



## Healing Focused Care + CLAS Standards Alignments

The component parts of Healing Focused Care (HFC) include:

- Cultural Humility to Cultural Reverence (CH2CR)
- Trauma + Resilience Awareness
- Team Wellness
- Motivational Interviewing (MI)
- Reflective Supervision

In whole or in one or more of its components, HFC aligns with the CLAS Standards and supports their meaningful and substantive application in the course of service to individuals, groups, clients and team members.

### Overview of Alignments

**CLAS Principal Standard:** Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

#### Healing Focused Care Alignment:

**Cultural Humility to Cultural Reverence (CH2CR)** explicitly supports individuals and teams to become self-aware and cleanse their lens of implicit bias and prejudice to serve all with compassion and equity and prize the person's self-ascribed + unique identity. By establishing a grounding in the meaning and application of Cultural Humility's 4 Principles:

- Self-Reflection + Lifelong Learning
- Served Person as Expert
- Community as Expert
- Institutional Reflection + Investment

leaders, teams, and individual team members follow these 4-Principles as trail markers along the path to being Culturally Reverent.

**Motivational Interviewing (MI)**, framed as way of Holding Space, supports the inherent healing abilities of the person being served from experiences of Trauma and as way to express Cultural Reverence and respect and prize the person's self-ascribed identity. To embrace and apply MI in this way, the Service Guide behavioralizes the Spirit of MI (Partnership, Acceptance, Compassion + Evocation). This places the service Guide in a place of learning and empathizing about the person's needs, wants, desires, capacities and identity. It places the served person or group in the driver's seat of their care.

**Trauma + Resilience Awareness** supports the knowledge necessary to be empathetic and distinguish the person from their choice(s) and attend to their inherent resilience – the ability to heal from and bounce back from experiences of trauma.



**Team Wellness** supports service guides to attend to their own wellness, self-acceptance and self-compassion so that they may be free and untethered to guide the self-healing of those they serve and avoid judgment, bias, and prejudice.

**Reflective Supervision:** colleague to colleague or leader to team member, is as a way of holding space to express reverence of team members, prize their self-ascribed identity, and ensure their provision of care aligns with a healing-focused approach and subsequently the CLAS Standards.

## Alignments

CLAS Principal Standard	CH2CR Principle	HFC Approach	Measurement
<b>Governance, Leadership and Workforce</b>			
Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.	<ul style="list-style-type: none"> <li>Institutional Reflection + Investment</li> </ul>	<p>Reflective Supervision:</p> <p>Leadership supports the team to embrace an implementation of HFC and leaders themselves model this through the practice of Reflective Supervision while ensuring team adherence to this aspect of the CLAS Standard.</p>	<p>This is a specific observable and measurable activity that can be assessed via Reflective Supervision sessions and The Art of Holding Space measurement tool and its measurement-based care component.</p>
Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.	<ul style="list-style-type: none"> <li>Institutional Reflection + Investment</li> </ul>		<p>Embrace HFC aligned behavioral hiring approaches that simply measure capacity for empathy and compassion and activities to date that indicate self-awareness of implicit bias and work on becoming culturally reverent.</p> <p>Ensure pathways are manifested</p>



CLAS Principal Standard	CH2CR Principle	HFC Approach	Measurement
			that provide opportunities for diverse identities to attain leadership positions.
<b>Governance, Leadership and Workforce (continued)</b>			
Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.	<ul style="list-style-type: none"> <li>Institutional Reflection + Investment</li> </ul>	<ul style="list-style-type: none"> <li>CH2CR Training</li> <li>CH2CR Library + Stewards</li> </ul>	Cultural Reverence Steward Development that supports ongoing dialogue and co-learning on culture and identity.
<b>Communication + Language Assistance</b>			
<ul style="list-style-type: none"> <li>Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.</li> <li>Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.</li> </ul>	<ul style="list-style-type: none"> <li>Served Person as Expert</li> <li>Community as Expert</li> </ul>	<b>Reflective Supervision</b>	These are specific observable and measurable activities that can be assessed via Reflective Supervision sessions and The Art of Holding Space measurement tool and its measurement-based care component.
Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.	<ul style="list-style-type: none"> <li>Self-Reflection + Lifelong Learning</li> <li>Served Person as Expert</li> </ul>	Measured adherence to: <ul style="list-style-type: none"> <li>CH's 4-Principles</li> <li>MI</li> <li>Trauma + Resilience</li> <li>Team Wellness</li> </ul>	Art of Holding Space Measurement tool to increase skill of service guides and measure served person experience



