

*Demographic Changes • Culture and CLAS Standards • AIDET
• DIVERSE Conversations • Language Assistance • Resources*

Culturally and Linguistically Appropriate Services (CLAS) Provider Resources



COMMUNITY HEALTH PLAN
of Washington™

A Diverse Population

Washingtonians Over Time

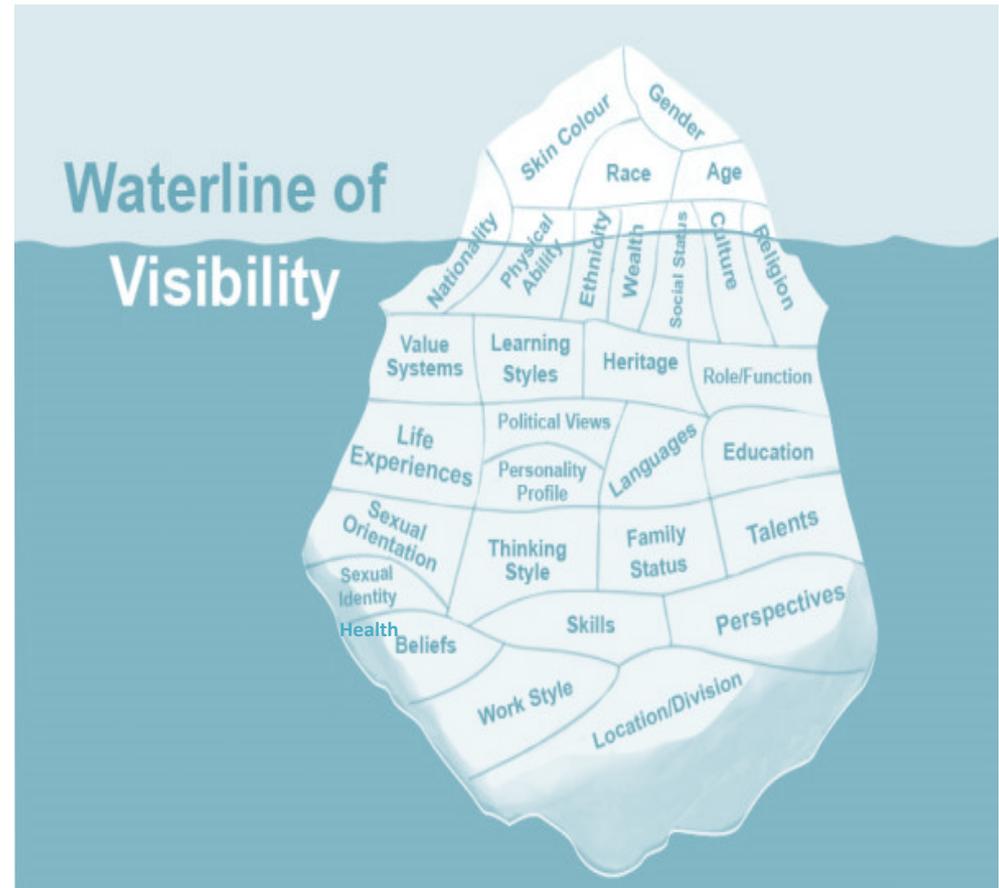
1. Growing in Asian, Black, and Native American races
2. Hispanic/Latino ethnicity largest group of growth since 2000
3. Washington language diversity reflects our numbers:
 - Spanish
 - Chinese
 - Russian
 - Vietnamese
 - Ukranian

Race	1990	2000	2010	2013 Update
White Alone	88.5	81.8	77.3	72.5
Asian	4.3	5.5	7.2	7.9
Black	3.1	3.2	3.6	4.0
Native American	1.7	1.6	1.5	1.9
Native Hawaiian and Other Asian	-	0.4	0.6	0.7
Other Race	2.4	3.9	5.2	5.5
Two or Plus	-	3.6	4.7	4.4
Hispanic Ethnicity	-	7.5	11.2	11.7



Culture is Like an Iceberg

- A lot is visible, but there is more underneath.
- Cultural competence is the knowledge you need to be familiar with and to use to navigate aspects of culture.
- Cultural humility is the ability to learn from other's about them to have a better understanding.



