

# Harmony in Diversity: Culturally and Linguistically Appropriate Services

**Fostering Inclusivity in Healthcare**

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MINORITY HEALTH INSTITUTE



# Continuing Education



To complete the course, the learner must:

Watch the 60-minute webinar (live or recorded).  
Complete evaluation and post-knowledge check.



1.25 contact hours approved for Nursing

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The expiration for this enduring material is 01/30/2027

# Learning Objectives



After this course, the learner will:

- List a component of the Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care.
- State the importance of cultural competence in healthcare.
- Discuss the impact on population health when cultural competence is not observed.

# Introduction

**The significance of diversity in healthcare lies in its profound impact on the quality, accessibility, and effectiveness of healthcare services.**





The presentation will center on the importance of Culturally and Linguistically Appropriate Services (CLAS), emphasizing how these principles enhance healthcare delivery by promoting cultural competence, improving communication, and ensuring equitable and inclusive care for diverse patient populations.



# Definitions

Culture- is a pattern of learned beliefs, values, and behavior shared within a group; it includes language, communication styles, practices, customs, and views on roles and relationships.



Cultural Competence-  
The ability of individuals and systems to work or respond effectively across cultures in a way that acknowledges and respects the culture of the person or organization being served.



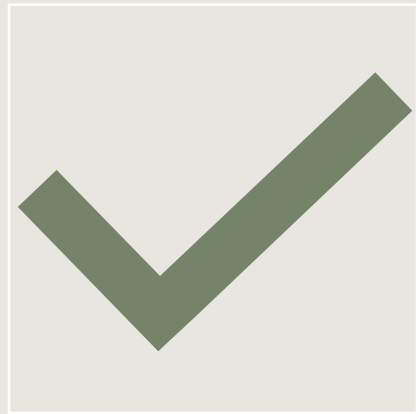
Health Disparity-  
Preventable differences in the burden of disease, injury, violence, or opportunities to achieve optimal health that are experienced by socially disadvantaged populations (i.e., race or ethnicity, gender, education, income, disability, geographic location (e.g., rural or urban), or sexual orientation).



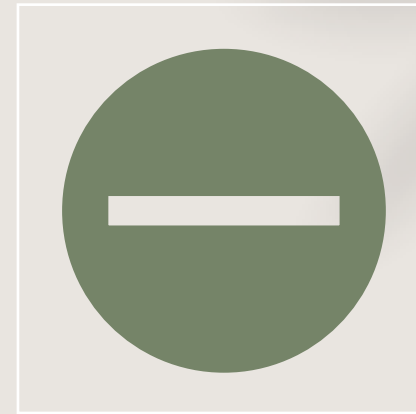
Health Equity-  
Providing access to care that does not vary in quality because of personal characteristics such as race, ethnicity, gender, ethnicity, geographic location, language, religion, sexual orientation, and socioeconomic status.



**Are you familiar with the acronym CLAS?**



Yes



No

# Introduction & History of CLAS

- Define CLAS: Culturally and Linguistically Appropriate Services.
  - Culturally and linguistically appropriate services (CLAS) are a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity.
  - CLAS is about respect and responsiveness: Respect the whole individual and Respond to the individual's health needs and preferences.





# CLAS Rationale



Health inequities in our nation are well documented. Providing CLAS is one strategy to help eliminate health inequities. By tailoring services to an individual's culture and language preferences, health professionals can help bring about positive health outcomes for diverse populations.



The provision of health services that are respectful of and responsive to the health beliefs, practices, and needs of diverse patients can help close the gap in health outcomes. The pursuit of health equity must remain at the forefront of our efforts; we must always remember that dignity and quality of care are rights of all and not the privileges of a few.



# CLAS Standards

- The National CLAS Standards are intended to advance health equity, improve quality, and help eliminate healthcare disparities by establishing a blueprint for health and healthcare organizations to:
  - Principal Standard
  - Governance, Leadership and Workforce
  - Communication and Language Assistance
  - Engagement, Continuous Improvement, and Accountability

Source: U.S. Department of Health and Human Services: Office of Minority Health, 2013



