

# Looking for Quick Wins in Your CLAS Activities?

Try one of these!



**#1 Use the REaL Data You Likely Already Have:** Run a report from your EHR to view existing data on patients' Race, Ethnicity, and preferred Language (REaL). Then ask:

- Are there **gaps or inconsistencies** in what's recorded?
- Are we **using this data** to shape our services, outreach, or materials?
- Do staff know this data is there and how to access it?

**If your EHR doesn't include this data consistently or completely:** Use a **paper-based intake supplement** temporarily while improving data capture workflows in your EHR.



**#2 Implement Language Access:** Ensure on-demand interpreter services (phone/video) and label them clearly in patient materials.



**#4 Launch a Mini PFAC:** Start a small Patient & Family Advisory Council (2–3 members) to share feedback on materials and services.



**#5 Simplify Grievance Reporting:** Add a short, culturally-appropriate **grievance form** in waiting rooms, in primary languages.



**#3 Provide Cultural Humility Training:** Host a 60-minute session on implicit bias or cultural humility for staff—partner with external trainers or use free modules. Think Cultural Health, sponsored by the US Department of Health and Human Services, **offers free options**; a quick internet search will likely yield others.



**#6 Audit Your Outreach & Scheduling:** Review whether appointment reminders, consent, and care calls go out in commonly spoken patient languages.



**#7 Host a Small Community Listening Session:** Host a virtual or in-person drop-in session (30–60 min) with a few community members to hear feedback on services.