

CLAS-Based Assessment

The CLAS survey tool assesses your organization's practices in comparison with the federal CLAS standards. It employs statistical scoring, allowing specific recommendations your organization can implement in CLAS-related activities. The survey can be re-administered to measure improvement over time or across organizations.

Organization Walk-Through

This "patient tracer," a method recommended by the Joint Commission, follows data flow and patient movement throughout the organization, demonstrating how patient demographic and other data is collected and used and how organizational policies work. Following patient movements through the system reveals their actual experience with your organization.

Key Informant Interviews

Internal: Qualitative, in-depth, confidential interviews with individual staff members who have first-hand knowledge of organizational operations provide insight on organizational systems and experiences with diverse clients. Beliefs and attitudes about cultural competence are elucidated, and recommendations for solutions explored.

External: Key informant interviews with community leaders from key cultural and ethnic communities to assess patient experiences with, and opinions of, the organization. Identify how systems and services can be improved to address the needs of the communities, including how to best address unique cultural traditions and health beliefs of each community.

Focus Groups

Internal: Group(s) of 6-10 people from within the organization provide a confidential one-and-a-half to two hour discussion of focused questions regarding cultural competency services, information, and issues related to serving a diverse client population. Themes from focus groups and interviews are reported, but all individual comments remain confidential.

External: Focus groups are used to assess patient experiences with the organization and how the community views the organization. At minimum three groups of 10-15 patients will be asked focused questions related to their care at your organization. For confidentiality sake, themes and individual comments are reported, but all identifying data is removed.

Community Mapping

Mapping identifies the assets in the community or communities you serve – those organizations, associations, key stakeholders and individual leaders that make decisions and have relationships throughout the community. A community map consists of four parts: Individuals, Associations, Organizations and Institutions.