

Culturally and Linguistically Appropriate Services (CLAS)

Date: 5/07/2018



Delivering the Next
Generation
of Health Care

CLAS Standards Overview

CLAS standards are national guidelines established in 2000 and enhanced in 2013 by the U.S. Department of Health and Human Services, Office of Minority Health, to advance health equity, improve quality, and help eliminate health disparities by providing a blueprint for individuals and health care organizations to implement culturally and linguistically appropriate care. The 15 National CLAS standards fall into the following 4 categories:

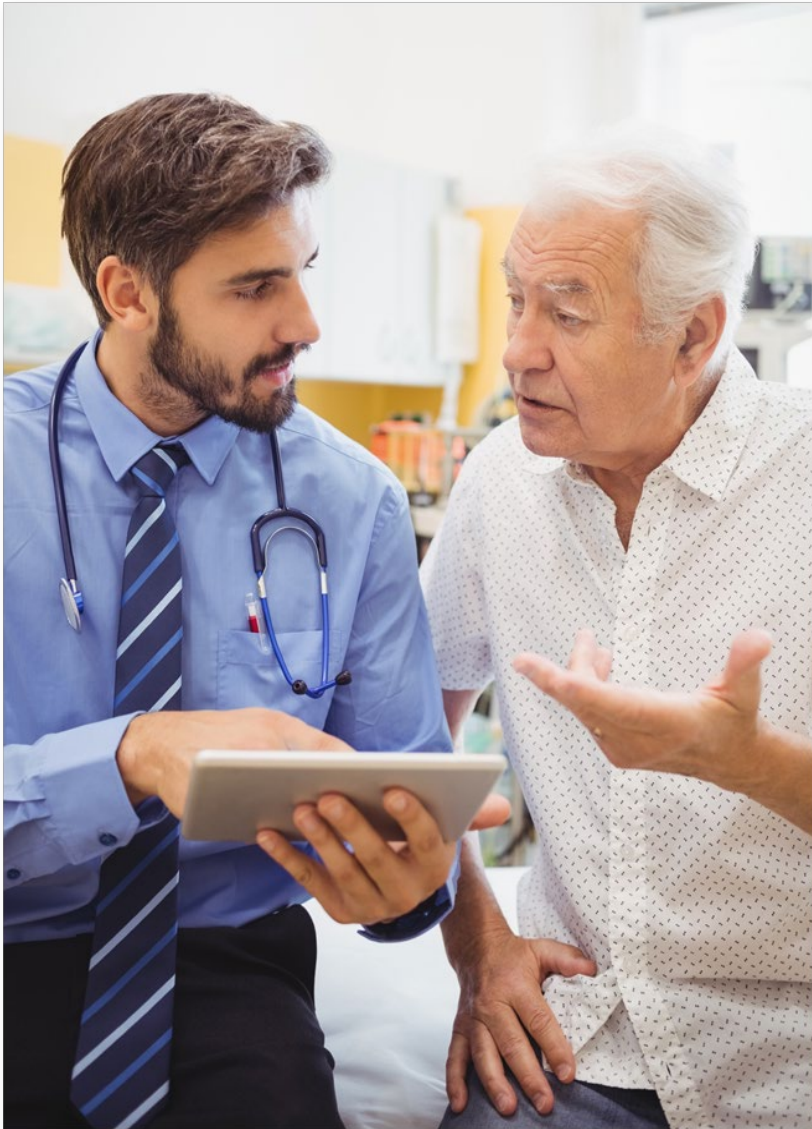
- **Principal standard:**

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.

- Governance, leadership, and workforce.
- Communication and language assistance.
- Engagement, continuous improvement, and accountability.

MinorityHealth. "CLAS Standards." Think Cultural Health, www.thinkculturalhealth.hhs.gov/clas/standards.

What is CLAS?



- Cultural competency training.
- Language services.
- Culturally competent care.
- Member engagement.
- Community education.
- Member services.

Why CLAS?

Legal basis

- Civil Rights Act of 1964, Title VI, 42 U.S.C. § 2000d. *No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”*

Local need.

- Lack of bilingual providers.
- An estimated 4,959,186 Floridians speak a language other than English at home.

Business consideration

- Decrease liability concerns (undertreatment or overtreatment of minorities due to cultural or language barriers)
- Meet regulatory standards.
- Gain competitive edge.

Census.gov. (2018). [online] Available at: <https://www.census.gov/prod/2013pubs/acs-22.pdf> [Accessed 27 Apr. 2018].

The Potential Cost of Health Care Disparities



- Lost wages.
- Premature death.
- Lost productivity.
- Family leave.
- Absenteeism.

The Cost of Health Disparities in the U.S.

