



# CLAS Domain 3 Sample HE RAPID CYCLE PDSA

**Facility Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Target Measure:** To ensure that Culturally and Linguistically Appropriate Services (CLAS) goals, policies and management accountability are infused into our organization

**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

CLAS goals, policies and systems are not current and nor reflect best practices. To meet the needs of our patients, infrastructure and oversight need to be developed so our organization has clear CLAS goals and policies that reflect best practices and an accountability system in place.

**CLAS Domain Category**

**Domain 3: Engagement, Continuous Improvement, and Accountability**

**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 gather and assess current CLAS goals, policies that include an improvement plan and management accountability to compare to best practices. Target areas that have opportunities for improvement.
3. Collect and maintain accurate demographic data that evaluates the impact of CLAS on health equity and care outcomes in the organization's service area.
4. Partner with stakeholders and the public to design policies, practices and services to ensure CLAS appropriateness. Conduct regular assessments of community health assets and needs to be accountable for providing CLAS best practices to the service area.

**Expected outcome:** The key to this project is to establish CLAS-appropriate goals, policies and management accountability and infuse them into the organization's planning and operations. A training program will be developed to educate all staff on these CLAS policies.

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><a href="https://thinkculturalhealth.hhs.gov/clas">https://thinkculturalhealth.hhs.gov/clas</a></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 assess the organization's current CLAS goals and determine if policies also include an improvement plan and a method of accountability to ensure this organization is meeting needs for the service area</p>		CLAS champion, DON, ADON and Administrator	Team assessed and then analyzed the results of the policy review to ensure that CLAS goals are within best practices, developing an improvement plan when opportunities are identified.	<p>Outcome:</p> <p>The results of the assessment determined that some policy updates were warranted to be aligned with best practices.</p> <p><input type="checkbox"/> Adopt  <input type="checkbox"/> Adapt  <input type="checkbox"/> Abandon  <input type="checkbox"/> N/A</p>
<p>Develop a plan to incorporate CLAS questions to your staff or patient surveys using the <a href="#">CAHPS Cultural Competence Set</a> or the <a href="#">Clinician and Group Consumer Assessment of Healthcare Provider and Systems (CG-CAHPS)</a>.</p>		CLAS champion and team	Benchmarked with known standards to incorporate CLAS questionnaire that assesses providers' efforts to foster and improve the health literacy of patients. Determine the impact of CLAS on health equity and care outcomes in the service area.	<p>Outcome:</p> <p>Results of the CLAS questionnaire were utilized in improving communication with providers and communication about disease self-management.</p> <p><input type="checkbox"/> Adopt  <input type="checkbox"/> Adapt  <input type="checkbox"/> Abandon  <input type="checkbox"/> N/A</p>

<p>Educate staff on the new CLAS policies and procedures, as well as the environmental survey used to determine need in the service area. Examples include:</p> <p><a href="#">CLAS Standards Training and Resources</a>  <a href="#">Alliant Health Solutions CLAS Training</a>  <a href="#">BSL Videos</a></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:**