The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care - a journey not a destination...

INTEGRATING PRIMARY and BEHAVIORAL HEALTH CARE THROUGH the LENS of PREVENTION

To Improve Population Level Outcomes

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The Delta in Northeast Louisiana
Rabia Balkhi Hospital- Kabul, Afghanistan
Commonwealth of the Northern Mariana Islands
Saipan, Tinian, Rota
Tip of the Spear for Public Health
Providing hope and care...
We're not in Kansas anymore...
Aerial view-Monrovia Medical Unit (MMU)
Ebola Treatment Unit (ETU)
Cultural and linguistic competency is a journey, not a destination – an ever expanding capacity to learn and grow.
Regional Health Offices
US Department of Health and Human Services

Regional Offices are located in the cities shown above.
Office of the Assistant Secretary for Health

Manage 14 core public health offices including:

- Office of the Surgeon General
- U.S. Public Health Service Commissioned Corps
- 10 regional health offices across the nation
- 10 Presidential and Secretarial Advisory Committees
Overview

- The HHS Office of Minority Health
- Culturally and Linguistically Appropriate Services (CLAS)
- The National CLAS Standards
- Think Cultural Health
HHS Office of Minority Health

Mission:

› To improve the health of minority populations through the development of health policies and programs that will help eliminate health disparities.
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.
Social Determinants of Health
Systems Theory
Health

- Physical
- Social
- Mental
- Spiritual
CASE FOR CLAS

- Increase Access to Care
- Improve Quality of Services
- Respond to Demographic Changes
- Reduce Litigation
- Meet Legislative Requirements
- Align with Accreditation Requirements
- Meet Your Mission
National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care

15 ACTION STEPS that guide health and health care professionals in providing services that are RESPECTFUL, UNDERSTANDABLE, EFFECTIVE & EQUITABLE.
Themes of the *National CLAS Standards*

1. **Principal Standard**

2-4. **Governance, Leadership, & Workforce**

5-8. **Communication & Language Assistance**

9-15. **Engagement, Continuous Improvement & Accountability**
Intended Impacts of the *National CLAS Standards*

- Improve Quality of Services
- Advance Health Equity
- Help Eliminate Disparities
A Resource on the
National CLAS Standards

A Blueprint for Advancing
and Sustaining CLAS Policy
and Practice
Principal Standard

- 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

WORKFORCE
Governance, Leadership, and Workforce

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

‣ 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
Communication and Language Assistance

- 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.
- 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 Improvement Accountability
Engagement, Continuous Improvement, and 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.
Engagement, Continuous Improvement, and Accountability

- 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.
- Communicate the organization’s progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.
Think Cultural Health

- National CLAS Standards
- E-learning programs
- Communication Guide
- Tracking CLAS map
- CLAS Library
- Quarterly e-newsletter
E-learning Programs

- Communication Guide
- Disaster and Emergency Personnel*
- Nurses, Social Workers*
- Oral Health Professionals*
- Physicians, Physician Assistants, Nurse Practitioners*
- Promotores de Salud & Community Health Workers

*Accredited
Tracking CLAS Map

Tracks efforts to promote or implement CLAS, including:

▸ State legislation pertaining to CLAS training for health professionals

▸ State-sponsored activities for implementing the National CLAS Standards
Resource Library

Hundreds of CLAS-related online resources, from reports to videos to toolkits.
Advancing health equity at every point of contact

www.ThinkCulturalHealth.hhs.gov
Contact information

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"Leadership isn't about being in charge, leadership is about taking care of those in your charge" Simon Sinek
In Conclusion

I’m Dr. James LaVelle
Dickens Nurse Practitioner,
and I approved this
message!!
References:

www.ThinkCulturalHealth.hhs.gov

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