that all individuals serving as interpreters complete **certification** or other formal assessments of linguistic and health care terminology skills to demonstrate competency.

Standard 7 con't

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.

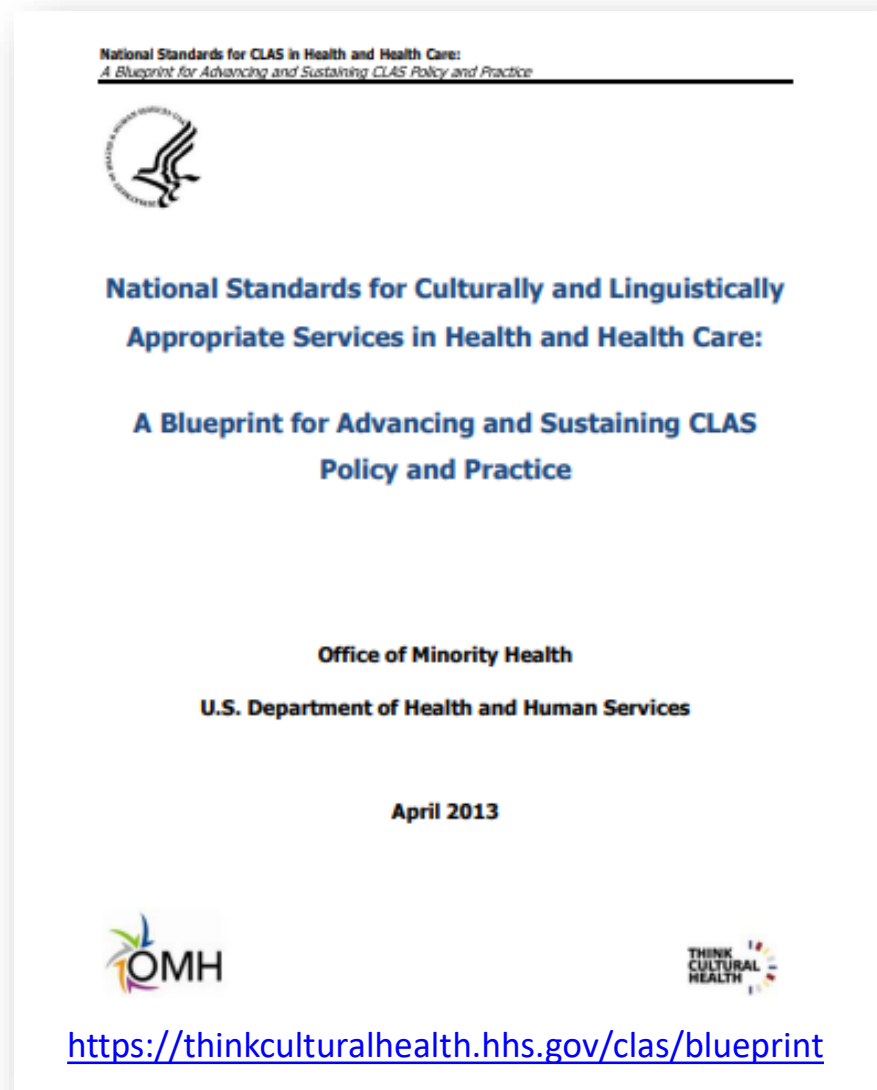
2.7b Provide financial and/or human resource incentives – such as time off – to staff who complete interpreter training and meet assessment criteria, to build organizational capacity to provide competent language assistance.

Standard 8

Standard 8: Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

- 2.8** Formalize processes for translating materials into languages other than English and for evaluating the quality of these translations. This may include testing materials with target audiences.

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 to provide a snapshot of how to implement the National CLAS Standards and why.

