

CLAS ASSESSMENT TOOL



	QUESTION	Y	N	?
1.	<i>Does your medical office offer clinic and waiting room decor with pictures or artwork that reflects the cultures of diverse clients?</i>			
2.	<i>Does your organization have a directory listing foreign languages spoken by providers?</i>			
3.	<i>Do you use culturally appropriate health risk assessment tools which consider the health beliefs of diverse patients?</i>			
4.	<i>Do you offer health education materials to patients in multiple languages and at a variety of literacy levels?</i>			
5.	<i>Do you ask patients from different cultural and language backgrounds to repeat medical instructions, to ensure their understanding?</i>			
6.	<i>Do you ask about medications or treatments the patient may have sought from traditional healers, "curanderos", or other practitioners?</i>			
7.	<i>Do you ask about patient preferences regarding family members' involvement in medical decisions?</i>			
8.	<i>Does your organization hire bilingual staff who speak the language(s) of your clinic's primary non-English speaking patient groups?</i>			
9.	<i>Have you taken training in the past year on serving diverse patients?</i>			
10.	<i>Do you adjust your average patient visit time when seeing limited-English and non-English speaking patients?</i>			
11.	<i>Must a patient with limited English proficiency wait more than 15 minutes before obtaining interpreter services for their scheduled appointment?</i>			
12.	<i>Does your medical group keep a central tracking log of when and how interpreters are used?</i>			
13.	<i>Does your clinic or office provide:</i> <ul style="list-style-type: none"> • <i>Signage in multiple languages on the right to an interpreter?</i> • <i>Written notice in multiple languages on the right to an interpreter?</i> • <i>Language identification badges or cards for staff stating, "I speak...?"</i> 			
14.	<i>Does your medical group have a formal process for assessing bilingual staff (including interpreters') language proficiency?</i>			
15.	<i>Does your clinic have a policy for determining when the use of family members or friends is inappropriate?</i>			

16.	<i>Do you allow family members or friends of patients to serve as interpreters?</i>		
17.	<i>Does your medical group conduct an organizational self-assessment of activities related to cultural and linguistic health care competence?</i>		
18.	<i>Is there a person or a committee in your organization charged with monitoring the quality of health care delivered to limited or non-English speaking members?</i>		
19.	<i>Does your medical group have a procedure for tracking and resolving complaints related to the cultural and linguistic needs of members?</i>		
20.	<i>Does your medical group regularly survey culturally and linguistically diverse members on their satisfaction with the services they receive?</i>		
21.	<i>Are you involved in or familiar with research regarding health needs of the communities in which your diverse patients live?</i>		
22.	<i>Does your care management process make culturally appropriate referrals to local community based resources?</i>		
23.	<i>Does your medical group have an advisory committee of representatives of culturally and linguistically diverse communities?</i>		
24.	<i>Does your medical group collect and share information with the community about its efforts to provide culturally and linguistically appropriate services?</i>		

SCORING

Give each "Yes" answer +1 and each "No" answer -1. Give each "Don't know" 0. The higher your score, the better your organization is doing in providing culturally and linguistically appropriate services.

ACKNOWLEDGEMENTS

This survey tool is based on 14 standards for cultural and linguistically appropriate services developed by the US Department of Health and Human Services, and a survey developed for the Health Resource Services Administration. While the CLAS standards and survey questions are public documents, this specific survey format was developed by Center for Cross-Cultural Health and Health Advocates, and should be used only with permission.

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