

## **TOOL SUMMARY**

### **Tool**

#### **CLAS Standards Assessment Tool**

(CLAS Standards were developed by The Office of Minority Health. This tool is modeled after tools developed for internal use by several leading health plans.)

### **Target Group**

Health care organizations, including organizations that deliver care

### **Purpose**

- To evaluate how well the organization meets national cultural competence guidelines
- To learn what actions are needed to become more culturally and linguistic competent
- To gain a broad perspective of systems, policies, and practices that contribute to cultural and linguistic competence

### **Length of Survey**

Chart with 14 standards. Current activities, gaps, and future strategies are identified for each standard

### **Distinguishing Characteristics**

- Comprehensive
- Applicable to all types of health care organizations
- Organized by themes
  - Culturally Competent Care (Standards 1-3)
  - Language Access Services (Standards 4-7)
  - Organizational Supports for Cultural Competence (Standards 8-14)

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 1</p> <p>Health care organizations should ensure that patient/consumers receive from all staff members effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.</p> <p><input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Exceeded</p>			

## CLAS STANDARDS ASSESSMENT TOOL

Based on the Office of Minority Health CLAS Standards

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 2</p> <p>Health care organizations should implement strategies to <i>recruit, retain, and promote at all levels</i> of the organization a diverse staff and leadership that are representative of the demographic characteristics of the service area.</p> <p><input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Exceeded</p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 3</p> <p>Health care organizations should ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery</p> <p><input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Exceeded</p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 4</p> <p>Health Care Organizations must offer and provide language assistance services including bilingual staff and interpreter services, at no cost to each patient/consumer with limited English proficiency at all points of contact, in a timely manner during all hours of operation.</p> <p><input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Exceeded</p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 5</p> <p>Health care organizations must provide to patients/consumers in their preferred language both verbal offers and written notices informing them of their right to receive language services.</p> <p><input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Exceeded</p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 6</p> <p>Health care organizations must assure the competence of language assistance provided to limited English proficient patients/ consumers by interpreters and bilingual staff. Family and friends should not be used to provide interpretation services (except on request by the patient/consumer).</p> <p> <input type="checkbox"/> Not Met  <input type="checkbox"/> Met  <input type="checkbox"/> Exceeded                 </p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 7</p> <p>Health care organizations must make available easily understood patient-related materials and post signage in the languages of the commonly encountered groups and/or groups represented in the service area.</p> <p><input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Exceeded</p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 8</p> <p>Health care organizations should develop, implement and promote a written strategic plan that outlines clear goals, policies, operational plans, and management accountability/oversight mechanisms to provide culturally and linguistically appropriate services.</p> <p><input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Exceeded</p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 9</p> <p>Health care organizations should conduct initial and ongoing organizational self-assessments of CLAS-related activities and are encouraged to integrate cultural and linguistic competence-related measures into their internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based valuations.</p> <p> <input type="checkbox"/> Not Met  <input type="checkbox"/> Met  <input type="checkbox"/> Exceeded                 </p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 10</p> <p>Health care organizations should ensure that data on the individual patient's/ consumer's race, ethnicity, spoken and written language are collected in health records, integrated into the organization's information systems, and periodically updated.</p> <p> <input type="checkbox"/> Not Met  <input type="checkbox"/> Met  <input type="checkbox"/> Exceeded                 </p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 11</p> <p>Health care organizations should maintain a current demographic cultural and epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.</p> <p><input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Exceeded</p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 12</p> <p>Health care organizations should develop participatory, collaborative partnerships with communities and utilize a variety of formal and informal mechanisms to facilitate community and patient/consumer involvement in designing and implementing CLAS-related activities.</p> <p><input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Exceeded</p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 13</p> <p>Health care organizations should ensure that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by patient/consumers.</p> <p> <input type="checkbox"/> Not Met  <input type="checkbox"/> Met  <input type="checkbox"/> Exceeded                 </p>			

## CLAS STANDARDS ASSESSMENT TOOL

*Based on the Office of Minority Health CLAS Standards*

Standard	Current Activities	Gaps	Future Strategies
<p>Standard 14</p> <p>Health care organizations are encouraged to regularly make available to the public information about their progress and successful innovations in implementing the CLAS standards and to provide public notice in their communities about the availability of this information.</p> <p><input type="checkbox"/> Not Met <input type="checkbox"/> Met <input type="checkbox"/> Exceeded</p>			