

Project Description / Purpose

Project Name:	CLAS Standards Implementation
Clinic:	Tempe, Gilbert, Estrella
Process:	Applying CLAS standards across our outpatient lines of business
TIP 2.0 Process Milestone:	Milestone 2
Project Description / Purpose	
CPR has been applying CLAS standards as part of our care for years; however, we have not adhered to consistent processes to address and evaluate these standards. The purpose of this project is to ensure we are applying these standards consistently across these lines of business. This will require us to assess, evaluate and measure outcomes of these processes.	

Project Overview

Problem Summary:	The problem is consistent application and evaluation of CLAS standards to ensure we are providing appropriate language needs and having culturally diverse teams and services. The impact to staff is a lack of understanding of standards and the impact for our attributed members. Our attributed members may not be receiving the highest quality of cultural and linguistic care.
Desired Outcome(s):	Our desire is to address and meet all CLAS standards for each outpatient AHCCCS client at CPR.
Benefits:	This will result in improved quality of care and consistently addressing our clients linguistic and cultural needs.

Timeline

	Description of Task and Completion Dates
Task 1	Review CLAS Checklist to determine gaps
Task 2	Develop a plan for addressing gaps in checklist
Task 3	Develop policies/procedures for implementation of needed changes
Task 4	Provide staff education on CLAS standards and procedures
Task 5	Evaluate effectiveness of changes via comparative data from before/after changes related to standards

* Add new rows as needed.

Project Charter

Project Scope

In Scope Project Objectives
<i>Our primary objective is to address and meet all CLAS standards for each outpatient AHCCCS client at CPR.</i>
Out of Scope Project Objectives or Activities
<i>This applies to AHCCCS clients in our outpatient lines of business only.</i>

Project Team

Team Lead:	Kelli Sax-Pahl	Project Champion:	Amy Paul
Process Owner:	Diane Martin	Process Manager:	Kelli Sax-Pahl

Stakeholders			
Stakeholder	Title	Department	Organization

Project Team Members	
Name	Team Role
Mike Lundeen	Director of Quality Management
Jenna Martin	Quality Improvement Coordinator
Samanatha Brainard	Quality Improvement Coordinator

Signatures

Process Owner	
Project Champion	
Team Leader	