

Appendix A

National CLAS Standards Health & Health Care Organization Evaluation - Evaluation Questions

Evaluation Questions

The following are 13 questions that this evaluation will answer in two sequential phases to 1) document the extent to which health and health care organizations are aware and knowledgeable of the *National CLAS Standards*; and 2) describe the anticipated and actual process of adoption and implementation of the *National CLAS Standards* in information-rich health and health care organizations.

Awareness and Knowledge of the *National CLAS Standards*

1. What is the level of awareness of the *National CLAS Standards* among health and health care organization governance, leadership, and staff?
2. How did health and health care organization governance, leadership, and staff become aware of the *National CLAS Standards*?
3. What knowledge do health and health care organization governance, leadership, and staff possess about the *National CLAS Standards*?
4. From where do health and health care organization governance, leadership, and staff acquire knowledge about the *National CLAS Standards*?

Adoption of the *National CLAS Standards*

5. How was the decision made to adopt the *National CLAS Standards* in a health or health care organization?
6. How was the decision to adopt the *National CLAS Standards* communicated within a health or health care organization?
7. What are the anticipated outcomes related to the adoption of the *National CLAS Standards*?

Implementation of the *National CLAS Standards*

8. What are the anticipated outcomes related to the implementation of the *National CLAS Standards*?
9. How are the *National CLAS Standards* implemented in a health or health care organization?
10. What factors facilitate implementation of the *National CLAS Standards* in a health or health care organization?
11. What factors hinder implementation of the *National CLAS Standards* in a health or health care organization?
12. What has been the perceived short and long-term impact of the *National CLAS Standards*' implementation?
13. What is the perceived and actual return on investment (ROI) for implementing the *National CLAS Standards*?