



ATW HEALTH SOLUTIONS

# IMPLEMENTING CLAS TO IMPROVE HEALTH EQUITY



A 4-part series for healthcare organizations

A key to achieving health equity is the provision of services that are respectful of and responsive to individual patients' cultural health beliefs and practices, preferred language, health literacy levels, and communication needs. Culturally and linguistically appropriate services (CLAS) can improve the quality of—and access to—patient care and services.

In our four-part webinar series, you will learn how to implement the National CLAS Standards, developed by the U.S. Department of Health and Human Services Office of Minority Health, to improve health equity for your patients and meet accreditation standards and federal regulations.

## SESSION 1: Introduction to the National CLAS Standards

The National CLAS Standards are an important tool for all care team members of any healthcare organization across the health continuum. You will learn:

- What the National CLAS Standards are
- Why they are important
- How they impact health equity

## CLAS can help you:

- Improve the quality of health care.
- Reduce disparities.
- Meet accreditation standards.
- Comply with the legislative requirements.
- Avoid malpractice litigation due to diagnostic or treatment errors.
- Effectively serve a rapidly diversifying population.

## SESSION 2: Using patient-centered data to meet CLAS Standards

Learn about:

- Accurate and complete patient-centered data collection
- Data disaggregation and analysis to identify possible disparities
- Communicating findings to improve care and services

## SESSION 3:

### Assessing your communication and language assistance efforts to meet CLAS Standards

Learn how to:

- Identify and assess the elements of a language services program
- Examine and modify workflows to ensure staff are meeting patients' language needs
- Develop processes to create materials and signage that meet patients' written language needs

## SESSION 4:

### Developing a plan to lead and support the implementation of CLAS Standards

Learn a systems approach to improving health equity, including how to:

- Identify champions to implement and monitor activities that support CLAS Standards
- Create a CLAS implementation plan
- Describe a training plan that supports the implementation of CLAS Standards