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We will get started shortly!







Culturally and Linguistically Appropriate Services (CLAS)



# Today's Event Host

#### Nikki Harris, MA, CBHC-BS

#### **COE-NF TRAINING AND EDUCATION LEAD**

- For the past 20 years, Nikki has provided program implementation, development, management, external and internal trainings, policy development, quality assurance, and managed training coordination and technical support throughout the southeast region.
- Previously, she served as the project manager for the Division of Behavioral Health and Substance Use Services within the South Carolina Department of Corrections.
- She has a B.A. in psychology from the University of South Carolina, a M.A. in counseling from Webster University and is a certified behavioral specialist.



# Today's Presenter

### Iris Feinberg, PhD, CHES

#### ASSOCIATE DIRECTOR OF ADULT LITERACY RESEARCH CENTER AND RESEARCH ASSISTANT PROFESSOR

Dr. Iris Feinberg is the associate director of the Adult Literacy Research Center and a research assistant professor at the College of Education & Human Development, Georgia State University. Her primary area of interest is health literacy; current studies include working to improve language assistance in the emergency department of a large public safety-net hospital for people with limited English proficiency, training health professionals and health professions students, understanding barriers to care for refugees, decoding scientific literacy that affects health outcomes and helping organizations develop a culture of health literacy. Iris is also a founding member of the Georgia Alliance for Health Literacy.



# What is equity and why is it important?





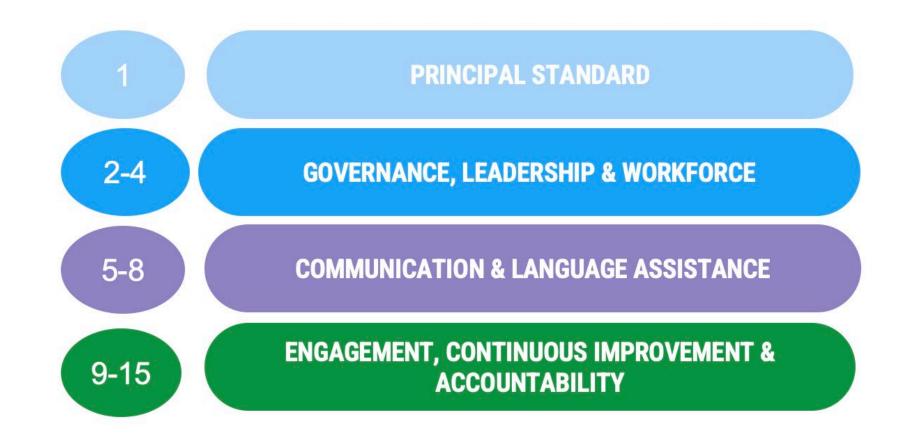
# What are Culturally and Linguistically Appropriate Services (CLAS) Standards?

A blueprint for health and healthcare organizations to advance health equity, improve quality, and help eliminate health disparities for people of all cultures, classes, races, ethnic backgrounds, sexual orientations, and faiths.

Equity advances when anyone and everyone receives communication and healthcare in a way that they can understand and use it to make informed health decisions.



## What are the 15 CLAS national standards?





# **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.



## 2-4: GOVERNANCE, LEADERSHIP & WORKFORCE

Enables your governance, leadership and workforce to promote CLAS and health equity.

- Designate a CLAS champion or CLAS committee
- Do assessments and create a formal CLAS implementation plan.
- Create/disseminate resources about CLAS to your workforce.



## 5-8: COMMUNICATION & LANGUAGE ASSISTANCE

Allows your clients/patients to access and understand health-related information that is culturally and linguistically responsive.

- Create a patient/family communications committee that represents the populations you serve.
- Review and enhance your language assistance services.
- Improve written materials so they use plain language and health literacy principles and are culturally and linguistically responsive.



# 9-15: Engagement, Continuous Improvement, Accountability

Creates an ongoing environment and commitment to organizational CLAS implementation.

- Include CLAS in staff evaluations.
- Provide annual CLAS training to your leadership, governance, and workforce.
- Complete an annual CLAS assessment.



## **CLAS Resources**

- Center for Medicare and Medicaid Services
  - ✓ A Practical Guide to Implementing the National CLAS Standards
  - Building an Organizational Response to Health Disparities: Five
     Pioneers from the Field
- Agency for Healthcare Research and Quality
  - ✓ TeamSTEPPS® Enhancing Safety for Patients with Limited English
    Proficiency Training Module
  - ✓ Health Literacy Universal Precautions Toolkit
- Department of Health and Human Services
  - ✓ Implementation Checklist for the National CLAS Standards (HHS)
- Office of Minority Health
  - ✓ Think Cultural Health





# **Questions?**

For more information, contact:

Iris Feinberg, PhD CHES ifeinberg2@gsu.edu



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#### **Next event:**

An Overview of Schizophrenia and Psychosis Wednesday, July 19, 2023 2 – 2:30 p.m. EST

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# **Thank You!**









