

Video Series: Understanding Culturally and Linguistically Appropriate Services (CLAS)

The CLAS Standards are a set of guidelines to improve the quality of care and services for all patients. CLAS are services that are respectful of and responsive to each person’s culture and communication needs. These guidelines help you consider cultural health beliefs, preferred languages, health literacy levels and communication needs.

The National CLAS Standards consist of 15 action steps designed to:

- Advance health equity
- Enhance quality
- Eliminate health care disparities

To Learn more, scan the QR codes below to access the “Understanding Culturally and Linguistically Appropriate Services” 5- part video series and resources.

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| <p>Video 1: Introduction to the National CLAS Standards</p> | <p>Video 2: The Overview of the Principal Standard</p> | <p>Video 3: The Overview of Governance, Leadership and Workforce</p> |
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| <p>Video 4: Overview of Communications and Language Assistance</p> | <p>Video 5: Overview of Engagement, Continuous Improvement, and Accountability</p> | <p>Additional resources: Download the CLAS Flyer</p> |
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