

Addressing Health Equity Through a Targeted Focus on Culturally and Linguistically Appropriate Services

Every level of health care must treat and serve diverse populations. Minorities of racial and ethnic origin with limited English proficiency, and individuals who have trouble hearing or may be deaf, are more vulnerable to poor health outcomes when confronted with poor communication. Health care professionals can provide more effective communication and language assistance services by delivering **Culturally and Linguistically Appropriate Services (CLAS)** in the community to ensure all patients receive high quality and equitable care.

In support of reducing health disparities across the Health Quality Innovation Network (HQIN) service area, which includes Kansas, Missouri, South Carolina and Virginia, HQIN identified a variety of evidence-based interventions and activities. These interventions and activities will guide, assist and inform health care providers on how to update and incorporate CLAS considerations into their products and care delivery methods.



CLAS Implementation Action Plan Template

Fillable document outlining one-, three- and six-month implementation goals.

Activities focus on **three** themes:

1. Governance, Leadership and Workforce
2. Communication and Language Assistance
3. Engagement, Continuous Improvement and Accountability

Documentation of provider's mitigation strategies to reduce barriers and ensure success.

Develop CLAS Implementation Action Plan Template.



HHS CLAS **Checklist** for the National CLAS standards



TeamSTEPPS Limited English Proficiency **Module**



Re-engineered Discharge (RED) **Toolkit** - Diverse Populations (Tool 4)



Universal Precautions **Toolkit**

Adapt existing tools and resources to incorporate CLAS. Identified resources based on audience feedback.

Getting Started

Moving Ahead

Introduce and educate on CLAS-related topics via monthly e-newsletter (October 2022 – present).

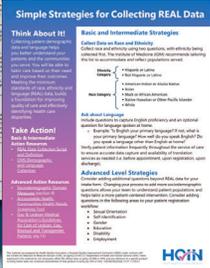
Oct.	Culturally and Linguistically Appropriate Services (CLAS)	24.4% Open Rate
Nov.	The National CLAS Standards*	18.3% Open Rate
Dec.	Shaping Organizational Infrastructure and Culture Through Leadership and Staffing	17.8% Open Rate
Jan.	Cultural Competency Training for Staff/First Responders in Disaster Preparedness and Crisis Response*	
Feb.	Effective Communication and Language Assistance - in English and Spanish*	

*Determined as CLAS topics of most interest based on measurement of audience engagement through newsletter open rates.

Create and disseminate tip sheet resources on how to collect race, ethnicity and language (REAL) data.



232 Downloads



247 Downloads

Next Steps

- 1 Provide one-on-one technical assistance to help providers implement CLAS using the Action Plan template.
- 2 Continue to provide resources and information that align with and support elements in the CLAS Implementation Action Plan template.

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Measurement Framework

Number of HQIN service area targets using the CLAS Implementation Action Plan Template (Released in April 2023) through provider response and one-on-one technical support session.

Goal: 20% of targets in HQIN service area



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