



End-Stage Renal Disease
Network Program

Module 3

CLAS: Principal Standard and Theme 1

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Principal Standard

The Principal Standard is the first standard that frames all of the National CLAS Standards. Once the following standards, Standards 2-14, are adopted, implemented, and maintained, then the Principal Standard will be achieved.



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.

Principal Standard



The Principal Standard will:

- Create a safe and welcoming environment, fosters appreciation of the diversity of individuals, and provides client and family-centered care
- Meet communication needs so that individuals understand the health care and services they are receiving, can participate effectively in their own care, and make informed decisions
- Eliminate discrimination and disparities

Theme 1: Governance, Leadership, and Workforce

The standards that fall under Theme 1 are standards 2 through 4.

The goal of Theme 1 is to advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.



Theme 1: Standards 2-4

Standard 2

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

Standard 3

Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.

Standard 4

Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis

Standard 2 Implementation Strategies

1. Identify and designate a CLAS champion or champions
 - CLAS champion will assist with promoting educational resources and training for National CLAS Standards at the organization

2. Create and implement a formal CLAS implementation plan
 - Identify how each standard is understood, how it will be implemented, and who will implement it

Standard 3 Implementation Strategies

1. Target recruitment efforts to the populations served to increase the recruitment of culturally and linguistically diverse individuals.
 - Host job fairs in the community that you serve
 - Provide job descriptions in multiple languages

2. Create internal organizational mentorship programs
 - provide information about and support for additional training opportunities
 - Link individuals in junior positions with individuals in senior positions to provide career guidance and advice

Standard 4 Implementation Strategies

1. Provide continuous CLAS-related training and technical assistance
 - Support staff development with continued education and training in diversity and leadership
2. Create and disseminate new resources about CLAS within the organization using widely accessible platforms
3. Continue to assess programs and policies to make sure they adhere to CLAS competencies
 - Implement an annual organizational self-assessment