The CLAS Standards for Integrated Health
Part 1 - History and Purpose

Wednesday, September 28, 2022
3-4pm EST
Questions, Comments & Closed Captioning

Type in a **question** in the Q&A box

Type in a **comment** in the chat box

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Disclaimer

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SAMHSA
Substance Abuse and Mental Health Services Administration

www.samhsa.gov
Poll #1: What best describes your role?

- Clinician
- Administrator
- Policy Maker
- Payer
- Other (specify in chat box)
Poll #2: What best describes your organization? (check all that apply)

- Primary Care Provider
- Mental Health Provider
- Substance Use Treatment Provider
- Other (specify in chat box)
Poll #3: Where is your organization in the process of integration?

- Learning/Exploring
- Beginning Implementation
- Advanced/Full Implementation
- Ongoing Quality Improvement
- Other (specify in chat box)
Our Speaker

Pierluigi Mancini, PhD,
President/CEO,
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Learning Objectives

At the end of this session, participants will be able to

• Discuss the history and purpose of the CLAS standards
• Identify ways of advocating for CLAS standards
• Explain the benefits of implementing the CLAS standards within healthcare settings
• Describe the importance of CLAS standards in integrated care settings
History and Purpose of CLAS Standards
“Of all the forms of inequality, injustice in health care is the most shocking and inhumane.”

—Martin Luther King, 1966
A History of Health Disparities in America
A History of Health Disparities in America

• Division along racial and ethnic lines
• Healthcare systems loosely organized
• Emancipation
• Segregated facilities
• Native Americans/Indigenous Americans


A History of Health Disparities in America (2/2)

- Approaching the 20th Century major social transformations
  - Development of surgical and medical advances
  - Passage of Jim Crow laws
- Hospitals
- Marginalized groups
- Payment issues
- Civil rights legislation and Medicare/Medicaid legislation
  - Mandated integration
  - Closing of hospitals
- Managed Care
- ACA

History and Purpose of the CLAS Standards

- Quality, disparities and equity
- Support integration
- Framework for equitable and effective treatment
- Elimination of racial and ethnic health disparities
- Assist with policies and procedures; and accreditation and licensing
- Extend the cultural responsiveness spectrum

History

• 2001 Original CLAS Standards Office of Minority Health

• Inform, guide, and facilitate

• Provided guidance on improving quality care under three areas in particular:
  • Culturally Competent Care,
  • Language Access Services and
  • Organizational Supports

• Three-year process and extensive public comment – enhanced version (2013)

• Progress in the state-of-the-art in theory, and practice of cultural competency guidelines.

• Blueprint for health and health care organizations to “provide, equitable, understandable, and respectful quality care and services

The 2013 Enhanced National CLAS Standards

• One principal standard and 14 supporting standards

• Divided into 3 major themes
  • Governance, Leadership and Workforce;
  • Communication and Language Assistance;
  • Engagement, Continuous Improvement, and Accountability

• Governance – responsibility rests at the highest level of organizational leadership

• Communication – language assistance; verbal and written

• Engagement – importance of quality improvement, community engagement and accountability
Advocating for CLAS Standards
Advocating

Internal

External
Internal Advocating

Engage your Leadership
Assess what you are doing in this space
Identify the key personnel
Deliver a training
Evaluate
Explore some examples of what different organizations did to achieve implementation.
U.S. Map of CLAS Legislation

Source: Department of Health and Human Services, Office of Minority Health
When you click on a state...

Georgia

Stay Informed

- Expand your knowledge of culturally and linguistically appropriate services (CLAS) and share it with others!
- Explore Think Cultural Health's resources about CLAS.
- Share this brochure about CLAS with your colleagues and networks.
- Visit this page to find information about your elected officials.
- Find the minority health point of contact for your state or territory on this page to stay informed about the development of health policies and programs.
- Follow the Office of Minority Health on Twitter, Facebook, and Instagram, and share articles, posts, and information to increase awareness of CLAS.