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

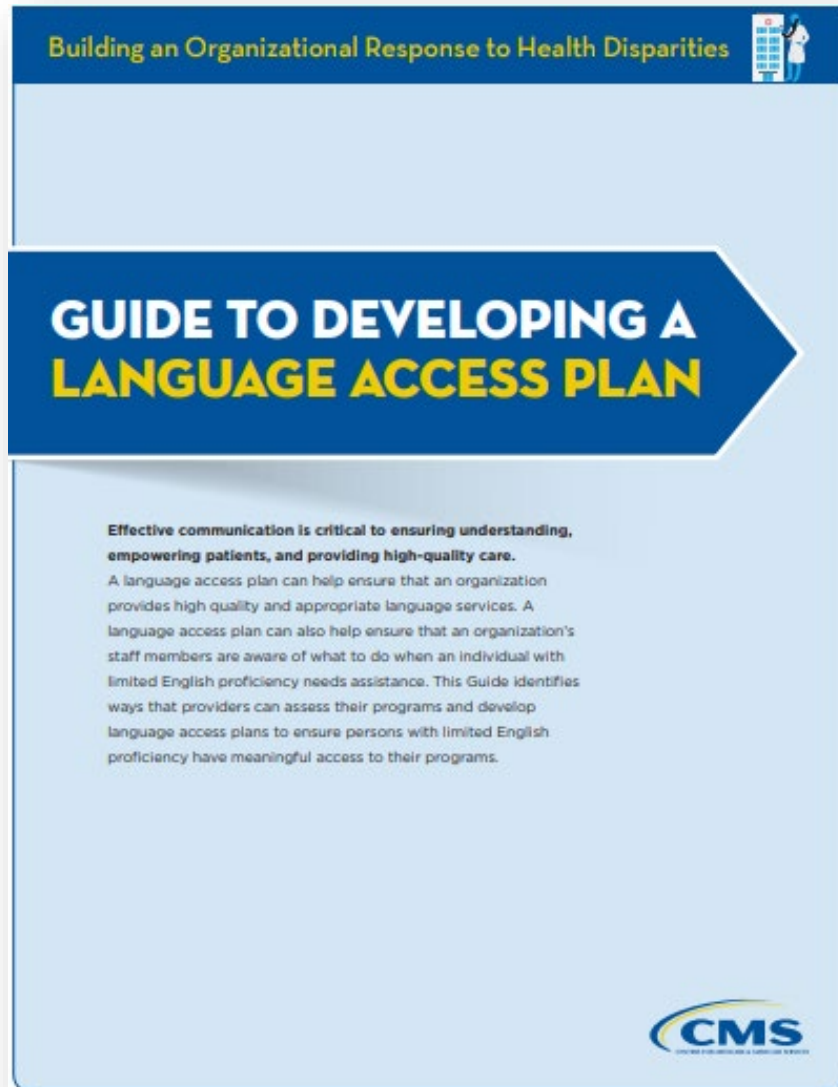


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Guide to Developing a Language Access Plan

CMS Office of Minority Health (CMS OMH)



A language access plan can help ensure that:

- Organizations provide high quality and appropriate language services
- An organization's staff members are aware of what to do when an individual with limited English proficiency needs assistance
- Organizations can assess their programs and develop language access plans to ensure individuals with limited English proficiency have meaningful access to their programs

<https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Language-Access-Plan-508.pdf>



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Providing Language Services to Diverse Populations

Lessons from the Field (CMS OMH)



This resource:

- Discusses several approaches used to provide language assistance services to individuals with limited English proficiency
- Shares findings from case studies conducted with a variety of health care organizations (i.e., health centers, hospitals, health systems, and health plans)
- Shares effective practices to help organizations think through what might work best for them
- Presents information on language assistance approaches suited to different settings, populations served, and resource availability

<https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Lessons-from-the-Field-508.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: 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

5

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: _____

This material is based on content initially developed by CIStructa, and was prepared by IPRO-QIN-QIO, a Quality Improvement Network-Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication # 115000-IPRO-QIN-QIO-50-66-23-006 [12/15/2022] v1.0

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: _____

Resources

IPRO Resource Library

All slides and resources for this series can be found here:

[Culturally and Linguistically Appropriate Standards \(CLAS\) Resources](#)

<https://qi-library.ipro.org/2023/02/15/culturally-and-linguistically-appropriate-standards-clas-resources/>



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Mark Your Calendar for Upcoming Sessions



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



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Chat In



Please feel free to unmute yourself or use the chat feature to ask questions or share comments.



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Health Equity Leads

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



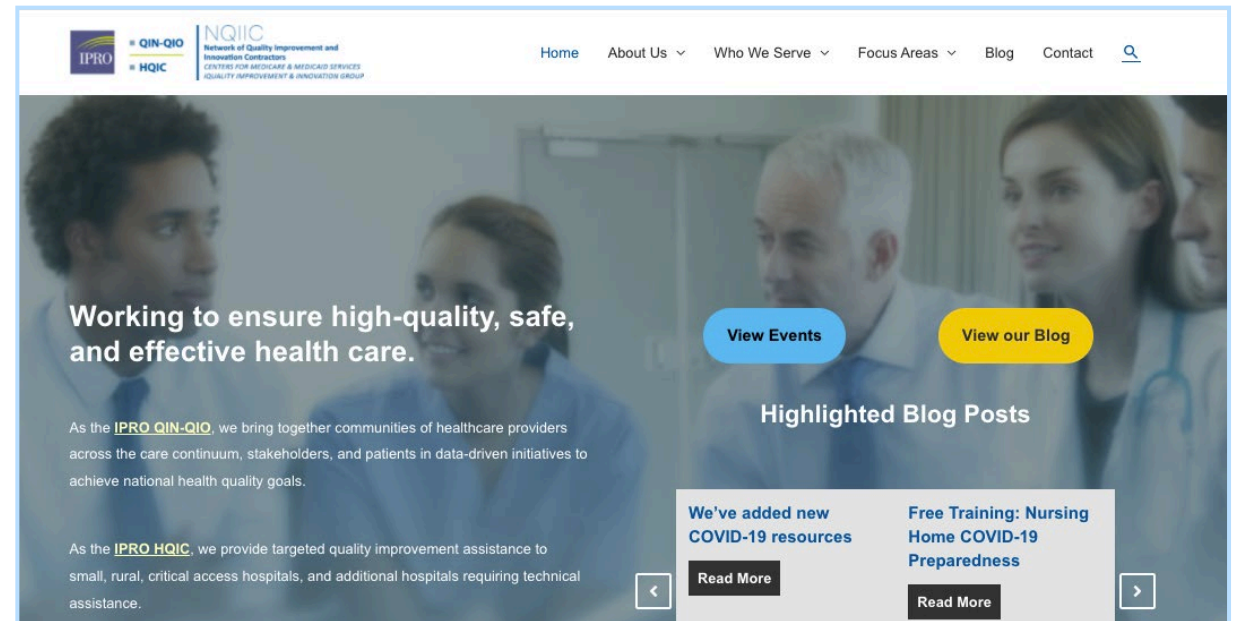
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Free Training: Nursing Home COVID-19 Preparedness Read More

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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