

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

Culturally and Linguistically Appropriate Services (CLAS) Provider Resources



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Medicaid is Diverse; Everywhere

- In the region, we have the second lowest White Medicaid rate after Alaska.
- Our Black and 'Other' (i.e. Asian) Medicaid rates lead in the region.
- Our Hispanic Medicaid rate is identical to both Idaho and Oregon rates.

	White	Black	Hispanic	Other	Total
US	43%	19%	29%	9%	100%
AK	42%	N/A	13%	44%	100%
ID	71%	N/A	23%	5%	100%
OR	64%	N/A	24%	10%	100%
WA	57%	6%	23%	14%	100%

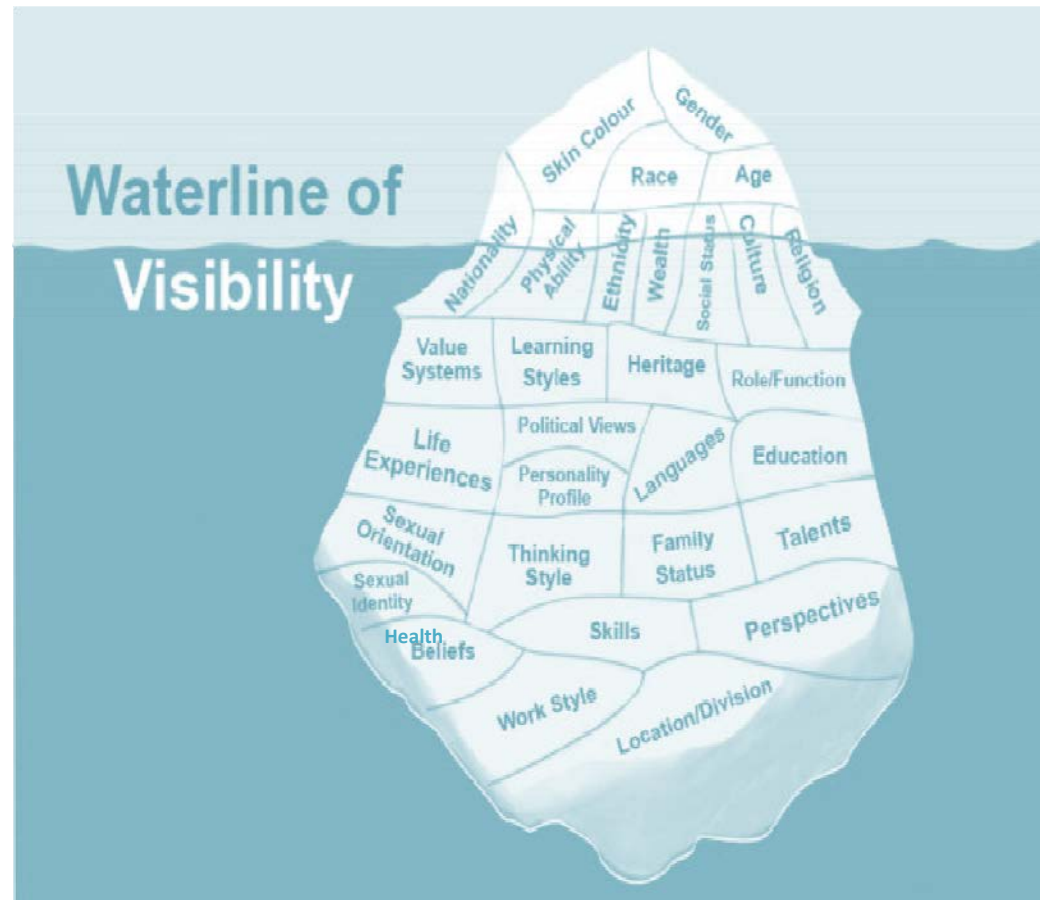
Data from 2014. Retrieved from:
<http://kff.org/medicaid/state-indicator>



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Culture is Like an Iceberg

- There's a lot visible, but there's 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>



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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.
4. Aligning CLAS standards with NCQA Multicultural Health Care Distinction in a work plan.



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Reduce Patient Anxiety with AIDET

A Acknowledge

Make a lasting Impression.

- Greet people with a smile; use the 10 x 5 rule (smile at 10 feet, say hello at 5 feet).
- Use their name if you know them.

I Introduce

Manage up yourself and others.

- Introduce yourself politely.
- Share your background and how you can help.
- Show visitors where to go rather than giving directions.

D Duration

Communicate time anticipated to finish.

- Inform people how long it should take to finish.
- Relay information about any delays to ease anxiety

E Explanation

Help patients (or your team) understand.

- Use simple terms (no jargon).
- Explain what is going to happen when.
- Always ask, "Is there anything else I can do for you?"

T Thank you

Foster an attitude of gratitude.

- Always remember to thank people.
- Express that you value them choosing you.



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 through the [CTS website](#) or calling (800) 535-7358.
- Medicare: CHPW provides this service at (866) 998-0338 with the following log in:
 - Enter Account Number: 14767
 - Enter PIN Number: 0044
 - Enter Cost Center: 44



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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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CLAS Training for Provider Network

CHPW's Providers will have access to CLAS training and other training programs through the following options:

- On-line at: www.chpw.org – on Home Page:
 - Click “For Provider”
 - Click “Orientation, Training and Education”
- On-site/In-person Training

CHPW staff are also trained annually.



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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!](#)



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