

## **The National CLAS Standards:**

A Framework for Advancing Language Access,  
Health Literacy and the Provision of Culturally and  
Linguistically Appropriate Services

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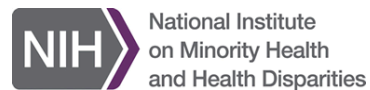


HEALTH

EQUITY

CONFERENCE

# OFFICES OF MINORITY HEALTH AND HEALTH EQUITY AT HHS



# OVERVIEW OF THE NATIONAL STANDARDS FOR CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES (CLAS) IN HEALTH AND HEALTHCARE

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# CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES (CLAS)

Services that are respectful of and responsive to individual cultural health beliefs and practices, preferred languages, health literacy levels, and communication needs and employed by all members of an organization (regardless of size) at every point of contact

# NATIONAL STANDARDS FOR CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES IN HEALTH AND HEALTH CARE

## **PRINCIPAL STANDARD**

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

# NATIONAL CLAS STANDARDS THEMES

STANDARDS

- 1** PRINCIPAL STANDARD
- 2-4** GOVERNANCE, LEADERSHIP & WORKFORCE
- 5-8** COMMUNICATION & LANGUAGE ASSISTANCE
- 9-15** ENGAGEMENT, CONTINUOUS IMPROVEMENT & ACCOUNTABILITY

# IMPORTANCE OF CLAS



# OMH'S ROLE IN IMPLEMENTING CLAS

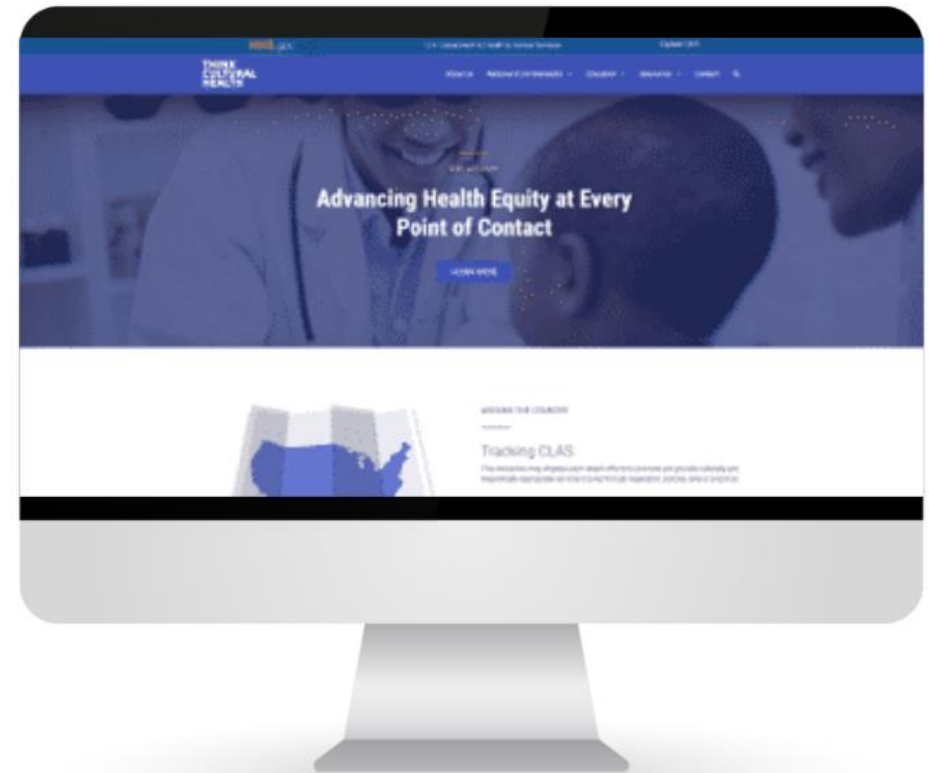
- National CLAS Standards
- OMH Grant Awards
- Think Cultural Health



# THINKCULTURALHEALTH.HHS.GOV

## CLAS E-Learning Programs

- ▶ Behavioral Health Professionals
- ▶ Maternal Healthcare Providers
- ▶ Disaster and Emergency Personnel
- ▶ Nurses
- ▶ Oral Health Professionals
- ▶ Physicians, Physician Assistants, Nurse Practitioners
- ▶ *Promotores de Salud* & Community Health Workers
- ▶ Communication Guide
- ▶ Deployment Refresher for US Public Health Service Commissioned Corps Officers



# CMS & THE NATIONAL CLAS STANDARDS

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# CMS ROLE IN IMPLEMENTING THE NATIONAL CLAS STANDARDS

- Enterprise-wide Strategic Planning
- Policy, Programs, and Data
- Engagement and Resources

# CMS FRAMEWORK FOR HEALTH EQUITY



Priority 1: Expand the Collection, Reporting, and Analysis of Standardized Data



Priority 2: Assess Causes of Disparities Within CMS Programs, and Address Inequities in Policies and Operations to Close Gaps



Priority 3: Build Capacity of Health Care Organizations and the Workforce to Reduce Health and Health Care Disparities



Priority 4: Advance Language Access, Health Literacy, and the Provision of Culturally Tailored Services



Priority 5: Increase All Forms of Accessibility to Health Care Services & Coverage

# CMS: ENTERPRISE-WIDE STRATEGIC PLANNING

- CMS Implementation of the National CLAS Standards
- CMS Language Access Plan
- CMS Framework for Advancing Health Care in Rural, Tribal, and Geographically Isolated Communities

# CMS: POLICIES, PROGRAMS & DATA (EXAMPLE MEDICARE)

## Medicare Advantage – 2024 Medicare Advantage and Part D Final Rule (April 2023)

- Cultural competence requirements
- Digital literacy requirements
- Provider directory requirements
- Quality improvement program requirement

## Medicare Current Beneficiary Survey

- Language spoken at home
- Speak English
- Read English
- Quality of vision
- Difficulty hearing
- Finding information
- Communicating with providers

# CMS: ENGAGEMENT & RESOURCES

- [Marketplace Assister Training](#)
- [MLN trainings](#) on language access, physical accessibility, LGBTQI+ individuals
- [Resources for Integrated Care](#) trainings and resources on long term services and support, caregiver support
- [Public-facing resources](#) on culturally and linguistically tailored diabetes care; Improving Communication Access for Individuals who are blind and have low vision & Individuals who are deaf and hard of hearing; Guide to Developing a Language Access Plan.
- [Coverage to Care](#) resources



# CONTACT

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THANK YOU

The background is a composition of several geometric shapes. On the left, there is a vertical orange bar. Below it is a horizontal orange bar. To the right of the orange bar is a vertical light blue bar. Further right is a large white semi-circle. Below the white semi-circle is a yellow semi-circle. At the bottom, there are two dark blue semi-circles, one on the left and one on the right, overlapping the other shapes.