CLAS Principal Standard	CH2CR Principle	HFC Approach	Measurement
	<ul style="list-style-type: none"> <li>• Community as Expert</li> <li>• Institutional Reflection + Investment</li> </ul>	<ul style="list-style-type: none"> <li>• Reflective Supervision</li> </ul>	with its measurement-based care component.

Communication + Language Assistance (continued)			
Engagement, Continuous Improvement, and Accountability	<ul style="list-style-type: none"> <li>• Self-Reflection + Lifelong Learning</li> <li>• Served Person as Expert</li> <li>• Community as Expert</li> <li>• Institutional Reflection + Investment</li> </ul>	<ul style="list-style-type: none"> <li>• MI as a way of Holding Space to be Culturally Reverent.</li> <li>• Reflective Supervision for affirmation and coaching.</li> </ul>	Art of Holding Space Measurement tool to increase skill of service guides and measure served person experience.
Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.	<ul style="list-style-type: none"> <li>• Self-Reflection + Lifelong Learning</li> <li>• Served Person as Expert</li> <li>• Community as Expert</li> <li>• Institutional Reflection + Investment</li> </ul>	<ul style="list-style-type: none"> <li>• CH2CR cleanses + tunes the lens of those establishing goals and policies.</li> <li>• Reflective Supervision attends to management accountability.</li> <li>• Embracing HFC as a whole to establish a culture of service that is</li> </ul>	



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		culturally reverent, trauma-informed, and demonstrative of empathy and compassion.	
Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.	<ul style="list-style-type: none"> <li>• Institutional Reflection + Investment</li> </ul>	Reflective Supervision for affirmation and coaching.	Art of Holding Space Measurement Tool including measurement-based care component.
Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.	<ul style="list-style-type: none"> <li>• Served Person as Expert</li> <li>• Community as Expert</li> <li>• Institutional Reflection + Investment</li> </ul>	<ul style="list-style-type: none"> <li>• CH2CR Training</li> <li>• CH2CR Library + Stewards</li> <li>• CH2CR cleanses + tunes the lens of those establishing goals and policies.</li> </ul>	<ul style="list-style-type: none"> <li>• Cultural Reverence Steward Development that supports ongoing dialogue and co-learning on culture and identity.</li> <li>• Art of Holding Space Measurement Tool including measurement-based care component.</li> </ul>
<ul style="list-style-type: none"> <li>• Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.</li> <li>• Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.</li> <li>• Create conflict and grievance resolution processes that are culturally and linguistically appropriate to</li> </ul>	<ul style="list-style-type: none"> <li>• Community as Expert</li> <li>• Institutional Reflection + Investment</li> </ul>	Reflective Supervision for affirmation and coaching.	Art of Holding Space Measurement Tool including measurement-based care component.



CLAS Principal Standard	CH2CR Principle	HFC Approach	Measurement
identify, prevent, and resolve conflicts or complaints.			
Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.	<ul style="list-style-type: none"><li>• Served Person as Expert</li><li>• Community as Expert</li><li>• Institutional Reflection + Investment</li></ul>	Reflective Supervision for affirmation and coaching.	This is a specific observable and measurable activity that can be assessed via Reflective Supervision session and The Art of Holding Space measurement tool.