



CLAS Domain 2 Sample HE RAPID CYCLE PDSA

Facility Name: _____ **Date:** _____

Target Measure: To ensure that patients with communications and/or language needs have services available to them at no cost to promote Culturally and Linguistically Appropriate Services (CLAS)

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 systems need to be in place to meet our patients' communication and language needs. An infrastructure for communication and language needs to be developed to advance health equity and culturally and linguistically appropriate standards in the population we serve.

CLAS Domain Category

Domain 2: Communication and Language

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 tools, resources and training resources needed to implement best practices for communication and language; benchmark for best practices (<https://thinkculturalhealth.hhs.gov/clas>).
2. Leadership to complete an environmental survey to increase their understanding of the scope of the language/communications needs for their area.
3. Develop and deploy tools and resources that can be given to patients so they know the availability of language assistance services in their preferred language. This will include signage and printed materials in commonly used areas by the populations in the service area.
4. Develop a training program for staff members who will provide language assistance.

Expected outcome: The key to this project is to engage staff and leadership in CLAS principles and create an infrastructure that will provide language assistance to individuals with limited English proficiency and/or other communication needs that are timely and at no cost to them.

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 complete an environmental survey to increase their understanding of the needs of the community they service and what is required to meet the language and communications needs for their area</p>		CLAS champion, DON, ADON and Administrator	Team will analyze the results of the environmental survey and have a CLAS team discussion on the needs identified and what systems and policies need to be in place to support the diverse patients served by the staff.	<p>Outcome:</p> <p>The results of the survey and what needs are in the community will be communicated to the entire team and workgroup that will develop tools and resources.</p> <p><input type="checkbox"/> Adopt <input type="checkbox"/> Adapt <input type="checkbox"/> Abandon <input type="checkbox"/> N/A</p>
<p>Create a CLAS communication and language set of resources based on best practice guidelines and implement them. Examples include:</p> <p>An Implementation Checklist for the National CLAS Standards AHRQ Culturally and Linguistically Appropriate Services Tools and Resources</p>		CLAS champion and team	Communication and language assistance tools and materials developed and piloted with 20 patients during a three-week period. Feedback was that the tool needed modification to be more easily understood by non-English speakers. Tools adjusted, pilot successful, and adopted in all care settings.	<p>Outcome:</p> <p>Communication and language set of tools adopted and rolled out to all staff 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 communication and language gaps by providing training to educate on CLAS. Examples include:</p> <p>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: