



CLAS Domain 1 Sample HE RAPID CYCLE PDSA

Facility Name: _____ **Date:** _____

Target Measure: To enable Governance, Leadership and Workforce to promote Culturally and Linguistically Appropriate Services (CLAS) and Health Equity

Team Members: Interdisciplinary team, including decision makers and peer influencers

Plan/Goal Setting: Describe the Problem to be Solved

State the problem.

ex., who, what, when, where, and how long

Policies and procedures do not have a foundation to support health equity. An infrastructure should be developed to advance health equity and culturally and linguistically appropriate standards in the population we serve.

CLAS Domain Category

Domain 1: Governance and Leadership

What exactly will be done?

e.g., initial intervention(s), expected outcome for each intervention, goal(s), and expected overall outcome goal rate in a percentage format

What will be done:

1. Name a CLAS champion and project improvement team to develop the tools, resources and training resources needed to implement best practices (<https://thinkculturalhealth.hhs.gov/clas>).
2. Leadership to inform and benchmark with community leaders on cultural and linguistic diversity to increase their understanding of the scope and severity of the problem for their area.
3. Benchmark with best practices on CLAS and health equity to use as a guide in creating a CLAS assessment tool and ensure the CLAS assessment tool is conducted semi-annually.
4. Address gaps in CLAS training for governance, leadership and staff.

Expected outcome: The key to this project is to engage staff and leadership in CLAS principles and create an infrastructure that includes tools and resources to evaluate CLAS within their health care setting.

DO: Intervention/Improvements:			STUDY Results	Act
Action Step	Start Date/ End Date	Person Responsible	Analysis of Results	Outcome and Decisions
<p>Choose a CLAS champion and team members for the project. Have each member review the best practice resource prior to the next team meeting.</p> <p>https://thinkculturalhealth.hhs.gov/clas</p>		Admin and DON to identify key team members and champion.	Initial staff member that was approached for CLAS champion was involved in another leadership project. New CLAS champion identified (head of case management), and she worked to identify key multidisciplinary team members for this project.	<p>Outcome:</p> <p>Team selected, meeting date chosen, and assignment of the best practice emailed to all members.</p> <p><input type="checkbox"/> Adopt <input type="checkbox"/> Adapt <input type="checkbox"/> Abandon <input type="checkbox"/> N/A</p>
<p>CLAS champion and leadership (Administrator, DON and ADON) will meet/benchmark with community leaders to understand the community's needs and what resources are available to someone with cultural and linguistic needs once identified.</p>		CLAS champion, DON, ADON and Administrator	Team will invite and host community leaders for a roundtable discussion or training about cultural and linguistic resources that support the diverse patients the staff serves.	<p>Outcome:</p> <p>Discharge planners have an updated resource/referral list to adequately address cultural and linguistic challenges for patients post-discharge.</p> <p><input type="checkbox"/> Adopt <input type="checkbox"/> Adapt <input type="checkbox"/> Abandon <input type="checkbox"/> N/A</p>
<p>Create a CLAS assessment tool based on best practice guidelines and implement it.</p> <p>Below are example tools: An Implementation Checklist for the National CLAS Standards Alliant Health Solutions CLAS Organizational Assessment Tool</p>		CLAS champion and team	CLAS assessment tool developed and piloted with 20 patients during a three-week period. Feedback was that the tool needed to be modified for ease of use. Team adjusted the form and pilot test revealed satisfaction with the tool and, therefore, rolled it out to all discharge planners.	<p>Outcome:</p> <p>Assessment tool adopted and rolled out to all discharge planners for full use.</p> <p><input type="checkbox"/> Adopt <input type="checkbox"/> Adapt <input type="checkbox"/> Abandon <input type="checkbox"/> N/A</p>

<p>Address gaps by providing training to educate on CLAS.</p> <p>Below are example training tools: CLAS Standards Training and Resources Alliant Health Solutions CLAS Training BSL Videos</p>		<p>CLAS team and HR representative</p>	<p>Trainings created and scheduled into regularly scheduled meetings.</p>	<p>Outcome:</p> <p>Initial training occurred over two weeks; training adopted for new hires and at least once annually.</p> <p> <input type="checkbox"/> Adopt <input type="checkbox"/> Adapt <input type="checkbox"/> Abandon <input type="checkbox"/> N/A </p>
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Communication/Notes: