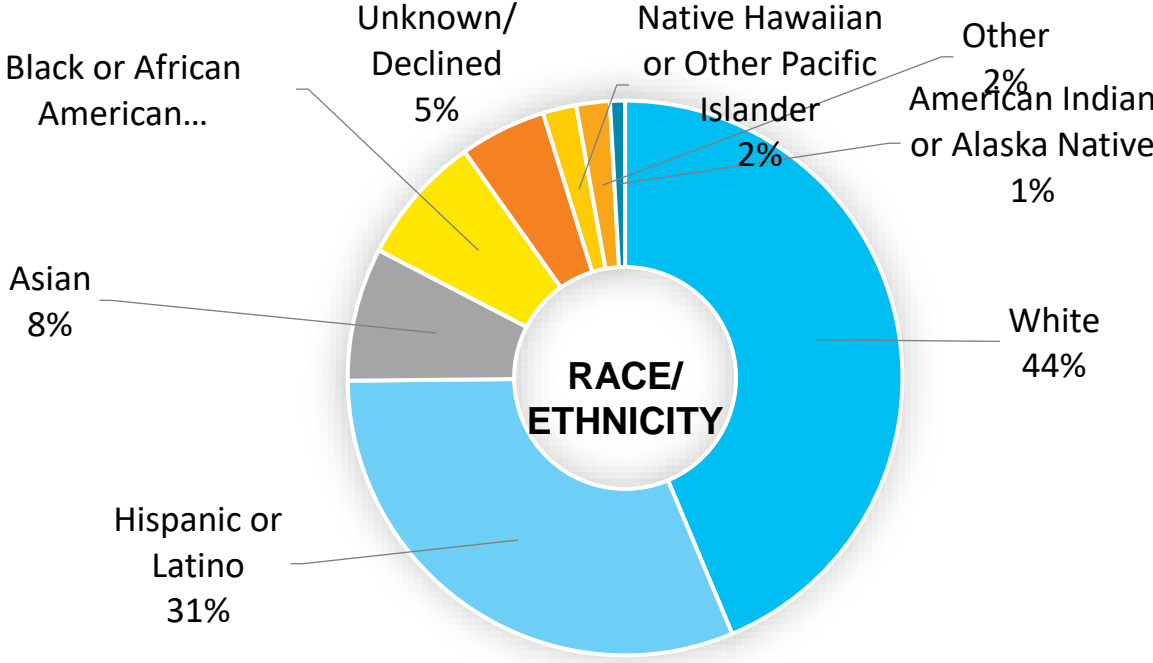


*Demographic Changes • Cultural Humility • CLAS Standards • DIVERSE Conversations •  
Language Assistance • Resources*

