

# CLAS A-Z: A Practical Guide for Implementing the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care

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The Office of Minority Health (OMH) has supported the preparation of this step-by-step guide to assist health care organizations in creating a health care environment that meets the very real needs and expectations of an increasingly diverse patient/consumer population. The purpose of this comprehensive guide is to assist in the implementation of culturally and linguistically competent health care services that satisfy the National CLAS standards. Both organizations who are in the beginning stages of implementing practices to ensure culturally competent care, and organizations with well established practices would benefit from this guide that covers every aspect of the CLAS standards.

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