

Robert C. Like, MD, MS
Director, Center for Healthy Families and Cultural Diversity,
Department of Family Medicine,
UMDNJ-Robert Wood Johnson Medical School

Cultural Self-Assessment Questionnaire – Depth Interview Guide

I'd like to start by asking you to describe the population served by the [Family Medicine at Monument Square] [Family Practice Center at Ferren Mall] in terms of its racial and ethnic diversity.

- What is the overall composition?
 - Have you seen a change in this mix over the past five years?
1. In terms of serving these populations effectively, could you tell me about any problems or barriers you have experienced?
 2. In terms of your experience at the [Family Medicine at Monument Square] [Family Practice Center at Ferren Mall] can you describe any challenges you may have had with:
 - Providers and/or staff of culturally diverse backgrounds?
 - Patients and families of culturally diverse backgrounds?
 - Natural helpers and/or complementary/alternative medicine healers?
 3. We're interested in any success stories you'd like to share about your experience with cultural diversity:
 - Any that are practice-based that involve patients, providers, staff, vendors, natural helpers, and/or complementary/alternative medicine healers?
 - Any relating to the organization as a whole that involve patients, providers, staff, administrative personnel, and executive management?
 4. Please describe any policies or procedures you have been involved in developing, and/or strategies and resources you have used in providing effective services to culturally diverse populations.
 - How do you know these were effective?
 - Is there any ongoing work you are involved with that addresses the needs of culturally diverse populations?
 6. Could you tell me your ideas about how and where key persons or groups within the [Family Medicine at Monument Square] [Family Practice Center at Ferren Mall] might be able to collaborate to improve services to culturally diverse populations?

Adapted and expanded with modifications from the work of:
James L. Mason
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