

**The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care: Advancing Health Equity at the Community and Systems Level**

North Carolina Department of Health and Human Services,  
Office of Minority Health & Health Disparities,  
Division of Public Health

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Advancing Health Equity at Every Point of Contact



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**Presentation Overview**

- Office of Minority Health (OMH) and Mission and Strategic Priorities
- *National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (National CLAS Standards)*
- Think Cultural Health



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**The HHS Office of Minority Health (OMH)**

**OMH Mission**

To improve the health of racial and ethnic minority populations through the development of health policies and programs that will help eliminate health disparities.

**OMH Functions**



Legislative Authority:  
Section 1707 of the Public Health Service Act  
U.S.C. §42-300u-6



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### HHS Action Plan to Reduce Racial and Ethnic Health Disparities

**Vision:**  
*"A Nation free of disparities in health and health care"*

**Goals:**

- I. Transform Health Care
- II. Strengthen the Nation's Health and Human Services Infrastructure and Workforce
- III. Advance the Health, Safety, and Well-Being of the American People
- IV. Advance Scientific Knowledge and Innovation
- V. Increase Efficiency, Transparency, and Accountability of HHS Programs



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### National Partnership for Action (NPA)

**Purpose:**  
To mobilize a nationwide, comprehensive, and community-driven approach to combating health disparities.

**Goals:**

- I. Awareness
- II. Leadership
- III. Health System and Life Experience
- IV. Cultural and Linguistic Competency
- V. Data, Research, and Evaluation



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### Center for Linguistic and Cultural Competency in Health Care (CLCCHC)

The CLCCHC is a "center without walls," encompassing all existing and new cultural and linguistic competency-related initiatives.

- Policy
- Partnership
- Communications
- Service demonstrations
- Evaluation activities

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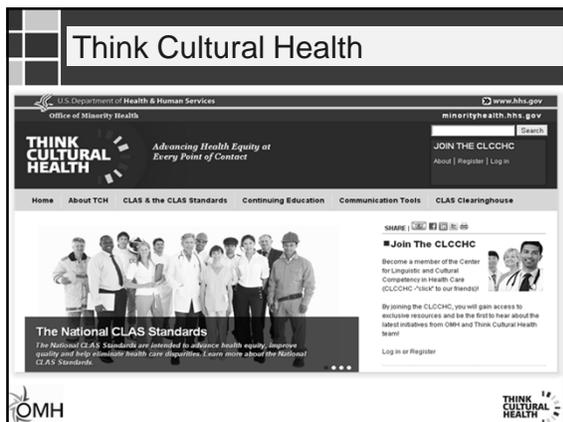
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### What are Culturally and Linguistically Appropriate Services?

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.

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### The Case for Culturally and Linguistically Appropriate Services

- Changing Demographics
- Cost of Disparities
- Legislation
- Accreditation

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The Case for Culturally and Linguistically Appropriate Services

- Medical Errors
- Readmissions
- Length of Stay

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The Case for Culturally and Linguistically Appropriate Services

- Quality of Care
- Patient Adherence
- Preventive Services

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The Case for Culturally and Linguistically Appropriate Services

