

# Advancing Health Equity: Culturally and Linguistically Appropriate Services (CLAS) Standards Implementation Action Plan



## What are CLAS Standards?

*The National CLAS Standards* developed by the Health and Human Services (HHS) Office of Minority Health are a comprehensive set of guidelines that address cultural and linguistic differences to enhance population health.

The Action Plan is intended for use by healthcare providers, including dialysis facilities, transplant centers, and large dialysis organizations. Professionals can access concrete and feasible implementation strategies to improve the provision of services to all individuals. CLAS case studies and roadmaps support ways to integrate CLAS Standards into daily workflow.

## Each of the CLAS standards has 3 components:

<i>Implementation Strategies</i>	<i>Action Steps</i>	<i>Resources</i>
Practical strategies to help implement CLAS Standards into everyday workflow.	Practical steps to help users implement the strategies.	Resources in various formats to help users integrate the implementation strategies and action steps.

Each CLAS theme has a roadmap and a case study that provides real-world examples to fuel productive discussions and inspire innovative strategies during team meetings or huddles.

### *Case Studies*

Scenarios are based on grievance cases relevant to CLAS Standards.

### *Roadmaps*

Graphic illustrations based on grievance cases include situational decision points.

## To implement CLAS remember:

- Pick any theme or CLAS Standard to start with.
- Ask for feedback from the interdisciplinary team.
- Use one of the resources listed in the action step during staff meetings or team huddles.
- Start small by picking one action step from the list.
- Engage in discussions about case studies and dialogues about meeting the needs of diverse populations.
- Assess the needs. Conduct a needs assessment and use a facility CLAS self-assessment tool.
- Conduct and enhance staff training. Include discussion on cultural centered care.
- Tailor communication and educational materials. Integrate cultural sensitivity and ensure accessibility of communication.

### Connect With the ESRD NCC for CLAS Resources

Follow the End Stage Renal Disease National Coordinating center (ESRD NCC) for future webinars about the CLAS Action Plan and resources to implement the CLAS standards. Contact us at [NCCInfo@hsag.com](mailto:NCCInfo@hsag.com) or connect with us on Instagram @ESRD\_NCC, X @ESRDNCC, and Facebook @ESRD.NCC.