Does not require cultural competency training
Benefits of Implementing CLAS Standards
Social Benefits

Potential for the following benefits:

- Increases mutual respect and understanding between patient and organization
- Increases trust
- Promotes inclusion of all community members
- Increases community participation and involvement in health issues
- Assists patients and families in their care
- Promotes patient and family responsibilities for health

Health Benefits

Potential for the following benefits:

• Improves patient data collection
• Increases preventive care by patients
• Reduces care disparities in the patient population
• Increases cost savings from a reduction in medical errors, number of treatments and legal costs
• Reduces the number of missed medical visits

Business Benefits

- Incorporates different perspectives, ideas and strategies into the decision-making process
- Decreases barriers that slow progress
- Moves toward meeting legal and regulatory guidelines
- Improves efficiency of care services
- Increases the market share of the organization

Legal Benefits

Improves risk management
• Reduces risk of medical liability
• Reduces care disparities in the patient/client population and subsequent legal action
• Improves patient safety and reduces number of medical errors

Reduces risk of sanctions and penalties
• Facilitates fulfillment of legal and regulatory guidelines
• Improves compliance with:
  • Title VI of Civil Rights Act of 1964
  • Americans with Disabilities Act
  • Rehabilitation Act of 1973
  • Patient Protection and Affordable Care Act of 2010
  • State and Federal community benefit reporting and needs assessments

Sources: Institute for Diversity in Health Management and the Health Research & Educational Trust. Becoming a culturally competent health care organization. (2013);
Adelson BL. Beyond the Right Thing to Do: The Legal Case for CLAS Implementation. Webinar sponsored by Hopkins Center for Health Disparities Solutions (12/3/13).
CLAS Standards in Integrated Care
Six Areas for Action

Adapted from "Making CLAS Happen", Massachusetts Department of Health
Foster Cultural and Linguistic Responsiveness

- Identify Committed Champions
- Embedded In Organization’s Goals, Mission And Strategic Plan
- Allocate Resources
- Integrate Into Staff Evaluations
- Review And Update Organizational Policies And Practices
Reflect and Respect Diversity

• Implement recruitment, retention and promotion policies
• Establish conflict and grievance resolution process
• Provide training
Ensure Language Access

- Assess language needs
- Develop communication and language plan
- Develop standard process
- Provide training
- Notify availability of language services

Issue guidance to staff
Collect Diversity Data

Collaborate

Standardize

Collect data on organization’s staff
Benchmark, Plan and Evaluate

- Conduct organizational assessment
- Integrate CLAS into strategic plan
- Ensure fiscal and human resources
- Involve the community and your clients in monitoring progress

TheNationalCouncil.org/program/Center-of-Excellence
Tools & Resources


• Think Cultural Health (Office of Minority Health, U.S. Department of Health & Human Services.) [www.thinkculturalhealth.hhs.gov](http://www.thinkculturalhealth.hhs.gov)
Health Equity Tools & Resources

- Center of Excellence for Integrated Health Solutions
- Access for Everyone: A Toolkit for Addressing Health Equity & Racial Justice within Integrated Care Settings
- Social Justice Leadership Academy (SJLA) Workbook
- Racial Equity Tools
- Diversity, Equity & Inclusion Framework
- Racial Equity Toolkit
- Raising the Bar (RtB) Framework

Health Equity and Racial Justice Webpage
National Council for Mental Wellbeing

See our page for more information on Webinars and Upcoming Events, Resources and Tools, and Training and Technical Assistance focused on Health Equity and Racial Justice, including Cultural and Linguistically Responsive Services

TheNationalCouncil.org/program/Center-of-Excellence
Questions, Comments?
Thank you!

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Culturally & Linguistically Appropriate Services (CLAS) Series

**CoE-IHS Webinar: Culturally and Linguistically Appropriate Services Part 2 - Introduction to the CLAS Standards**
Thursday, October 20th, 2-3pm ET

**CoE-IHS Webinar: Culturally and Linguistically Appropriate Services Part 3 - Implementing the CLAS Standards**
Tuesday, November 15th, 2-3:30pm ET

**Office Hour: Culturally and Linguistically Appropriate Services**
Thursday, November 17th, 1-2pm ET
Upcoming CoE Events

CoE-IHS Office Hour: Workforce Recruitment in Integrated Care Settings
Register for the Office Hour on Tuesday, October 11th, 2-3pm ET

CoE-IHS Webinar: Culturally and Linguistically Appropriate Services Part 2 - Introduction to the CLAS Standards
Register for the Webinar on Thursday, October 20th, 2-3pm ET

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