



Culturally and Linguistically Appropriate Services (CLAS)

What, Why and How

What is CLAS

CLAS are services that are respectful of and responsive to each person's culture and communication needs.

CLAS helps you take into account:

- Cultural health beliefs
- Preferred languages
- Health literacy levels
- Communication needs

CLAS helps make your services:

- Respectful
- Understandable
- Effective
- Equitable

What are the National CLAS Standards

The National CLAS Standards gives your health organization action steps for providing CLAS. They offer guidance in the areas of:

Governance, Leadership, and Workforce

Communication and Language Assistance

Engagement, Continuous Improvement, and Accountability

What are the National CLAS Standards | cont.

The Office of Minority Health developed the Standards in 2013 to

Advance Health Equity

Improve Quality

Help Eliminate Disparities

Why do health organization implement CLAS

They seek to improve...

and thereby increase...

Staff:

- Cultural competency
- Language services use
- Quality of services



Client:

- Satisfaction
- Engagement
- Experience



How can you implement CLAS

Our team is here to provide information, share available resources, and help you develop an action plan to implement CLAS within your organization.

References

Think Cultural Health | <https://thinkculturalhealth.hhs.gov/>

Office of Minority Health | <https://www.minorityhealth.hhs.gov/>

Thank You

Questions?

Tammy Geltmaker RN, BSN, MHA
Program Director
tgeltmaker@qsource.org