# Key Components of CLAS Standards



**Language Access Assistance:** Ensuring effective communication for patients with limited English proficiency.



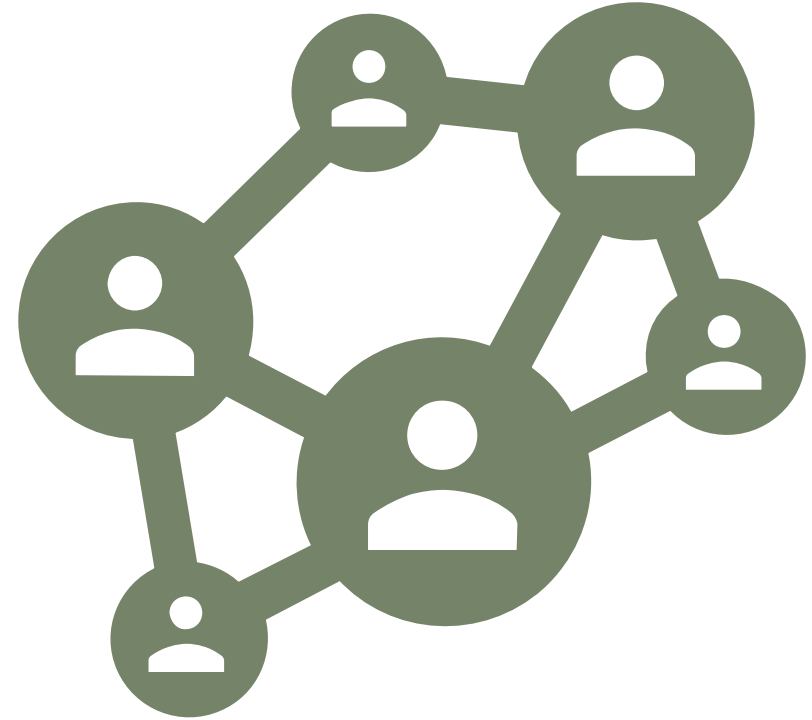
**Culturally Competent Care Practices:** Integrating cultural competence into healthcare delivery.



**Structural Competence:** Addressing systemic issues to eliminate health disparities.

# Benefits of CLAS

- CLAS is essential because it helps to ensure that individuals receive quality health care that is respectful of and responsive to their cultural and linguistic needs.
- CLAS contributes to improved patient outcomes, increased patient satisfaction, and the reduction of health disparities.



# Implementing CLAS in Healthcare Settings



How healthcare organizations can implement CLAS



The importance of training and education for healthcare providers, establishing language access programs, and integrating cultural competence into policies and practices.

# Implementation of CLAS



1. Diverse Workforce Recruitment
2. Language Access Services
3. Cultural Competency Training
4. Patient-Centered Communication
5. Cultural Assessment Tools
6. Community Partnerships
7. Inclusive Policies and Procedures
8. Feedback Mechanisms
9. Data Collection and Analysis
10. Leadership Commitment



# Importance of Training and Education

## Training and Education for Healthcare Providers

1. Cultural Competency
2. Sensitivity to Diverse Health Beliefs
3. Reducing Implicit Bias

## Establishing Language Access Programs

1. Improved Communication
2. Inclusive Care for Linguistically Diverse Populations

## Integrating Cultural Competence into Policies and Practices

1. Inclusive Policies
2. Reducing Disparities
3. Enhancing Patient Satisfaction





# Real-World Examples



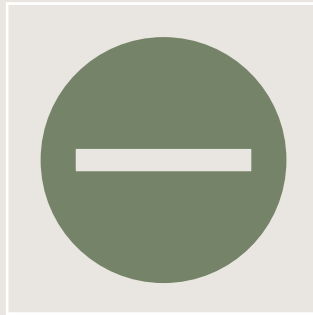
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**Are you familiar with Willie Ramirez's case?**



