

Understanding the Clinician Cultural and Linguistic Assessment (CCLA)

The Clinician Cultural and Linguistic Assessment (CCLA) is a tool developed by Kaiser Permanente to assess physicians, physician assistants, and nurse practitioners' ability to communicate with non-English speaking and limited English proficient patients in a language other than English (i.e., target language).

- **What is assessed by the CCLA?** The CCLA evaluates clinicians' proficiency along the following dimensions:
 - *Communicative Competence* – ability to meaningfully and accurately understand and speak the target language in a medical setting
 - *Fluency* – candidate's ease with speaking the language, clarity of speech, and appropriate use of rhythm, stress and intonation
 - *Pronunciation* – degree of phonology, accent, and related comprehensibility
 - *Customer Service* – ability to make medical issues and concepts accessible to the patient
 - *Cultural Proficiency* – ability to recognize and respect patients' beliefs and comprehend patient's colloquial speech
- **How many sections are on the test?** The test has three sections:
 - *Introduction and General Instructions* – a warm-up exercise to get test-takers comfortable in speaking the target language. Clinicians will answer questions in target language. This section is not scored.
 - *Sociocultural Competence* – consists of general medical discourse, terminology, and concepts. Clinicians will address four scenarios, which represent different medical domains and varied sociocultural tasks. This section is scored.
 - *Symptoms, Diagnoses, and Treatment* – consists of two scenarios designed to represent the range of doctor/patient interaction. This section is scored.
- **How long is the test?** The entire test is about 40 minutes in length.
- **What is a passing score?** Clinicians must score 80% or higher to pass the test.
- **What languages are available for testing?** Amharic, Arabic, Armenian (Eastern), Brazilian Portuguese, Burmese, Cambodian, Cantonese, Mandarin, Farsi (Western), French, German, Greek, Haitian, Hebrew, Hindi, Hmong, Italian, Japanese, Korean, Polish, Portuguese, Punjabi (Eastern & Western), Russian, Somali, Spanish, Tagalog, Thai, Urdu and Vietnamese.
- **How do I take the test?** The entire test is pre-recorded and requires access to a phone. A telephone number and access code will be emailed to eligible clinicians.
- **Where and when can I take the test?** The test can be taken at a time and location that is convenient for the candidate. When taking the test, a quiet room will be best to minimize noise and distractions, as well as ensure clear and audible recording.

For more information, contact Lelise Aklilu at LAklilu@AdventistHealthCare.com or 301-315-3161.

3/11/2020