

Culturally Competent Care & Trauma Informed Care

[F699 Trauma Informed Care and F656 Comprehensive Care Plans]



Access this document and resources via the QR code to the right. URL addresses for all resources included below.

Culturally Competent Care

This refers to a person's ability to interact effectively with persons of cultures different from his/her own. It means being respectful and responsive to the health beliefs, practices, and cultural and linguistic needs of diverse population groups, such as racial, ethnic, religious, or social groups.

Trauma Informed Care

Facilities must also recognize the effects of past trauma on residents and collaborate with the resident, family, and friends of the resident to identify and implement individualized interventions. Interventions for trauma survivors should recognize the interrelation between trauma and symptoms of trauma, such as: substance abuse, eating disorders, aggression, depression, anxiety and withdrawal or isolation from others.

A resident's care plan must reflect the individual resident's needs and preferences and align with the resident's cultural identity and interventions for trauma survivors.

Available Resources

CMS has developed training resources to explain these requirements [F699 Trauma Informed Care and F656 Comprehensive Care Plans]. For detailed information, refer to Appendix PP in the [CMS State Operations Manual](#).

[CMS Trauma Informed Care Video](#) (10 minutes) | [CMS Trauma Informed Care Presentation Slides](#)

- [Key Ingredients for Trauma-Informed Care](#)
- [Creating Safe Health Care Environments for Patients and Staff](#)

Culturally and Linguistically Appropriate Services (CLAS) Standards: How Do You Measure Up?

This CLAS Checklist can help measure where your nursing home is on this journey, identify needs and develop an improvement plan to address the basic elements of the National CLAS Standards. This tool will help address communication and cultural barriers and establish a framework for improvement that works best for your organization.



[Access the CLAS Assessment](#)

[Think Cultural Health: Providing CLAS](#)

- **CMS State Operations Manual:** <https://www.cms.gov/medicare/provider-enrollment-and-certification/guidanceforlawsandregulations/downloads/appendix-pp-state-operations-manual.pdf>
- **CMS Trauma Informed Care Video:** https://qsep.cms.gov/data/352/Trauma_Informed_Care.mp4
- **CMS Trauma Informed Care Presentation Slides:** <https://qsep.cms.gov/data/352/TraumaInformedCare.pdf>
- **Key Ingredients for Trauma Informed Care:** <https://www.traumainformedcare.chcs.org/wpcontent/uploads/2018/11/Fact-Sheet-Key-Ingredients-for-TIC.pdf>
- **Creating Safe Health Care Environments for Patients and Staff:** <https://www.traumainformedcare.chcs.org/wp-content/uploads/2018/11/Fact-Sheet-Safe-Health-Care-Environments.pdf>
- **Access the CLAS Assessment:** <https://gpqin.wufoo.com/forms/clas-standards-checklist-and-action-plan/>
- **Think Cultural Health: What is CLAS:** <https://thinkculturalhealth.hhs.gov/clas/what-is-clas>