- Discrimination
- Overcoming Barriers
- Increase Market Share

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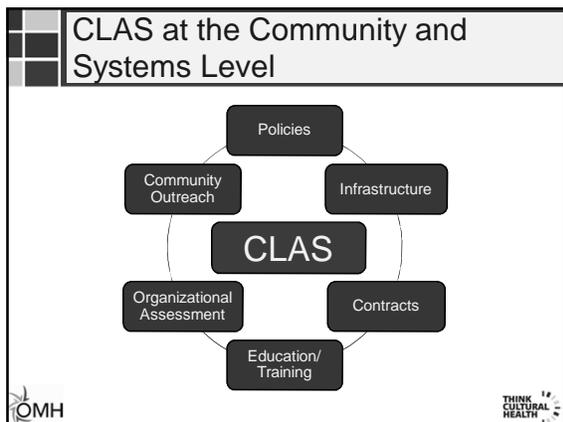
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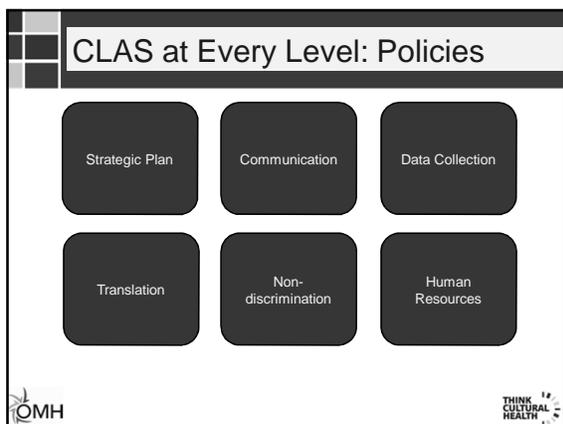
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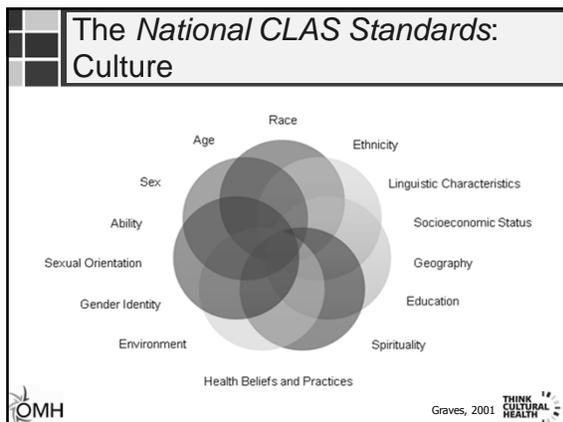
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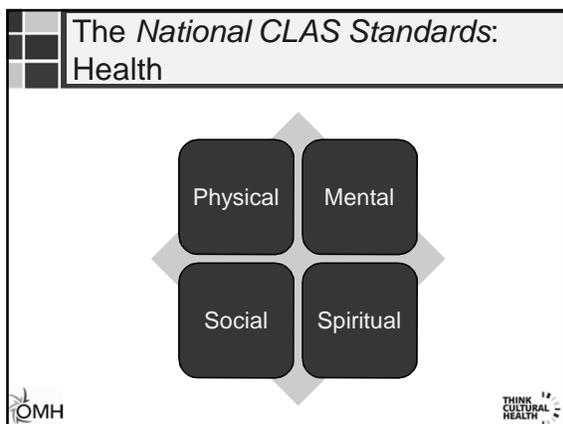
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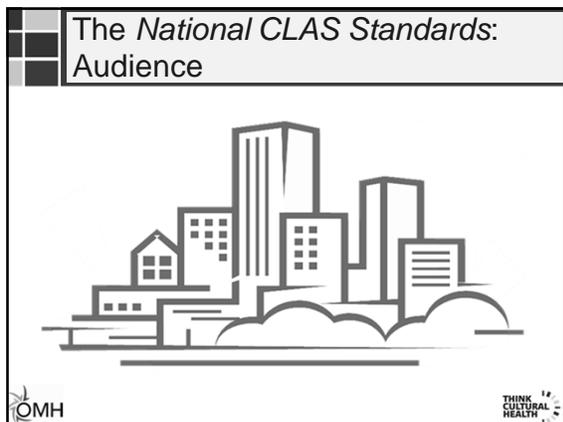
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What is the purpose of the *National CLAS Standards*?

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The *National CLAS Standards*

**Principal Standard**  
Standard 1

**Governance, Leadership, and Workforce**  
Standards 2-4

**Communication and Language Assistance**  
Standards 5-8

**Engagement, Continuous Improvement, and Accountability**  
Standards 9-15

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**Principal Standard**

1. 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.

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**Standards on Governance, Leadership, and Workforce**

2. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
3. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
4. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.



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**Standards on Communication and Language Assistance**

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.



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**Standards on Engagement, Continuous Improvement, and Accountability**

9. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.
10. Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
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.



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### Standards on Engagement, Continuous Improvement, and Accountability

- 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.
- 13. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.
- 14. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
- 15. Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.



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### Where can you find more information?

Think Cultural Health

- National CLAS Standards
- E-learning Programs
- Communication Tools
- Join the CLCCHC
- CLAS Clearinghouse



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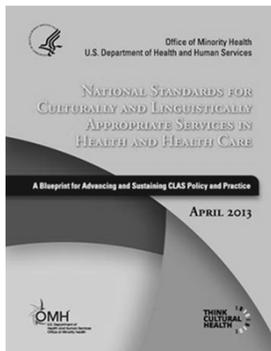
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### Think Cultural Health

- National CLAS Standards**
- E-learning Programs
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- Join the CLCCHC



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<b>Think Cultural Health</b>	A Physician's Practical Guide to Culturally Competent Care
	Culturally Competent Nursing Care: A Cornerstone of Caring
National CLAS Standards	Cultural Competency Curriculum for Disaster Preparedness and Crisis Response
<b>E-learning Programs</b>	
Communication Tools	Cultural Competency Program for Oral Health Professionals
CLAS Clearinghouse	
Join the CLCCHC	Promoting Health Choices and Community Changes: An E-learning Program for Promotores de Salud
	 

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<b>Think Cultural Health</b>	
	Observation Unit Chapel/Psychiatry
National CLAS Standards	
E-learning Programs	
<b>Communication Tools</b>	
CLAS Clearinghouse	
Join the CLCCHC	
	 

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<b>Think Cultural Health</b>	
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**Think Cultural Health**

National CLAS Standards  
E-learning Programs  
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**Join the CLCCHC**



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**Acknowledgements**

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Jennifer Kenyon



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**Contact Us**



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