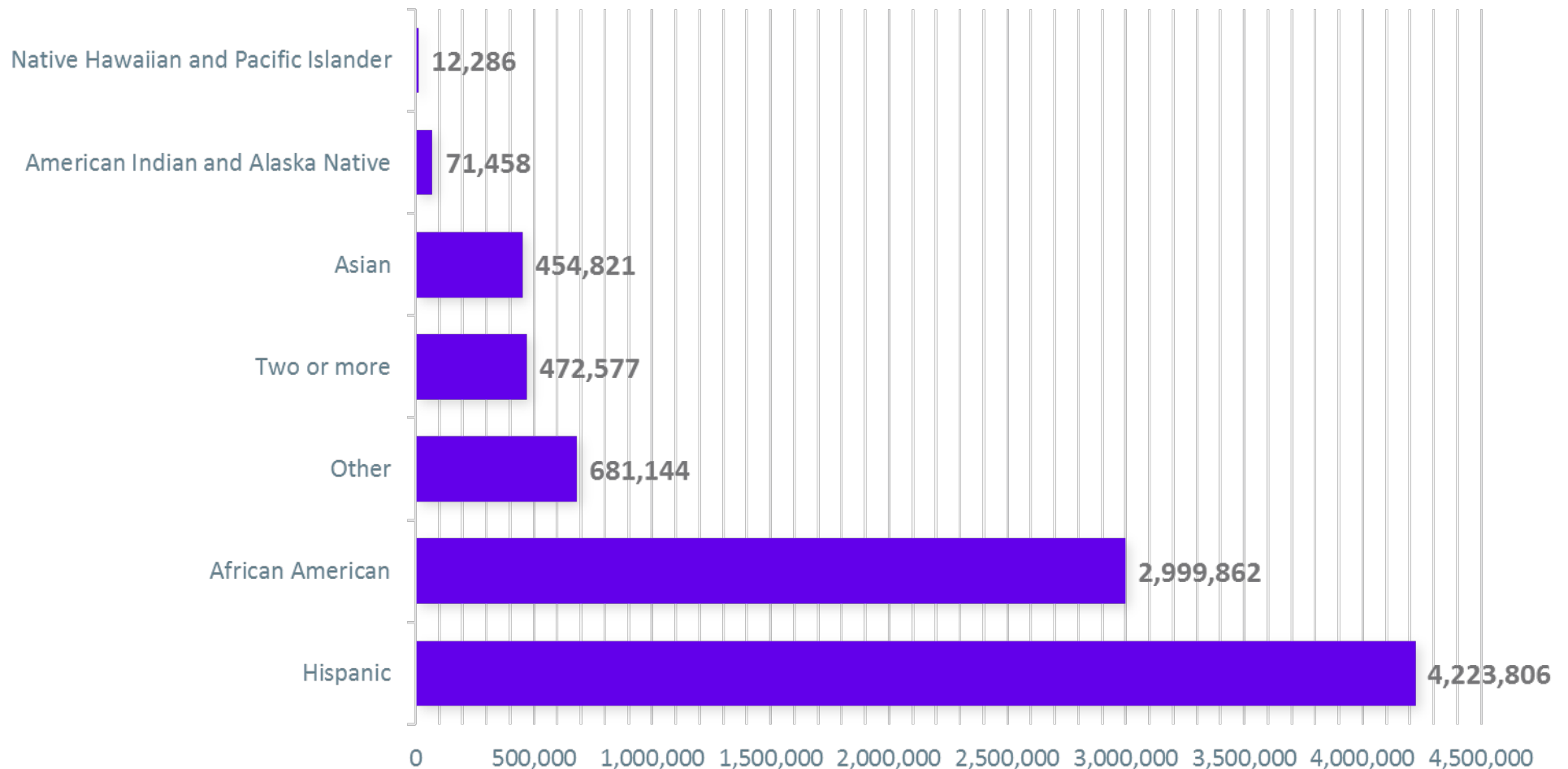
We can do better.



Source: LaVeist, Thomas A, Darrell Gaskin, and Patrick Richard. "Estimating the Economic Burden of Racial Health Inequalities in the United States." International Journal of Health Services 4

