Module 5
Theme 3 Engagement, Continuous Improvement, and Accountability

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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.

Theme 3: Engagement, Continuous Improvement, and Accountability

The standards that fall under Theme 3 are standards 9 through 15.

The goal of Theme 3 emphasizes the importance of establishing individual responsibility for ensuring that CLAS is supported, while maintaining that effective delivery of CLAS demands action across organizations.

Theme 1: Standards 9-15

Standard 9

Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.

Standard 10

Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.

Standard 11

Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.

Theme 1: Standards 9-15

Standard 12

Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.

Standard 13

Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.

Theme 1: Standards 9-15

Standard 14

Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.

Standard 15

Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.

Standard 9 Implementation Strategies

1. Incorporate CLAS into the organization's mission, vision, programs, and policies
   - Engage the support of leadership to encourage and support the development, implementation, and maintenance of CLAS Standards
   - Establish goals and policies that integrate CLAS standards to ensure inclusivity and equitable care
   - Encourage leadership to establish education and training requirements related to CLAS
   - Establish accountability mechanisms throughout the organization
     e.g. staff evaluations, patients satisfaction measures, and quality improvement measures

Standard 10 Implementation Strategies

1. Implement evaluation strategies to measure the performance and monitor progress.
   - Conduct yearly organizational assessment of resources and the cultural and linguistic needs of the patients population
   - Administer a cultural audit to review organization's processes, values, and policies
   - Tailor and improve services based on analysis of data gathered from organization, staff, and patient population.

Standard 11 Implementation Strategies

1. Collect race, ethnicity and language (REaL) data to ensure that services and resources are tailored to the needs of the patient population.
    *   Ensure that REaL data collection is systematic and reliable

        Step 1: Determine the appropriate data categories

        Step 2: Develop a methodology for data collection

        Step 3: Train staff members on methodology for data collection

        Step 4: Assign accountability and monitor progress of data collection efforts

2. Utilize z-codes to document SDoH barriers that influence health outcomes

Standard 12 Implementation Strategies

1. Collaborate with stakeholders and community members in community health needs assessment data collection, analysis, and reporting efforts
   - Review past trends from community health needs assessments from local health departments and/or health centers

2. Conduct a community services assessment to identify the needs of the patient population
   - Identify nearby resources using community asset map

3. Collect demographic data on organization's staff, managers, and senior executives; and monitor trends.

Standard 13 Implementation Strategies

1. Include community members in the planning process to improve or develop programs and policies.
   - Invite patients to planning meetings
   - Gather feedback from patients regarding ongoing projects
     - Focus groups
     - Community advisory group

Standard 14 Implementation Strategies

1. Make sure grievance forms are accessible for all disabilities and is offered in various languages.
   - Available accommodations like translation services and large print forms

2. Facilitate open communication between the patient and organization
   - Provide details regarding the grievance resolution process
   - Address discrimination policies and procedures

Standard 15 Implementation Strategies

1. Share news of the organization's CLAS and cultural competency efforts.

   - Utilize peer mentors to educate other community members regarding the organization's efforts

   - Display the facility's diversity and linguistic policies for the public.

2. Collaboration with other agencies to learn and share new ideas and successful approaches.