

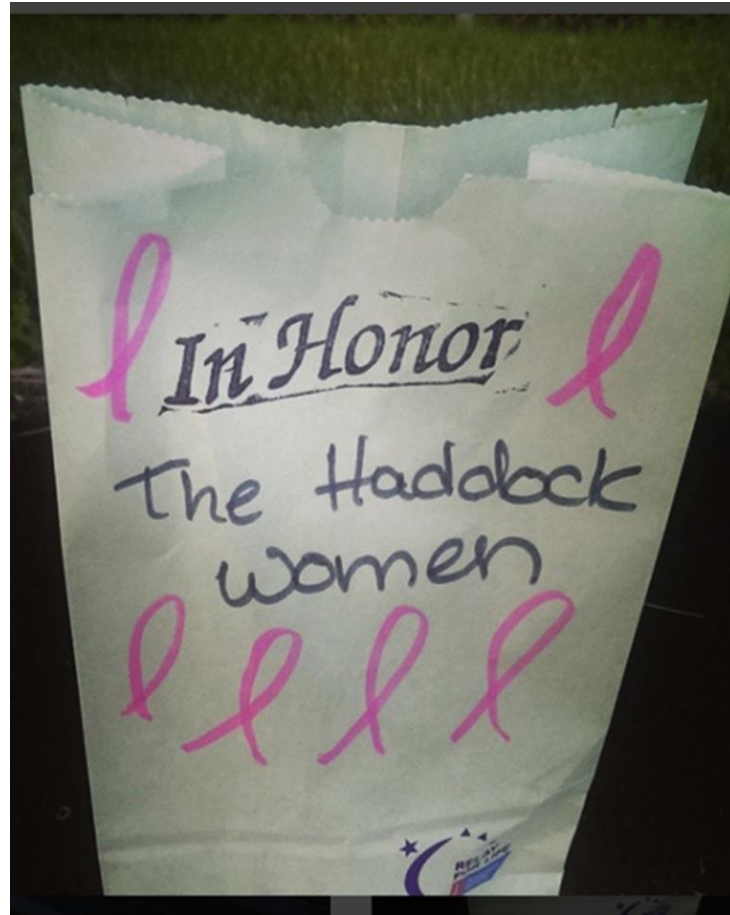


# Improving Access to Care and Achieving Health Equity for People with Serious Illness: Patients, Families, and Clinicians



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*April 4, 2019*

# Patients, Families, and Clinicians



**The single biggest problem  
in communication is the  
illusion that it has taken  
place**

- George Bernard Shaw

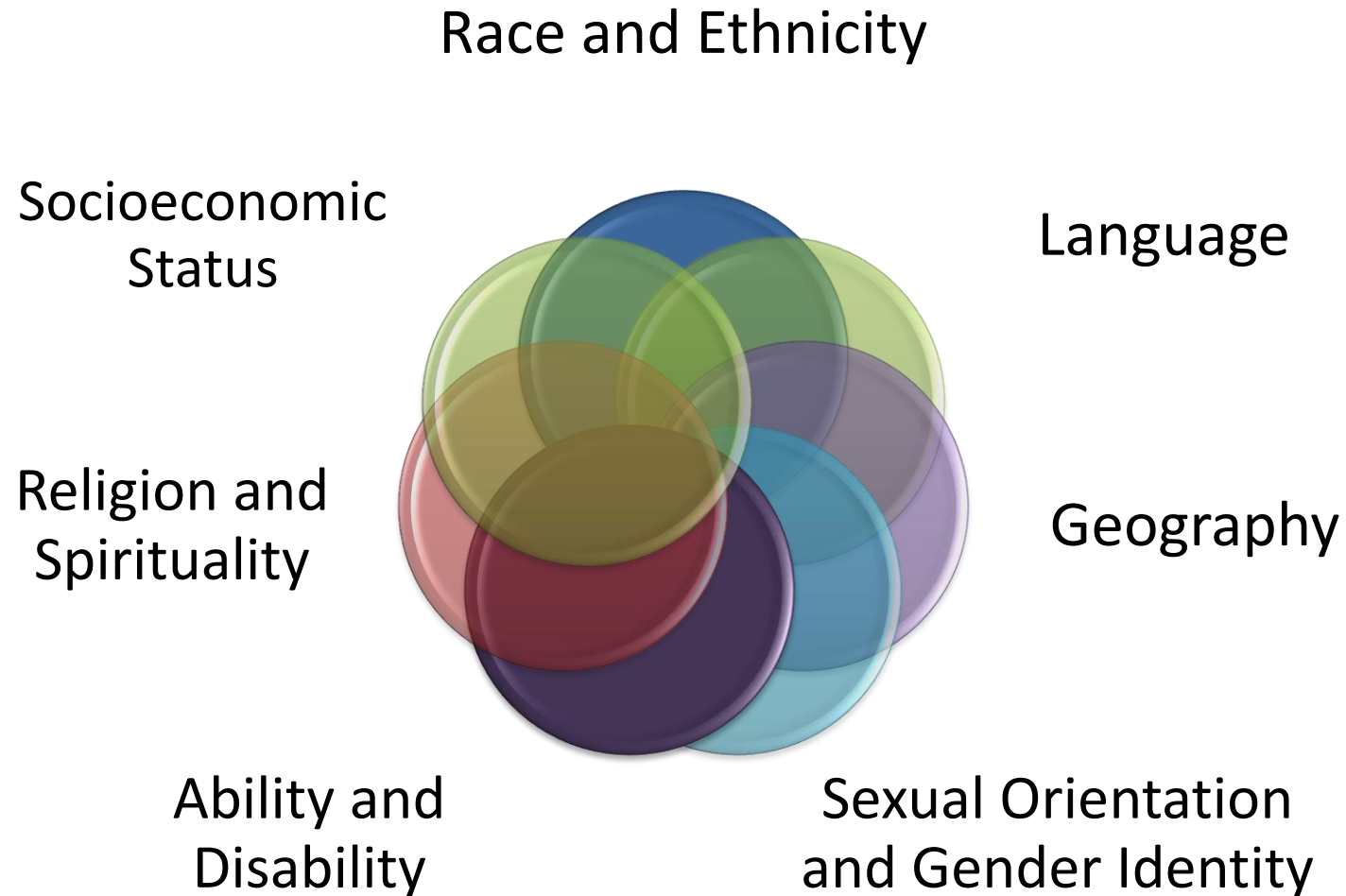


# Defining Culturally and Linguistically Appropriate Services (CLAS)

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Services that are respectful of and responsive to individual cultural health beliefs and practices, preferred languages, health literacy levels, and communication needs and employed by all members of an organization (regardless of size) at every point of contact.

# Examining Culture



**Information is giving out;  
communication is getting through.**

- Sydney J. Harris

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