



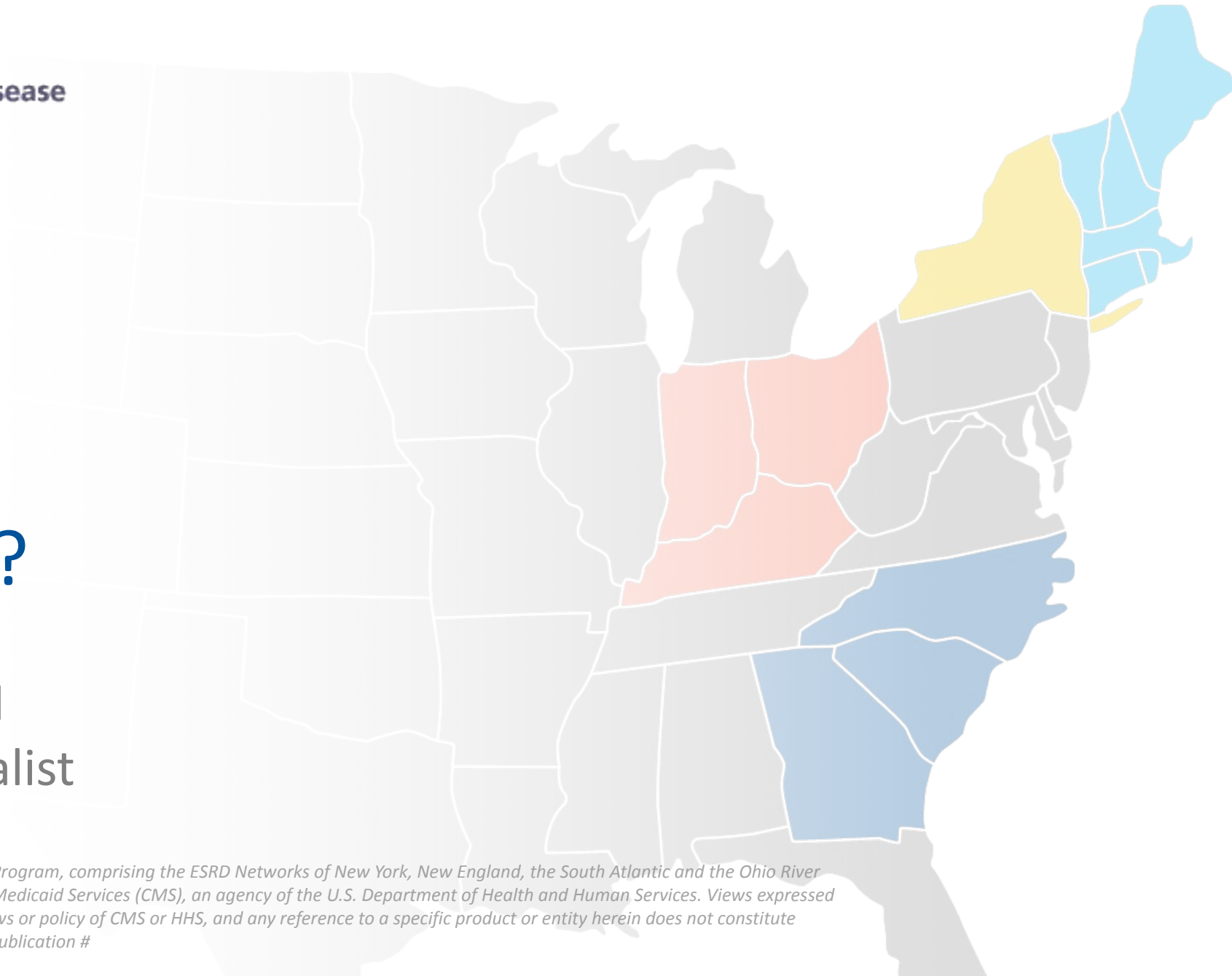
End-Stage Renal Disease
Network Program

Module 1

What is CLAS?

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What are Culturally and Linguistically Available Services (CLAS)?



CLAS is an approach to healthcare that ensures everyone, regardless of their cultural background or language, receives equitable and effective care. By tailoring services to an individual's culture and language preferences, health professionals can help bring about positive health outcomes for diverse populations.



Why is CLAS important?



CLAS aims to:

- **Provide language assistance**
- **Allow providers to gain cultural competence**
 - Understand cultural norms, values, and beliefs of the patient population
- **Develop resources and educating in plain language**
 - Communication in the simplest terms without the use of jargon and visuals if available
- **Respect religious and cultural beliefs**
- **Collaborate with community organizations**
- **Support ongoing training for providers on cultural competence and communication skills.**
- **Improve and/or adopt policies to promote CLAS standards.**

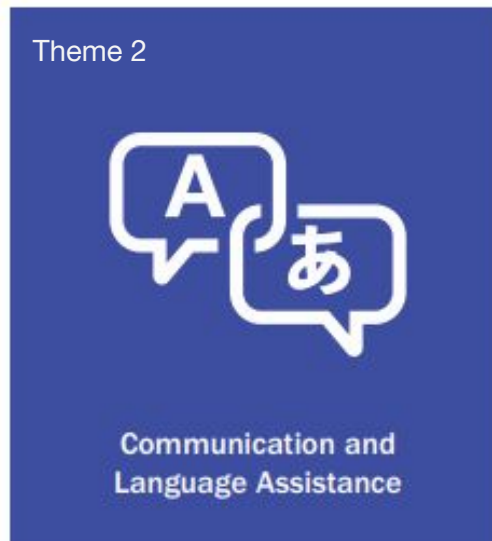
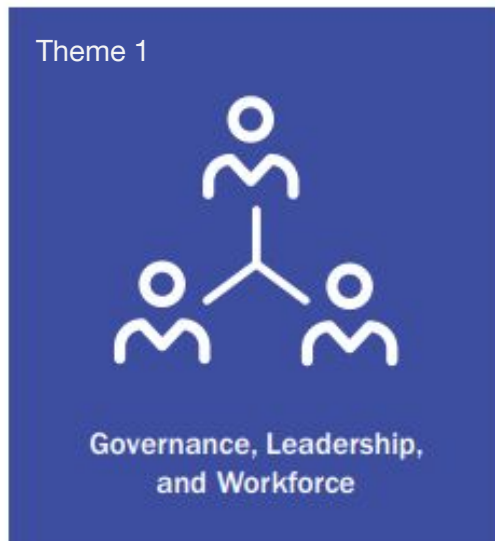


What are the National CLAS Standards?



There are 15 National CLAS Standards that are divided into The Principal Standard and 3 themes.

- Principal Standard (Standard 1): 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.



Why is it important to implement National CLAS Standards?

CLAS standards will help improve staff:

Cultural competency

Use of language services

Quality of services/care



This will help increase client:

Satisfaction

Engagement

Experience

How can we implement National CLAS Standards?



Governance, Leadership, and Workforce

- Train staff in CLAS
- Recruit a workforce representative of community served
- Create and support a designated CLAS position



Communication and Language Assistance

- Offer comprehensive language assistance services
- Require interpreters' skills to be certified or assessed
- Use advanced technology for interpretation services



Engagement, Continuous Improvement, and Accountability

- Improve collection of race, ethnicity, and language data
- Conduct organizational assessments
- Incorporate CLAS into mission, vision, and strategic plans