

## Culturally Linguistic and Appropriate Services: CLAS

### WellCare of Kentucky Strives to deliver patient care with CLAS!

As a healthcare provider, you have medical expertise about *treating* a condition, but your patient knows their own body and life. Learning about your patient's social identities, experiences, values, communication and other cultural needs, plus history, is paramount, offering key opportunities to providing high quality healthcare. You can improve your cultural knowledge about your patients by gathering and listening to information in a respectful and compassionate way. The U.S. Department of Health & Human Services offers a way to do this, through culturally and linguistically appropriate services (CLAS) that are respectful of and responsive to individual cultural health beliefs and practices, preferred languages, health literacy levels, and communication needs.

WellCare has updated our website to provide you with these best-in-CLAS resources!

Please use this link to review the available tools and topics below that can improve your CLAS skills: [thinkculturalhealth.hhs.gov/resources/library](https://thinkculturalhealth.hhs.gov/resources/library)

- Developing Culturally-Capable Materials.
- Effective Cross-Cultural Communication Skills.
- How to Better Understand Different Social Identities.
- Providing CLAS.
- Working Effectively with an Interpreter.
- Communication Styles.
- CLAS RESPECT Model.
- ADDRESSING Framework.
- Behavioral Health Implementation Guide for the National CLAS Standards.
- Combating Implicit Bias and Stereotypes.
- Community Partnerships.

Providers are encouraged to visit WellCare's website to find additional trainings at:

[PROVIDER TRAINING](#)

### Provider Continuing Medical Education (CME) Training Opportunities — Earn Up to 10.75 CME Credits Free, with Your Course Completion!

Providers are also encouraged to participate in training provided by other organizations listed below:

- The Office of Minority Health website offers "A Physical's Practical Guide to Culturally Competent Care." Taking this self-directed course online can earn you up to nine CME

credits, or **nine contact hours for free, with your course completion.** The course may be found at: [cccm.thinkculturalhealth.hhs.gov/](http://cccm.thinkculturalhealth.hhs.gov/).

- The Health Care Literacy website offers a toolkit as a way for primary care practices to assess their services for health literacy considerations, raise awareness of their entire staff, and work on specific areas. This free toolkit can be found at: [AHRQ Health Literacy Universal Precautions Toolkit | Agency for Healthcare Research and Quality.](#)

Centene Institute for Advanced Health Education trainings are available to earn free Continuing Medical Education (CME) credits, with your course completion. They include:

- Cultural Humility and Unconscious Bias in Healthcare (.5 Credits): [centeneinstitute.com/activity/61aa315b2657fe0008d91739/overview](http://centeneinstitute.com/activity/61aa315b2657fe0008d91739/overview).
- Health Equity Essentials: Fundamentals for Transforming Health (.5 Credits): [centeneinstitute.com/activity/6279790694e6370009d1252d/overview](http://centeneinstitute.com/activity/6279790694e6370009d1252d/overview).
- Person-Centered Thinking for Providers Podcast Series (.75 Credits) [centeneinstitute.com/activity/6201948f5ae3f80009790fdf/overview](http://centeneinstitute.com/activity/6201948f5ae3f80009790fdf/overview).

Sources include: US Department of Health and Human Services; “Think Cultural Health.” [thinkculturalhealth.hhs.gov/resources/library](http://thinkculturalhealth.hhs.gov/resources/library)