Yes



No



Maybe



# The Case of Willie Ramirez

<https://youtu.be/n5qlo7omUlo>



# Common Challenges & Solutions



Common challenges in implementing CLAS



Strategies to overcome challenges



# Common Challenges in Implementing CLAS



Limited Resources



Resistance to Change



Inadequate Training



Lack of Language Services



Cultural Awareness Gaps



Data Collection Challenges



Policy and Procedure Gaps



Community Engagement Issues



# Strategies to overcome challenges



# Best Practices for Culturally Competent Care



# Best Practices for Culturally Competent Care

Patient-Centered  
Communication

Respect for  
Cultural  
Differences

Building Trust  
with Diverse  
Patient  
Populations



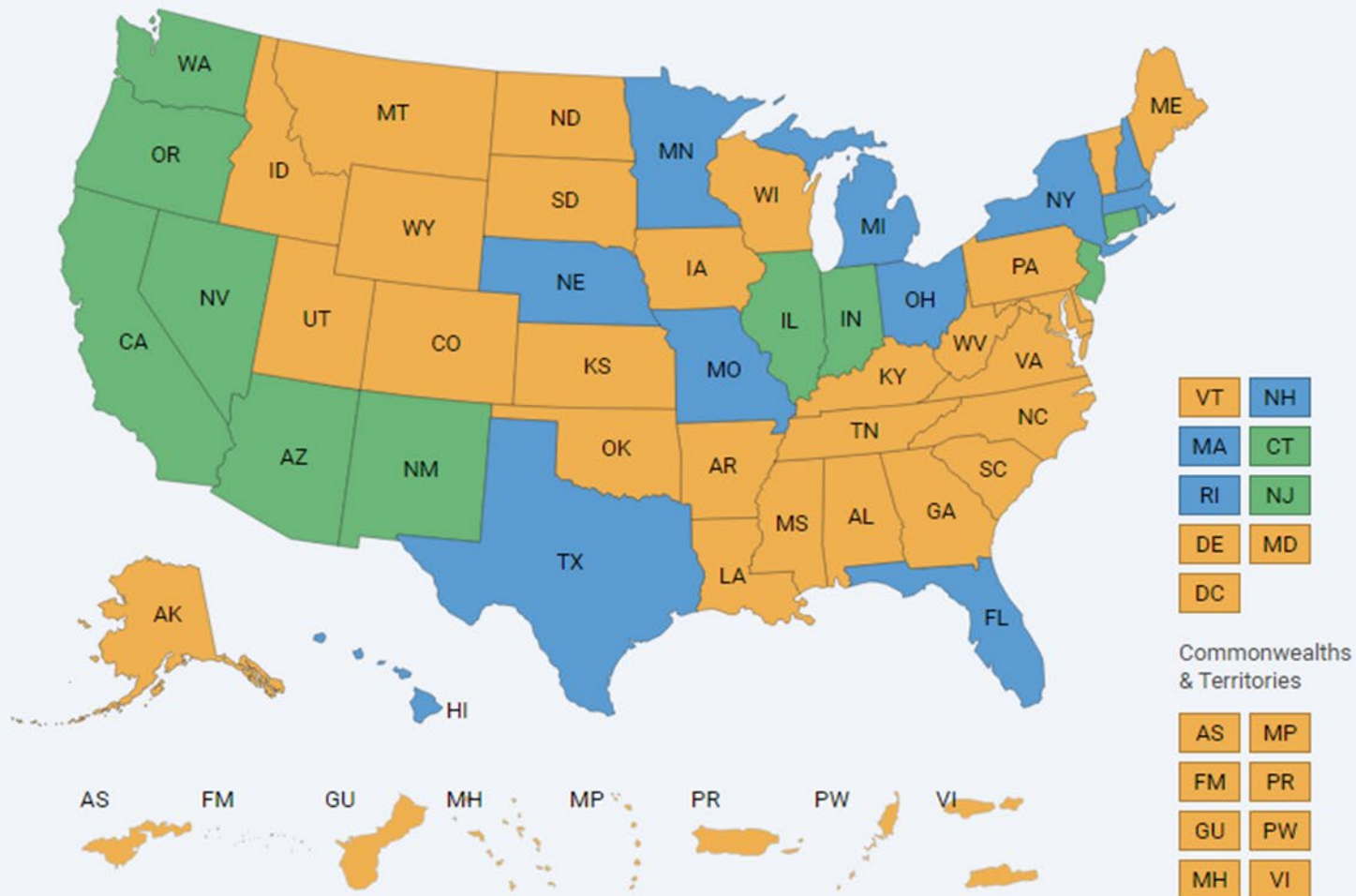
# Tracking CLAS

## TRACKING CLAS

This map tracks the progress of state- and territory-led initiatives for mandatory cultural competency training across the United States and territories.

Click on the states or territories in this map for more specific information.

