

Equity in Action:

An Inclusive, Culturally and Linguistically Appropriate Services (CLAS) Implementation Action Plan (IAP) for the End Stage Renal Disease (ESRD) Community



Why CLAS in the ESRD Community?

The U.S. Department of Health and Human Services Office of Minority Health developed the National CLAS standards. ESRD affects a diverse group of people, and implementing CLAS standards is an essential step in improving health outcomes for all.

Meeting the Needs of Patients with ESRD

To advance health equity in the ESRD community, the ESRD National Coordinating Center (ESRD NCC):

- Researched CLAS barriers.
- Established a work group with ESRD Networks and large dialysis facilities to gather feedback and unique challenges.
- Conducted interviews and assessments to collect diverse needs.
- Developed case studies to illustrate how CLAS applies.
- Identified evidence-based strategies.
- Designed an action plan to integrate CLAS in facilities and ensure their services are effective and equitable.

Action Plan for the ESRD Community

Equity Needs	Strategies
Persons with limited health literacy	<ul style="list-style-type: none">• Understand patients’ learning style (e.g., auditory).• Use plain, non-medical language.• Speak in shorter sentences.
Culturally diverse patient population	<ul style="list-style-type: none">• Expand staff training in cultural competency to increase awareness.• Create tailored treatment plans (e.g., dietary recommendations) that reflect diverse cultural health beliefs and practices.• Engage staff in dialogue about meeting the needs of diverse populations in staff huddles and other meetings.
Patients with limited English proficiency (LEP)	<ul style="list-style-type: none">• Obtain preferred language and use translation services.• Provide dedicated language assistance through bilingual staff, phone interpreter services, and technology.



Connect with the ESRD NCC for CLAS Resources

Follow the ESRD NCC for future webinars about the CLAS action plan and resources to implement the CLAS standards. Contact us at NCCInfo@hsag.com.