2010 State Census— Florida Minority Population

Population

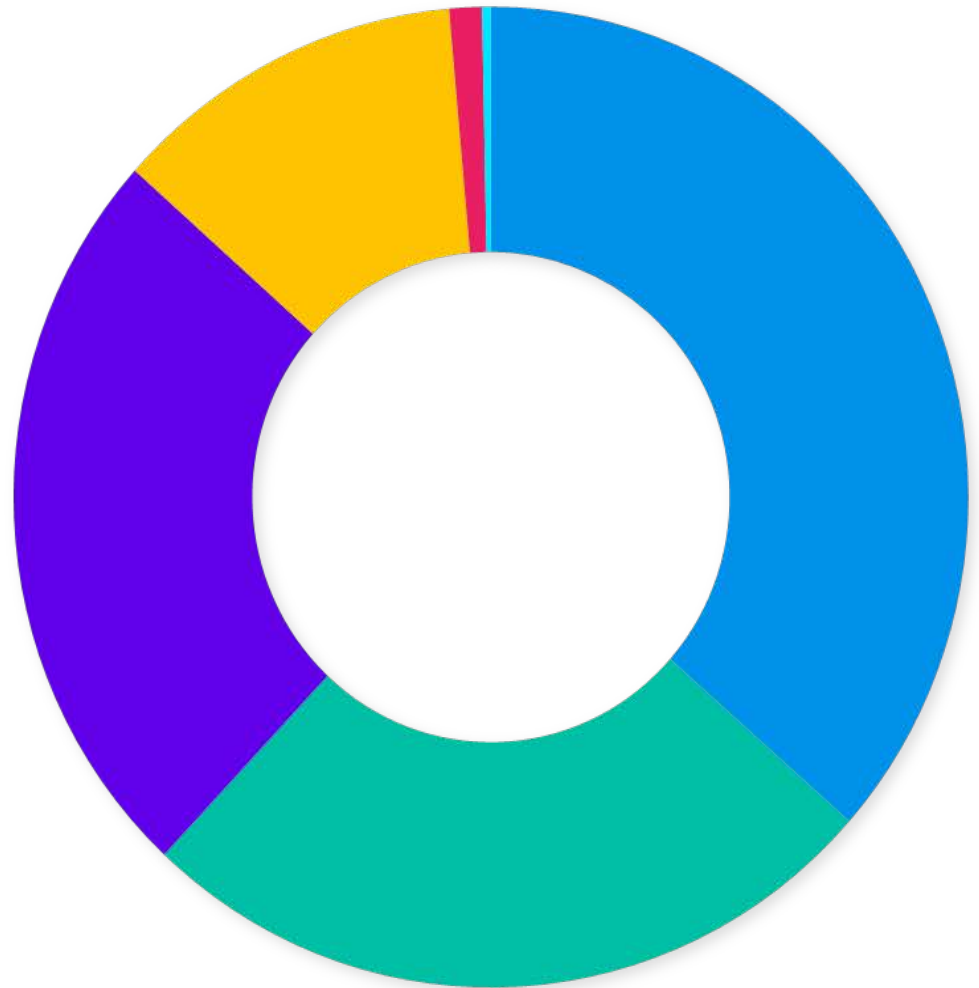


Census.gov. (2018). [online] Available at: <https://www.census.gov/prod/2013pubs/acs-22.pdf> [Accessed 27 Apr. 2018].

