

Culturally and Linguistically Appropriate Services (CLAS) at the Detroit Medical Center

Detroit Medical Center (DMC) provides culturally and linguistically appropriate resources for all its patients, particularly those from underserved racial and ethnic populations.

In accordance with the best practices identified in the CLAS Standards regarding culturally competent care, DMC demonstrates the commitment of the staff and environment to the importance of accessible cultural and linguistic services to underserved research populations.

Culturally Competent Care

The required Diversity Training at DMC educates staff on effective, understandable and respectful care that is appropriate with the age, gender, culture and ethnic background of the patients and their family members (Standard 1).

The DMC HR policy on Affirmative Action and Equal Opportunity Employment enforces the recruitment, hiring, retention and promotion of employees at all levels of the organization (Standard 2).

Department-specific education and training on cultural competency in patient care is provided as part of clinical and medical education training throughout the DMC hospitals. The DMC Diversity Council oversees non-clinical staff training (Standard 3).

Language Access Service

As part of our JCAHO standards, DMC provides language assistance services, including interpreter services and access to TDD, during all hours of operation (Standard 4). The WSU IRB, the IRB of record for the DMC, oversees compliance with standards for providing alternative Informed Consent Forms for inclusion of non-English speaking patients in clinical research.

Verbal and written notices are posted throughout the DMC hospitals and provided to patients and their family members on the availability of language services (Standard 5).

On an annual basis, the DMC hospitals review their language assistance services and provide updates to hospital leadership on the quality of these services (Standard 6).

DMC corporate and hospital-based marketing departments update their educational and marketing materials on a regular basis to assure they reflect the DMC patient communities. The Patient Bill of Rights and Responsibilities is available in seven languages (Standard 7).