# **Culturally and Linguistically Appropriate Services (CLAS) Provider Resources**



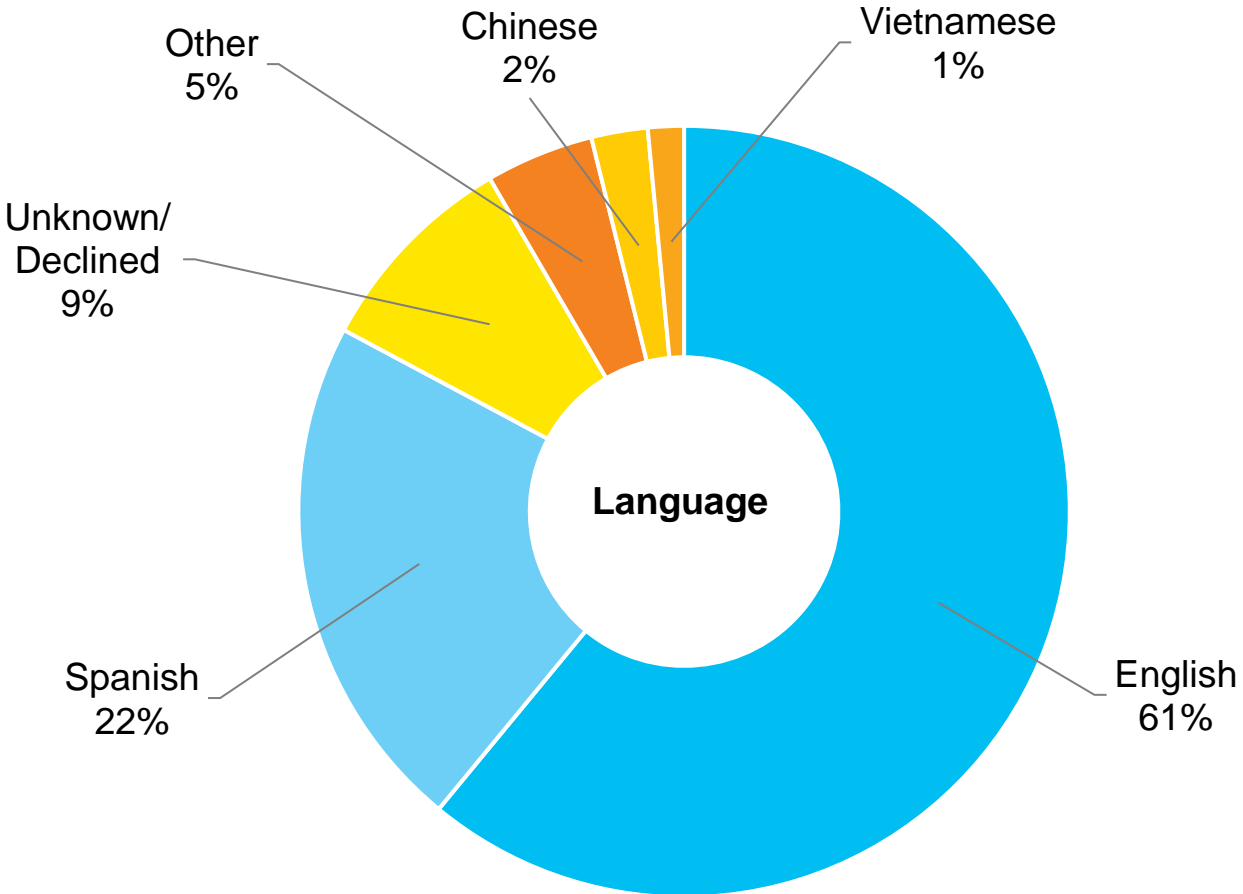
# CHPW Member Race and Ethnicity (Combined)



Note: 2020 Demographics



# CHPW Language Preference Across Medicare



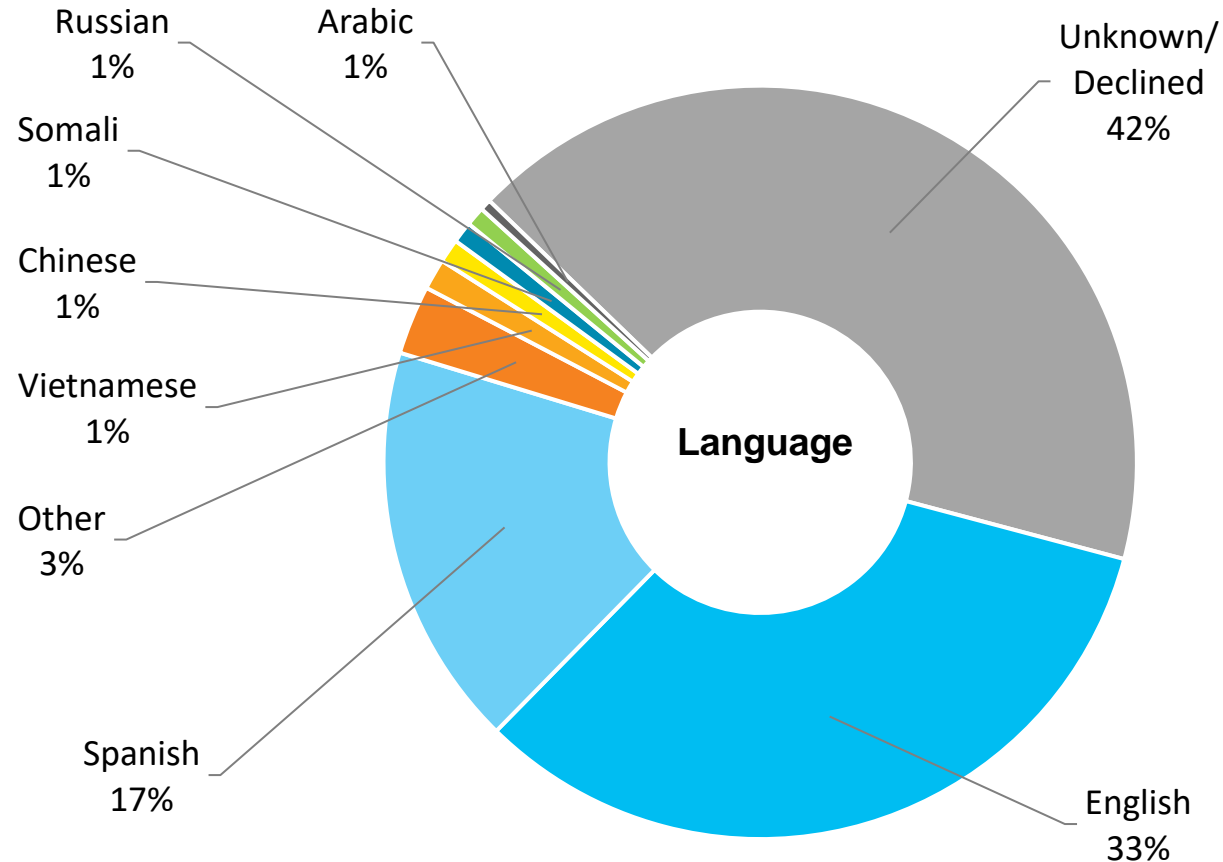
Top Languages
English
Spanish
Chinese*
Vietnamese

