

CLAS STANDARDS ASSESSMENT TOOL

Based on the Office of Minority Health CLAS Standards

Standard 1 -Health care organizations should ensure that patient/consumers receive from all staff members effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.

- Create community needs assessment that include community demographics
- Assess the cultural beliefs of each patient and show respect at all times
- Check level of language literacy of written materials for patients
- Indicate languages assistance needs prior to patient arrival
- Ensure information and consent forms are understandable and when possible in the patients language of origin.

Standard 2- Health care organizations should implement strategies to *recruit, retain, and promote at all levels* of the organization a diverse staff and leadership that are representative of the demographic characteristics of the service area.

- Incorporate diversity in the organizations' mission statement, strategic plans/goals
- Have a diverse work force capacity that includes mentoring programs, internship, and collaborations universities
- Develop relations with local schools, training programs, and faith-based organizations for staff recruitment

Standard 3- Health care organizations should ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery

- Create incentives for completing cultural competency training
- Use online resources and training programs
- Provide annual in-services, brown bags, etc. in cultural competency
- Include cultural competency and CLAS education in the orientation of new staff
- Provide incentives for staff to volunteer in the community and to learn about community members and cultures

Standard 4- Health Care Organizations must offer and provide language assistance services including bilingual staff and interpreter services, at no cost to each patient/consumer with limited English proficiency at all points of contact, in a timely manner during all hours of operation.

- Use contract or volunteer interpreter services on a case-by-case basis
- Post signs that show availability of interpreter services
- Set up chart flagging system to provide an indicator or interpreter need
- Train staff on the use of interpreters

Standard 5- Health care organizations must provide to patients/consumers in their preferred language both verbal offers and written notices informing them of their right to receive language services.

- Create signs for use at reception areas that indicate which language services are available
- Display simple statement of patient rights in their language
- Ensure that appointment scheduler informs patient of language services
- Offer automated phone system message with general information in multiple languages
- Provide patient notice of right to have an interpreter

Standard 6-Health care organizations must assure the competence of language assistance provided to limited English proficient patients/ consumers by interpreters and bilingual staff. Family and friends should not be used to provide interpretation services (except on request by the patient/consumer).

- Conduct an end of visit assessment with patient to determine their level of understanding
- Use existing hospital services and other resources when appropriate
- Use accredited interpreter services when needed

Standard 7- Health care organizations must make available easily understood patient-related materials and post signage in the languages of the commonly encountered groups and/or groups represented in the service area.

- Post language specific signs saying, “welcome” or “we speak” in offices
- Place low literacy, bilingual, and culture specific educational brochures in waiting area
- Develop multi-language documents and educational materials based on office need

Standard 8- Health care organizations should develop, implement and promote a written strategic plan that outlines clear goals, policies, operational plans, and management accountability/oversight mechanisms to provide culturally and linguistically appropriate services.

- Identify multiple and diverse cultural resources
- Provide educational staff workshops on CLAS goals and objectives
- Take part in Cultural Competence committees in the hospital or in medical associations
- Set goals to incorporate CLAS goals and activities in office’s strategic plan
- Build accountability mechanisms into staff evaluations

Standard 9- Health care organizations should conduct initial and ongoing organizational self-assessments of CLAS-related activities and are encouraged to integrate cultural and linguistic competence-related measures into their internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based valuations.

- Conduct annual meetings that include self-assessments
- Implement ongoing self-assessment of CLAS related activities
- Provide patients with the opportunity to comment on care received via satisfaction survey
- Review patient charts to ensure that care is uniformly provided across race and ethnicity

Standard 10- Health care organizations should ensure that data on the individual patient's/ consumer's race, ethnicity, spoken and written language are collected in health records, integrated into the organization's information systems, and periodically updated.

- Review the patient’s last visit to see if the information needs updating in accordance to standards
- Apprise staff of relevant information and print out information in preparation for the patient’s visit
- Create flag (s) that ensure new information is collected each time the patient’s visit

Standard 11- Health care organizations should maintain a current demographic cultural and epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.

- Identify local stakeholders in the area to obtain data and demographic profiles from various sources, including health departments, local, state and national health agencies.
- Offer to collaborate with local healthcare agencies to develop demographic and cultural profiles
- Utilize multiple resources to collect data, including faith based organizations, local medical schools, social workers, etc.

Standard 12- Health care organizations should develop participatory, collaborative partnerships with communities and utilize a variety of formal and informal mechanisms to facilitate community and patient/consumer involvement in designing and implementing CLAS-related activities.

- Coordinate health fairs
- Look to practice associations to help facilitate efforts
- Compile all data sources for analysis
- Maintain Continuous Quality Improvement

Standard 13- Health care organizations should ensure that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by patient/consumers.

- Train staff as mediators in cross cultural conflicts
- Include policy of conflict and grievance resolutions into the patient bill of rights
- Hire patient advocates
- Develop a process to address conflict and grievance incidences

Standard 14- Health care organizations are encouraged to regularly make available to the public information about their progress and successful innovations in implementing the CLAS standards and to provide public notice in their communities about the availability of this information.

- Create and distribute brochures in patient rooms to show provider efforts to be culturally responsive
- Write articles in physician's publications and involve local medical societies and other professional organizations
- Discuss and present at community meetings, senior centers, and faith based institutions
- Collaborate with community organizations and advocacy groups

Practice Name:	Group UPIN:	Provider UPIN:
Date of Completion:		
<input checked="" type="checkbox"/> Pre Assessment <input type="checkbox"/> Post Assessment		