

## **Focus Group Questions re: CLAS Physicians/Health Care Providers Version**

Health care providers and organizations are increasingly being asked to improve the quality of care provided to our nation's diverse populations. In December 2001, the Office of Minority Health published in the Federal Register 14 *National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care*. In August 2001, the Office for Civil Rights published a *Policy Guidance: Title VI Prohibition Against National Origin Discrimination As It Affects Persons With Limited English Proficiency*. We would like to solicit your views about the existing challenges and the strategies needed to address selected issues raised in these important documents.

**1. How can physicians and other health care providers at [Family Medicine - Monument Square/Family Practice Center - Ferren Mall] ensure that patients receive effective, understandable, and respectful care that is compatible with their health beliefs, practices, and preferred language?**

**2. What is the most effective way to offer language assistance services to patients with limited English proficiency?**

**Potential Probes:**

- What would be your preferred way?
- How would you recommend conveying to patients their right to obtain verbal offers and written notices informing them of available language services?
- What are your views about translated signage and patient-related materials?

**3. How can [Family Medicine - Monument Square/Family Practice - Ferren Mall] better understand and meet the health care needs of the diverse communities it serves?**

**Potential Probes:**

- What resources are available or could be obtained to develop and maintain a current demographic, cultural, and epidemiological profile of the community?
- How could a needs assessment help facilitate the planning of services consistent with the community's cultural and linguistic characteristics?

**4. How should [Family Medicine - Monument Square/Family Practice - Ferren Mall] self-assess its current and ongoing organizational efforts to address the 14 CLAS Standards?**

**Potential Probes:**

- How do you feel about the recommended integration of cultural and linguistic competence-related measure into internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based evaluations?

**5. What education and training would you and your physician/health care provider colleagues like to receive about culturally and linguistically appropriate services delivery?**

**6. How can partnerships and dialogue with patients and the community help inform and promote CLAS-related activities?**

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## **Focus Group Questions re: CLAS Staff Version**

Health care providers and organizations are increasingly being asked to improve the quality of care provided to our nation's diverse populations. In December 2001, the Office of Minority Health published in the Federal Register 14 *National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care*. In August 2001, the Office for Civil Rights published a *Policy Guidance: Title VI Prohibition Against National Origin Discrimination As It Affects Persons With Limited English Proficiency*. We would like to solicit your views about the existing challenges and the strategies needed to address selected issues raised in these important documents.

1. **How can staff at [Family Medicine - Monument Square/Family Practice Center - Ferren Mall] ensure that patients receive effective, understandable, and respectful care that is compatible with their health beliefs, practices, and preferred language?**
2. **What is the most effective way to offer language assistance services to patients with limited English proficiency?**  
**Potential Probes:**
  - What would be your preferred way?
  - How would you recommend conveying to patients their right to obtain verbal offers and written notices informing them of available language services?
  - What are your views about translated signage and patient-related materials?
3. **How can [Family Medicine - Monument Square/Family Practice - Ferren Mall] better understand and meet the health care needs of the diverse communities it serves?**  
**Potential Probes:**
  - What resources are available or could be obtained to develop and maintain a current demographic, cultural, and epidemiological profile of the community?
  - How could a needs assessment help facilitate the planning of services consistent with the community's cultural and linguistic characteristics?
4. **How should [Family Medicine - Monument Square/Family Practice - Ferren Mall] self-assess its current and ongoing organizational efforts to address the 14 CLAS Standards?**  
**Potential Probes:**
  - How do you feel about the recommended integration of cultural and linguistic competence-related measure into internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based evaluations?
5. **What education and training would you and your staff colleagues like to receive about culturally and linguistically appropriate services delivery?**
6. **How can partnerships and dialogue with patients and the community help inform and promote CLAS-related activities?**

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## **Focus Group Questions re: CLAS Patient Version**

Health care providers and organizations are increasingly being asked to improve the quality of care provided to our nation's diverse populations. In December 2001, the Office of Minority Health published in the Federal Register 14 *National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care*. In August 2001, the Office for Civil Rights published a *Policy Guidance: Title VI Prohibition Against National Origin Discrimination As It Affects Persons With Limited English Proficiency*. We would like to solicit your views about the existing challenges and the strategies needed to address selected issues raised in these important documents.

1. **How can physicians, other health care providers, and staff at [Family Medicine - Monument Square/Family Practice Center - Ferren Mall] ensure that patients receive effective, understandable, and respectful care that is compatible with their health beliefs, practices, and preferred language?**
2. **What is the most effective way to offer language assistance services to patients with limited English proficiency?**  
**Potential Probes:**
  - What would be your preferred way?
  - How would you recommend conveying to patients their right to obtain verbal offers and written notices informing them of available language services?
  - What are your views about translated signage and patient-related materials?
3. **How can [Family Medicine - Monument Square/Family Practice - Ferren Mall] better understand and meet the health care needs of the diverse communities it serves?**  
**Potential Probes:**
  - What resources are available or could be obtained to develop and maintain a current demographic, cultural, and epidemiological profile of the community?
  - How could a needs assessment help facilitate the planning of services consistent with the community's cultural and linguistic characteristics?
4. **How should [Family Medicine - Monument Square/Family Practice - Ferren Mall] self-assess its current and ongoing organizational efforts to address the 14 CLAS Standards?**
5. **What education and training should physicians, other health care professionals, and staff receive about culturally and linguistically appropriate services delivery?**
6. **How can partnerships and dialogue with patients and the community help inform and promote CLAS-related activities?**

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