

Culturally Competent Care

Learning Collaborative Session 4



National Center for Health in Public Housing

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The mission of the National Center for Health in Public Housing (NCHPH) is to strengthen the capacity of federally funded Public Housing Primary Care (PHPC) health centers and other health center grantees by providing training and a range of technical assistance.



Housekeeping Items....



MUTE



CHAT



RAISE HAND



Q&A

Moodle for recordings, slides, handouts, and resources....

The screenshot shows a Moodle course interface. At the top left, there is a logo for NCHPA and the word 'Moodle'. Below this is a navigation menu with a blue header for 'Culturally Competent Care LC'. The menu items include: Participants, Badges, Competencies, Grades, General, Fundamentals of Culturally Competent Care, Speaking of Culturally Competent Care, Structuring Culturally Competent Care, Office Hours, Dashboard, Site home, Calendar, Private files, and My courses. The main content area is titled 'Culturally Competent Care Learning Collaborative' and includes a breadcrumb trail: 'Dashboard / My courses / Culturally Competent Care LC'. Below the title, there are sections for 'Announcements' (with a link to 'Culturally Competent Care LC Flyer') and three course modules: 'Fundamentals of Culturally Competent Care', 'Speaking of Culturally Competent Care', and 'Structuring Culturally Competent Care'. Each module lists session learning objectives and includes a link to session handouts.

NCHPA Moodle

Culturally Competent Care LC

- Participants
- Badges
- Competencies
- Grades
- General
- Fundamentals of Culturally Competent Care
- Speaking of Culturally Competent Care
- Structuring Culturally Competent Care
- Office Hours
- Dashboard
- Site home
- Calendar
- Private files
- My courses

Culturally Competent Care Learning Collaborative

[Dashboard](#) / [My courses](#) / [Culturally Competent Care LC](#)

[Announcements](#)

[Culturally Competent Care LC Flyer](#)

Fundamentals of Culturally Competent Care

Session learning objectives:

- An Overview of Culturally Competent Care
- Cultural Competency Development
- Patient-Centered Care and Effective Communication

[Session 1 Handouts](#)

Speaking of Culturally Competent Care

Session learning objectives:

- Importance of Language Access Service
- Models to Provide Language Access Services
- Working Effectively with an Interpreter

[Session 2 Handouts](#)

Structuring Culturally Competent Care

Learning objectives:

- Importance of Environment/Climate
- Assessing your Community
- Building Community Partnerships

Agenda

- Session Recap
- Office of Minority Health Resources
- Question and Answer

Session Recap



Fundamentals of Culturally Competent Care

- An Overview of Culturally Competent Care
- Cultural Competency Development
- Patient-Centered Care and Effective Communication



Speaking of Culturally Competent Care

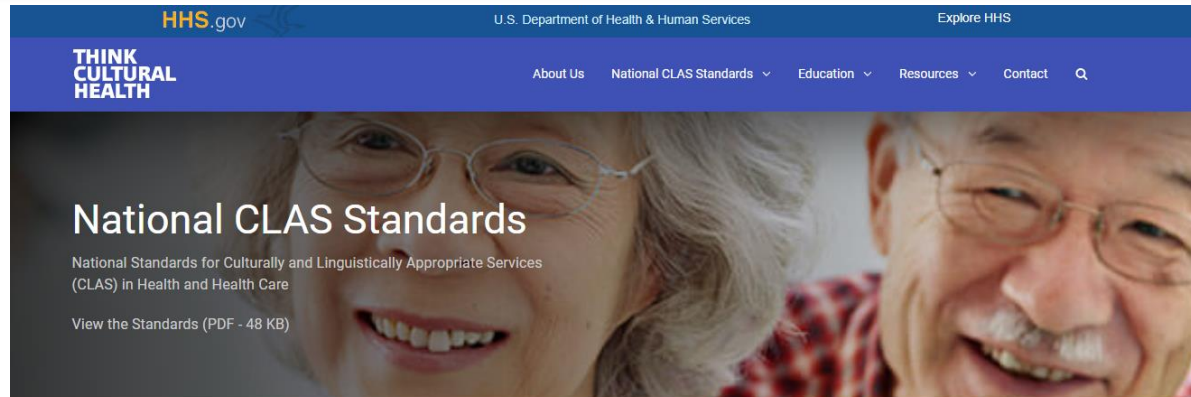
- Importance of Language Access Services
- Models to Provide Language Access Services
- Working Effectively with an Interpreter



Structuring Culturally Competent Care

- The Importance of Environment/Climate.
- Assessing Your Community
- Building Community Partnerships

<https://thinkculturalhealth.hhs.gov/clas>



The Blueprint

The Blueprint for Advancing and Sustaining CLAS Policy and Practice is an implementation guide for the National CLAS Standards. It explains each Standard's purpose, components, and strategies for implementation. It also offers additional resources to learn more about each Standard.



CLAS

Culturally and Linguistically Appropriate Services

For us, CLAS is a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity. CLAS is about respect and responsiveness: **Respect** the whole individual and **Respond** to the individual's health needs and preferences.

[What is CLAS?](#)

Crosswalks

Interested in comparing the National CLAS Standards to organizational accreditation standards or performance metrics? Here are some resources.

THE STANDARDS

The National CLAS Standards

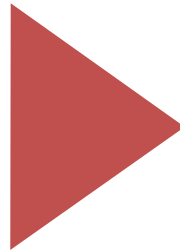
The National CLAS Standards are a set of 15 action steps intended to advance health



Q & A



If you would like to ask the presenter a question, please submit it through the questions box on your control panel.



If you are dialed in through your telephone and would like to verbally ask the presenter a question, use the “raise hand” icon on your control panel and your line will be unmuted.



LET US KNOW
YOUR
THOUGHTS!

THANK YOU!