Race and Ethnicity — AmeriHealth Caritas Florida Members

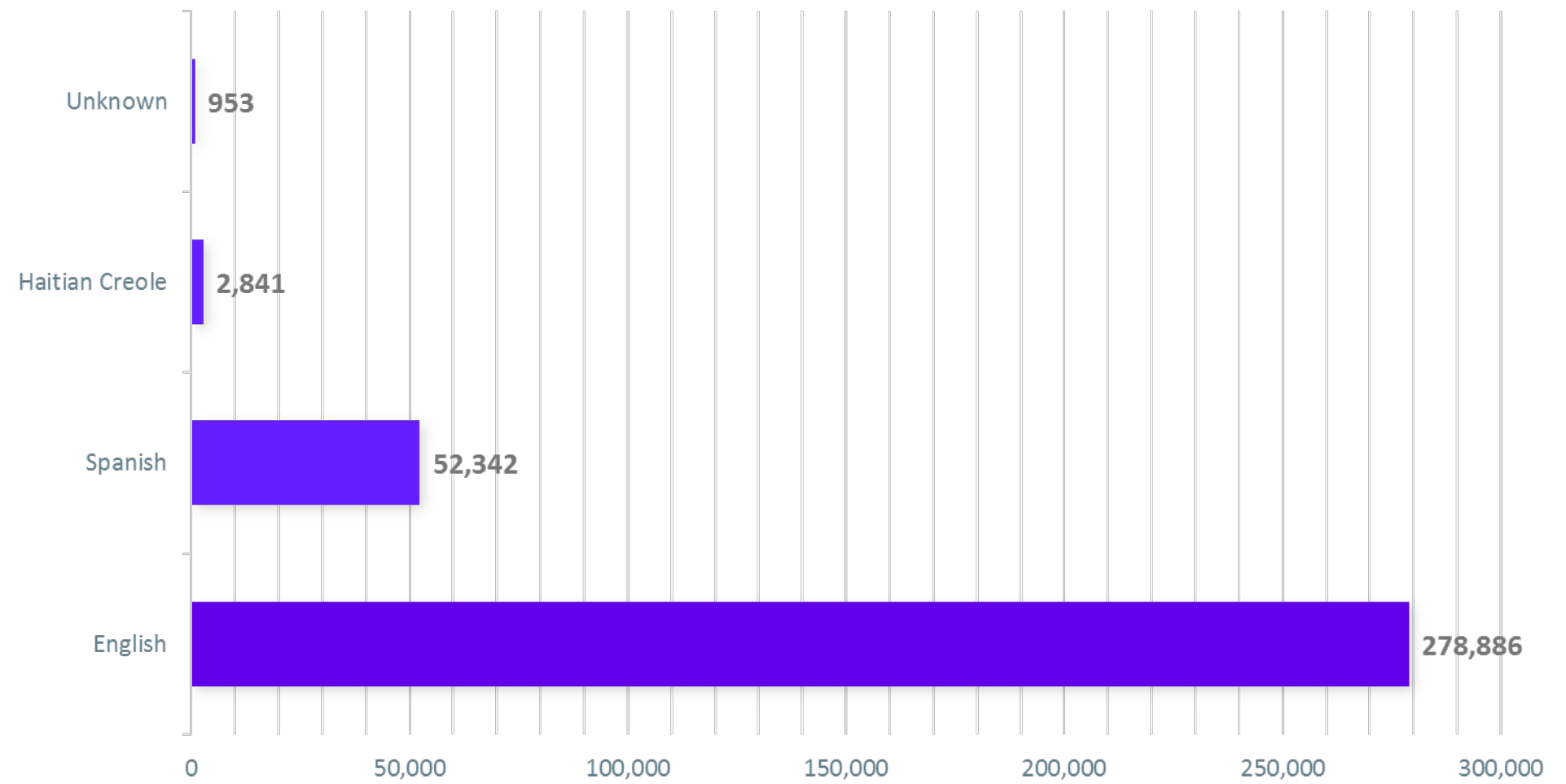
2017 Race Demographics

- White/Caucasian — 36.5%
- Black/African American — 25.5%
- Hispanic — 24.6%
- Other race — 12%
- Asian or Pacific Islander — 1.1%
- American Indian or Alaska Native — 0.3%
- Native Hawaiian or Pacific Islander — 0%



Top Current AmeriHealth Caritas Florida Member Languages

Member Languages



Florida has Two federally recognized tribes.

Seminole Tribe

The Seminole Tribe of Florida has more non-contiguous reservations than any tribe in North America. The reservations are located in Tampa, Immokalee, Hollywood, Big Cypress, Fort Pierce, and Brighton.

Miccosukee Tribe

The tribe has four reservation areas in the state of Florida: Tamiami Trail, Alligator Alley, Krome Avenue, and US 41.

Your CLAS Provider Tools



CLAS Provider Tools-

AmeriHealth Caritas Florida interpretation tips

- Speak directly to the patient, not the interpreter
- Don't rush. Pause every sentence or two for interpretation
- Use plain language. Avoid slang and sayings. Jokes don't always translate well
- Check understanding occasionally by asking the patient to repeat back what you said. This is better than asking "do you understand?"



Source: Provider Training Resources, Community Health Partnership of Southeastern Michigan. "Culturally Competent Communication, Tools and Techniques" 2008. Washtenaw County, MI 23 January 2010

CLAS Provider Tools-

AmeriHealth Caritas Florida interpretation tips

B

B O D Y
L A N G U A G E

Pay attention to the body language of limited English proficiency (LEP) patients.

E

E Y E S / E A R S

If a patient is speaking another language, pay attention to the tone of their voice and speed of speech.

E

E M P A T H Y

Have empathy for the person. Put yourself in their position of needing assistance and not being able to communicate it.

T

T R A N S L A T I O N

AmeriHealth Caritas Florida offers translation services free of charge. We are here to help our providers surmount communication barriers with our translation and interpretation services.

Member Communication Tools — Free of Charge

Notice of Need for Interpretation

Connect with interpreters free of charge through AmeriHealth Caritas Florida Member Services by calling **1-855-355-9800**. Services provided include:

- Telephonic interpretation
- On-site interpretation
- American Sign Language
- Materials translation

The Office of Minority Health culturally competent care programs

Providers can take the first step in serving diverse populations by completing accredited continuing education programs offered by the Office of Minority Health, part of the U.S. Department of Health and Human Services:

- **A Physician's Guide to Culturally Competent Care** — For physicians, nurses, nurse practitioners, and pharmacists.
- **Culturally Competent Nursing Care: A Cornerstone of Caring** — For nurses and social workers.

Both programs are accredited for continuing education credits and available online at no cost to participants.

Visit www.minorityhealth.hhs.gov or www.thinkculturalhealth.org for more information on these programs and for more resources to bring cultural competency to your health care practice.

Questions?