- Requires mandatory cultural competency training
- Proposed, but does not have, mandatory cultural competency training
- Does not require cultural competency training



Source: HHS, 2023



# Benefits of Becoming a Culturally Competent Health Care Organization



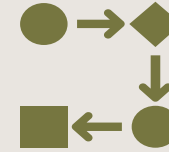
## Social Benefits

- \*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

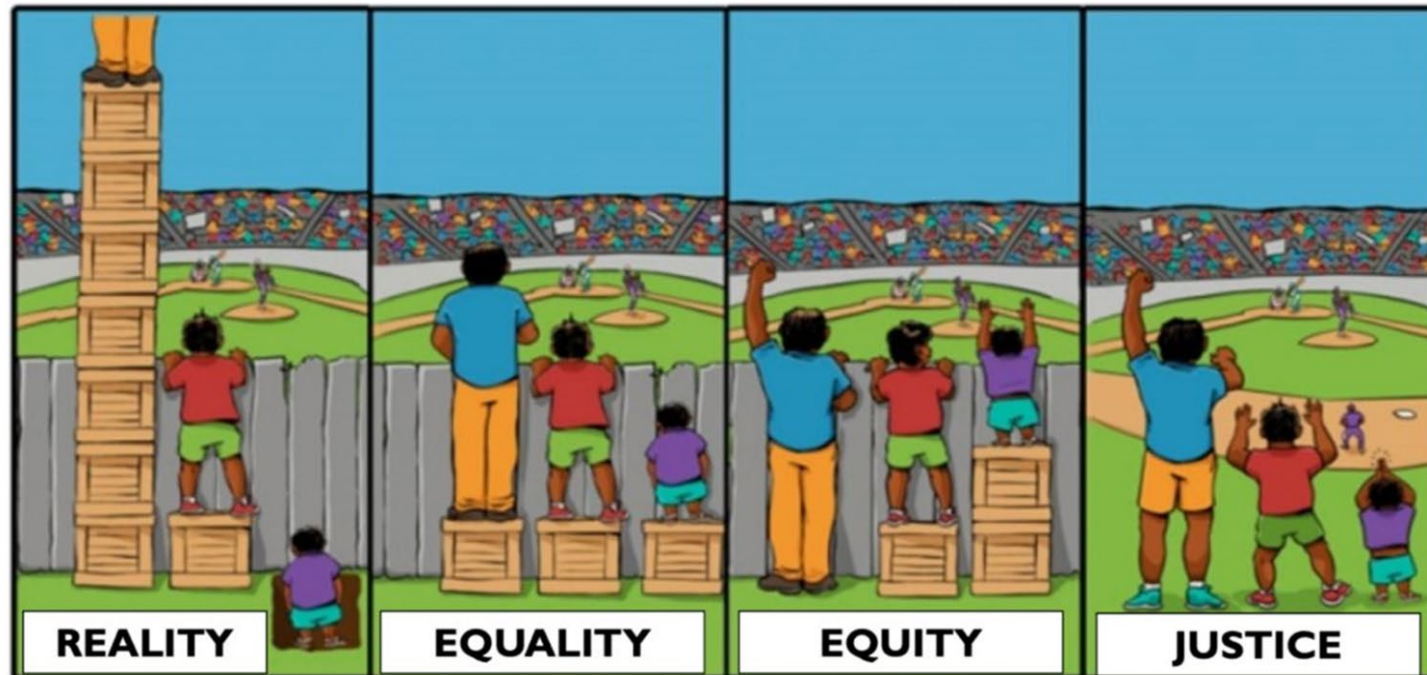
- \*Improves patient data collection.
- \*Increases preventive care by patients.
- \*Reduces care disparities in the patient population.
- \*Increases cost savings from a reduction in medical errors, number of treatments, and legal costs.
- \*Reduces the number of missed medical visits.



## 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.

# Embracing Reality: Paving the Path to Equality, Equity, and Justice



One gets **more than** is needed, while the other gets **less than** is needed. Thus, a huge disparity is created.

The assumption is that **everyone benefits from the same supports**. This is considered to be equal treatment.

**Everyone gets the support they need**, which produces equity.

All 3 can see the game without supports or accommodations because **the cause(s) of the inequity was addressed**. The systemic barrier has been removed.

# Closing Thoughts

- Recap of key points.
- Encouragement for Embracing Diversity and Fostering Harmony through CLAS.





Thank you!

Questions & Discussion

# References

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# Evaluation and Reflective Questions

**Evaluation link:**

<https://www.surveymonkey.com/r/XRKNYJY>



**QR Code**

Activate the camera on your smartphone and scan this QR code to link to the **evaluation.**