Note: 2020 Demographics

\*Chinese includes Mandarin and Cantonese languages combined.



# CHPW Language Preference Across Medicaid



Top Languages
English
Spanish
Vietnamese
Chinese*
Somali
Russian
Arabic

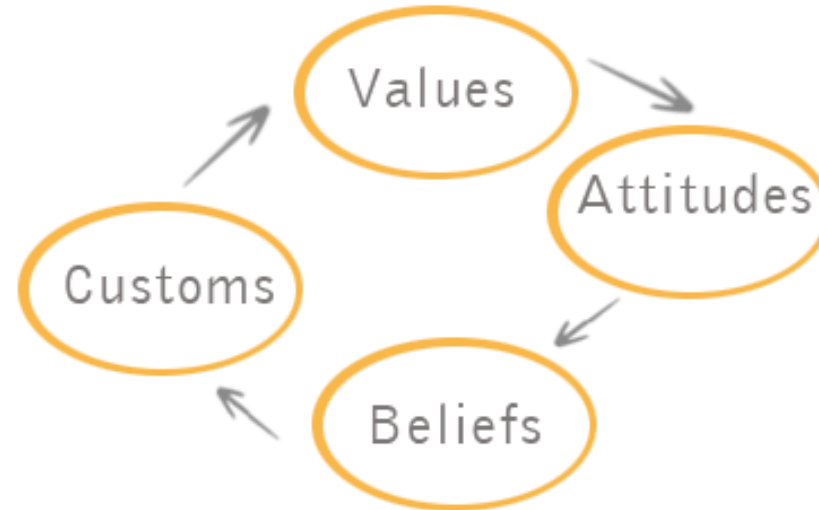
Note: 2020 Demographics

\*Chinese includes Mandarin and Cantonese languages combined.

