# Crosswalk: National CLAS Standards and National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home Recognition

*Updated January 2020*

## OVERVIEW

The table below compares the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care (National CLAS Standards) with NCQA's Patient-Centered Medical Home (PCMH) Recognition program requirements. The columns show where National CLAS Standards and NCQA PCMH criteria align and where they differ.

## ALIGNMENT NOTES

Alignment focuses on the general intent rather than on specific evidence requirements. The table is a reference for comparison and is not intended to be used for transfer credit.

Learn more about the National CLAS Standards and the PCMH Standards and Guidelines.

| CLAS STANDARD | NCQA PCMH PROGRAM | ALIGNMENT |
|---|---|---|
| **CLAS Category: Principal Standard** | | |
| CLAS Standard 1 | General | The Principal Standard aligns with the PCMH program's goal to support patient-centered care and services |
| **CLAS Category: Government, Leadership, and Workforce** | | |
| CLAS Standard 2 | No equivalent | N/A |
| CLAS Standard 3 | No equivalent | N/A |
| CLAS Standard 4 | KM 11 (1 Credit) Population Needs, B–C | The National CLAS Standards additionally recommend education and training for practice governance |
| **CLAS Category: Communication and Language Assistance** | | |
| CLAS Standard 5 | No equivalent | N/A |
| CLAS Standard 6 | No equivalent | N/A |
| CLAS Standard 7 | No equivalent | N/A |
| CLAS Standard 8 | KM 08 (1 Credit) Patient Materials<br>KM 10 (Core) Language<br>KM 11 (1 Credit) Population Needs, B | ✓ |

**ThinkCulturalHealth.hhs.gov**

THINK CULTURAL HEALTH

OMH
U.S. Department of
Health and Human Services
Office of Minority Health

| CLAS STANDARD | NCQA PCMH PROGRAM | ALIGNMENT |
|---|---|---|
| **CLAS Category: Engagement, Continuous Improvement, and Accountability** | | |
| CLAS Standard 9 | KM 11 (1 Credit) Population Needs, B–C | The National CLAS Standards additionally recommend incorporating goals and accountability in organization planning and operations |
| CLAS Standard 10 | QI 05 (1 Credit) Health Disparities Assessment<br><br>QI 07 (2 Credits) Vulnerable Patient Feedback<br>QI 13 (1 Credit) Goals and Actions to Improve Disparities in Care/Service<br><br>QI 14 (2 Credits) Improved Performance for Disparities in Care/Service | ✓ |
| CLAS Standard 11 | KM 02 (Core) Comprehensive Health Assessment<br>KM 07 (2 Credits) Social Determinants of Health<br>KM 09 (Core) Diversity<br>KM 10 (Core) Language<br>KM 11 (1 Credit) Population Needs<br>AC 09 (1 Credit) Equity of Access<br>CM 01 (Core) Identifying Patients for Care Management, D | ✓<br><br>(Note: KM 11A additionally requires a full action plan once a disparity in care is identified) |
| CLAS Standard 12 | KM 21 (Core) Community Resource Needs<br>KM 26 (1 Credit) Community Resource List | ✓ |
| CLAS Standard 13 | KM 22 (1 Credit) Access to Educational Resources<br>KM 24 (1 Credit) Shared Decision-Making Aids<br>KM 25 (1 Credit) School/Intervention Agency Engagement<br>KM 26 (1 Credit) Community Resource List<br>KM 27 (1 Credit) Community Resource Assessment | ✓ |
| CLAS Standard 14 | No equivalent | N/A |
| CLAS Standard 15 | No equivalent | N/A |