

Texas



National CLAS Standards Planning, Policies, and Collaboration

The Texas Health and Human Services Commission's Center for Elimination of Disproportionality and Disparities, Office of Minority Health and Health Equity collaborated with Texas Medicaid to add six items from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Cultural Competence Item Set to all four of the Texas Medicaid biennial CAHPS surveys: STAR Child, CHIP, STAR Adult, and STAR+PLUS.¹ These items examine language interpretation, health literacy, and patients' perceptions of fair and just treatment. The office has also developed a survey tool to evaluate the cultural competency plans and policies of all 21 Texas Medicaid Managed Care Organizations (MCOs) for CLAS implementation efforts; suggestions for improvement are provided to all MCOs. A blueprint based on the federal Blueprint for the National CLAS Standards has been developed for cultural competency plans and policies that Texas Medicaid will disseminate to all Texas Medicaid MCOs.

National CLAS Standards Training and Technical Assistance

The Texas Health and Human Services Commission's Center for Elimination of Disproportionality and Disparities provides [training](#) on the National CLAS Standards.² The Texas Health and Human Services Commission, Advisory Committee on Qualifications for Health Care Translators and Interpreters recommends training on the National CLAS Standards for health care translators and interpreters.³ The Texas Health and Human Services Commission's Center for Elimination of Disproportionality and Disparities Office of Minority Health and Health Equity provides training for physicians and other health care professionals with practical guidance about how to advance health equity by adopting and implementing the National CLAS Standards. The training module, "Advancing Health Equity in Texas through Culturally Responsive Care (CLAS)" was developed in collaboration with the Texas Department of State Health Services and will be hosted for 3 years on the department's nationally recognized, award-winning Texas Health Steps website. Upon taking the online training, physicians, nurses, social workers, community health workers, and other professionals are eligible for free 1.5 continuing education hours.¹

Endnotes

- 1 Texas Health and Human Services Commission, Center for Elimination of Disproportionality and Disparities. (n.d.) *Office of Minority Health and Health Equity Home Page*. Retrieved March 16, 2015, from Texas Health and Human Services Commission: http://www.hhsc.state.tx.us/hhsc_projects/cedd/minority-health.shtml.
- 2 Texas Health and Human Services Commission, Center for Elimination of Disproportionality and Disparities. (2014, December). *Training and Technical Assistance Web Page*. Retrieved January 13, 2015, from Texas Health and Human Services Commission: http://www.hhsc.state.tx.us/hhsc_projects/cedd/training.shtml.
- 3 Texas Health and Human Services Commission, Advisory Committee on Qualifications for Health Care Translators and Interpreters. (2014, August 27). *2014 Report*. Retrieved March 8, 2016, from Texas Health and Human Services Commission: http://www.hhsc.state.tx.us/about_hhsc/AdvisoryCommittees/HCT/reports/QHCTI-recomm-2014.doc.