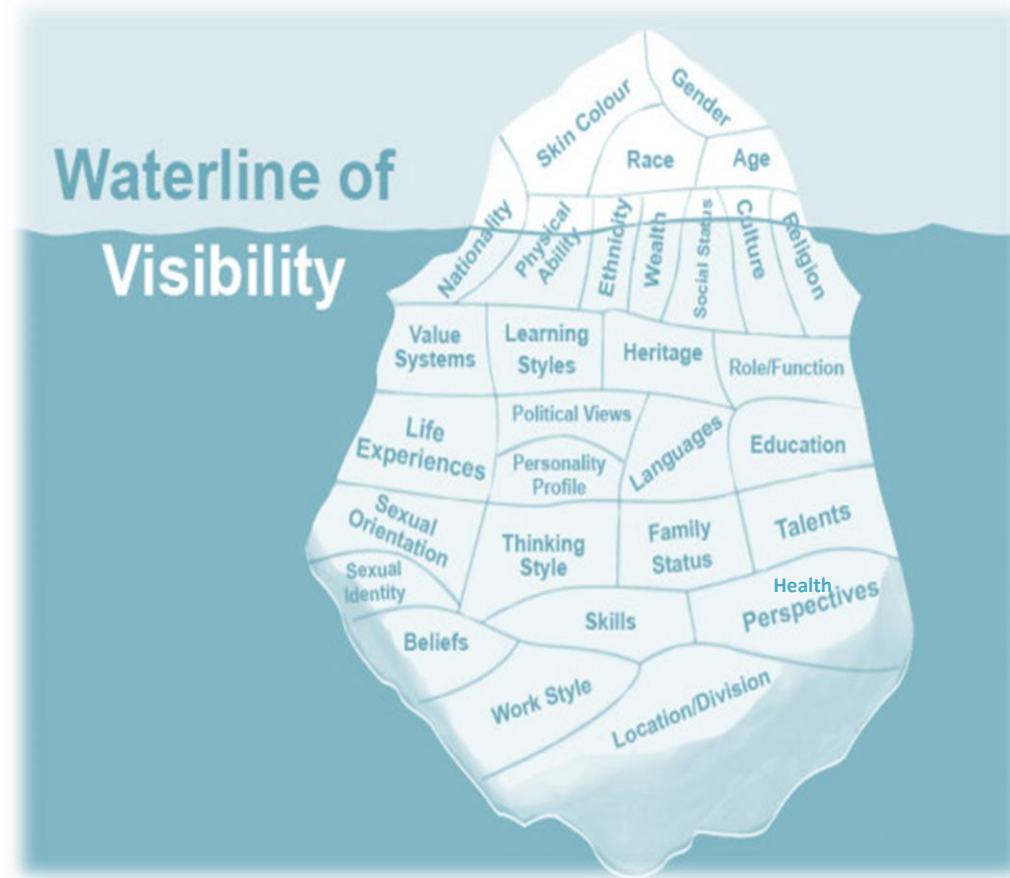


# Culture

- Includes aspects of who we are, such as:
  - Race/ethnicity
  - Language
  - Gender
  - Age
  - Location
  - Religion
  - Education level
  - Socioeconomic status



# Culture is Like an Iceberg



# What is Cultural Humility?

Cultural humility is different from Cultural Competency because it requires the following things:

- Approaching another person with openness to learn,
- Asking questions rather than make assumptions, and
- Striving to understand rather than to inform.

How is this different for me?

- Commitment to lifelong learning,
- Continuous self-reflection on assumptions and practices
- Comfort with ‘not knowing’, and
- Recognition of power imbalances that exist.



# Cultural Competence vs Cultural Humility

## Cultural Competence:

- A collection of tools and knowledge gathered over time allowing you to engage and communicate with people who are different from you.

## Cultural Humility:

- Having cultural competence tools as a possible resource but most importantly, learning from the individual people around us how to treat them.





# Practicing DIVERSE Conversations

	Assess	Conversation Starters
<b>D</b>	Demographics: Explore origins, age, acculturation-level, or other factors.	Where were you born? Where was “home” before here?
<b>I</b>	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?
<b>V</b>	Views of care: Ask about their preferences for care practices.	Do you use traditional remedies? What kind of treatment do you think works?
<b>E</b>	Expectations: Explore what their experiences and expectations are.	What do you hope to achieve today? Do you prefer a male/female provider?
<b>R</b>	Religion: Explore religious and spiritual beliefs that may impact their health.	Do you avoid particular foods? Does your diet change due to any traditions?
<b>S</b>	Speech*: Identify language needs including health literacy levels.	What is your preferred language? Do you need an interpreter?
<b>E</b>	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



# Culturally and Linguistically Appropriate Service (CLAS) Standards



# CHPW's Health Equity Program – Advancing CLAS Standards

***Principle Standard:***  
Ongoing commitment to equitable & effective care.

**Governance,  
Leadership &  
Workforce**

***3 Standards***

**Communication &  
Language  
Assistance**

***4 Standards***

**Engagement,  
Continuous  
Improvement &  
Accountability**

***7 Standards***



# Language Assistance Services

- Interpretation Services
  - Language Line Solution is CHPW’s vendor
  - Members also have access to interpretation for healthcare encounters (talk your manager for details)
  - Providers can use our services or might have their own
- Translation (written) Services – CQ Fluency
- “I Speak” Cards



# Additional Resources

- **CLAS Learning Series**, register via Learning Connect
  - Behavioral Health
  - Tribal Health
- Think Cultural Health website:  
<https://www.thinkculturalhealth.hhs.gov>



# 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!](#)**