CLAS Standards

Office of Minority Health established 15 standards that addresses 4 key areas:

1. Ongoing commitment to equitable, effective care known as the ‘Principle Standard’.
2. Investment and commitment by governance and leadership as well as training the workforce.
3. Communication and language assistance is competent, free and promoted widely.
4. Engagement of stakeholders for continuous improvement to ensure accountability.

To review all 15 standards, visit: <https://www.thinkculturalhealth.hhs.gov/Content/clas.asp>

CHPW's Commitment to CLAS

CHPW supports meeting CLAS standards and meets them ourselves by:

1. Training on key items, like the CLAS standards and tools we recommend for good care.
2. Providing resources to use with CHPW members in need of language assistance.
3. Ongoing development of additional resources on CLAS and culturally competent care.



Reduce Patient Anxiety with AIDET

Acknowledge

- Greet people with a smile and use their names if you know them. Attitude is everything. Remember to create a lasting impression, remember preferences; ask if you don't know.
- Example: "Good day Mr. Smith. Welcome. We want to make your experience as convenient as possible. Would you please take a moment to confirm ..."

Introduce

- Introduce yourself politely. Tell them who you are and how you will help. Get people where they need to go rather than pointing, handing off or giving directions.
- Example: "My name is Pat and I will be helping you. The team says that my skills are among the best. Do you have any questions for me?"

Duration

- Let them know how long it will take. If there is a delay, relay that information to help ease anxiety. Apply service recovery skills when needed.
- Example: "I would be happy to help you with that today. It's a pretty important and luckily straight forward request. We should have this done for you in a few minutes."

Explain

- Explain, in order, what will happen in language the person will know (no jargon). Always ask, "Is there anything else I can do for you, I have time" before finishing.
- Example: "First, we need to find your current information, so by using your last four digits I can look that up -- is your information the same as it was in October?"

Thank

- Thank somebody. Foster an attitude of gratitude. Thank people for their patronage, help or assistance. Use reward and recognition tools.
- Example: "Thank you for your call, we realize you have many choices. Is there anything else I can do for you? I have the time."



DIVERSE Conversations

	Assess	Conversation Starters
D	Demographics: Explore origins, age, acculturation-level, or other factors.	Where were you born? Where was “home” before here?
I	Ideas of health: Ask for their ideas or concepts of health and illness.	What keeps you healthy/makes you ill? What do you think causes your illness?
V	Views of care: Ask about their preferences for care practices.	Do you use traditional remedies? What kind of treatment do you think works?
E	Expectations: Explore what their experiences and expectations are.	What do you hope to achieve today? Do you prefer a male/female provider?
R	Religion: Explore religious and spiritual beliefs that may impact their health.	Do you avoid particular foods? Does your diet change due to any traditions?
S	Speech*: Identify language needs including health literacy levels.	What is your preferred language? Do you need an interpreter?
E	Environment: Explore cultural or diversity aspects to the world they live.	What does your home life look like? Who are the biggest supports you have?

* Avoid use of family members as interpreters



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Language Assistance

CHPW interpretation services are available:

- Apple Health: The Health Care Authority's vendor provides this service at (800) 535-7358.
- Medicare: CHPW provides this service at (866) 998-0338 with log in:
 - Enter Account Number: 14767
 - Enter PIN Number: 0044
 - Enter Cost Center: 44



More Information

For more information, access the following websites:

- Office of Minority Health: www.thinkculturalhealth.hhs.gov
- Ethnomed – Resources for Providers: www.ethnomed.org
- Community Alliance for CLAS: www.allianceforclas.org

If you have any questions or would like to have an in-person visit by Provider Relations, please contact:

Carmen Switzer – CHPW Provider Relations Administrator

Email: Carmen.Switzer@chpw.org

Phone: 206 613-8827



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Attestation Required

Thank you for completing the CLAS Training Program.
Please take a moment to submit the required Attestation, by clicking
the following link:

[Attest Now!](#)

