

2002-2003 ANNUAL REPORT

CENTER FOR HEALTHY FAMILIES AND CULTURAL DIVERSITY DEPARTMENT OF FAMILY MEDICINE UMDNJ-ROBERT WOOD JOHNSON MEDICAL SCHOOL

VISION

The Center for Healthy Families and Cultural Diversity (CHFCD) is dedicated to leadership, advocacy, and excellence in promoting culturally-responsive quality health care for diverse populations. The Center exists to advance and implement ongoing efforts to foster justice and equity in health care (see Attachments A and B).

MISSION

In partnership with federal, state, and local organizations, our aim is to facilitate the provision of high quality, culturally-responsive health care through: (1) education and training; (2) curricular innovations for health care professionals; (3) technical assistance and consultation; (4) research/evaluation that examines access, utilization, effectiveness, and outcomes of culturally and linguistically competent health services delivery; and (5) dissemination of diversity information.

PERSONNEL

Core Faculty and Staff

Robert C. Like, MD, MS, Director

Jo Ann Kairys, MPH, Associate Director for Strategic Planning and Quality Improvement

Robert M. Pallay, MD, Associate Director for Practice Initiatives and Policy

Cynthia Duncan-Robinson, Secretary

Kimberly Watson, Senior Procedures Analyst

Participating Department Faculty:

Rhina Acevedo, MD; Joyce Afran, MD; John Clabby, PhD; Benjamin F. Crabtree, PhD; Jessie Crossen, PhD; Barbara DiCicco-Bloom, RN, PhD; Mark C. Fulcomer, PhD; Jan E. Gottlieb, MPH; David F. Howarth, MD, MPH; Fred Kobylarz, MD, MPH; Paula A. Krauser, MD, MA; Steven J. Levin, MD; Jeffrey Levine, MD, MPH; Karen Wei-Ru Lin, MD, MS; Denise V. Rodgers, MD; Lynn Schwenzer, MHSA; Christine Stroebel, MPH, Marian R. Stuart, PhD; and Alfred F. Tallia, MD, MPH.

OVERVIEW

The Department of Family Medicine's Center for Healthy Families and Cultural Diversity (CHFCD) completed its fifth full academic year, meeting its 2002-2003 goals. Major accomplishments and activities during the past year included the following:

- completed the first year of research and educational activities related to the Aetna 2001 Quality Care Research Fund for the project, “Assessing the Impact of Cultural Competency Training Using Participatory Quality Improvement Methods”;
- received major grant funding from Pfizer, Robert Wood Johnson Foundation, California Endowment, and the DHHS Office of Minority Health, in support of the 4th UMDNJ/RWJMS Conference on Culturally Competent Care – Multicultural Health Care: A Mosaic for the New Millennium” (scheduled for September 18-20, 2003 at the Loews Hotel in Philadelphia, PA);
- completed working on an Institute for Healthcare Improvement/Health Resources and Services Administration’s technical assistance contract for developing a “Cultural Competence in the Clinical Care Model” as part of the National Health Disparities Collaboratives initiative..
- provided technical assistance and participated in a Health Resources and Services Administration and Office of Minority Health-funded National Satellite Broadcast entitled, “Improving Cross-Cultural Communication: Building Organizational Capacity”;
- provided technical assistance to the DHHS Office of Minority Health/American Institutes for Research “Cultural Competency Curriculum Modules for Family Physicians” educational project
- provided technical assistance/consultation to other federal and state governmental agencies, academic medical centers, hospitals, ambulatory care facilities, managed care organizations, professional organizations, and the private sector;
- collaborated with other departments and programs within UMDNJ and RWJMS as well as other academic medical centers, professional organizations, and community/advocacy groups in developing cultural competency curricula and other diversity-related educational materials;
- gave invited lectures, workshops, and seminars about culturally and linguistically competent care to a wide variety of health care professionals and organizations;
- assisted the Department of Family Medicine’s Research Division in developing research opportunities integrating participatory quality improvement (PQI) into practice-based primary care research relating to the elimination of health disparities;
- updated and enhanced the CHFCD website, and continued to expand the library of cultural competency, multicultural, and patient- and family-centered care print and audiovisual resource materials;
- continued progress toward achieving CHFCD business plan goals and objectives;
- continued participating in USAID-funded health care partnership program and other international technical assistance efforts providing skills training, service delivery, and advocacy; and
- continued dissemination of information to and networking with international, national, state, and local organizations interested in the delivery of culturally and linguistically appropriate services.

MULTICULTURAL EDUCATION/RESEARCH ACTIVITIES

Cultural diversity training was integrated into a wide variety of educational venues and course offerings for medical students, other health professions students, family practice residents, and postdoctoral research fellows.

Pre-Doctoral Program Activities

Introduction to the Patient Course – First Year Medical Students One of the course’s small group sessions focused on cultural diversity. The goals of the session were to: increase student’s understanding of the impact of culture on health, illness, and the doctor-patient relationship; increase awareness of the cultural diversity in one’s own community; and explore the effect of one’s own cultural backgrounds and belief systems on how one might practice as a physician. In preparation for the session, students completed a “Family Health Beliefs Survey” on themselves and on a patient. Differences and similarities about health beliefs and practices among different cultural and ethnic groups were discussed. They also discussed case studies of patients with various health beliefs that may impact on care; students also spent 12 hours/year in a community organization where many students had the opportunity to work with culturally diverse groups. The Course Co-Directors are Family Medicine Predoctoral Director Dr. Joyce Afran and Dr. Peter Aupperle from the Department of Psychiatry. Jan Gottlieb served as the liaison to community organizations.

Community Oriented Primary Care (COPC) Summer Assistantship Program – Second Year Medical Students and Interdisciplinary Students

The eight-week Assistantship Program was implemented in collaboration with the New Jersey Primary Care Association/National Health Service Corps SEARCH program and the UMDNJ School of Health Related Professions Physician Assistant Program. The program provided an interdisciplinary group of 20 students with an experiential field opportunity to learn more about COPC by implementing projects with over 15 community organizations in culturally diverse communities throughout New Jersey. Student projects included: Strategies for Reaching Ethnic Minorities in South Brunswick Township-The File of Life Initiative-South Brunswick Health Department; Measurement of Language Developing Activities in Homes of Preschool Children with a focus on the Latino population of Chandler Health Center. The didactic program included both workshops and field trips including: providing culturally competent care, working with interpreters, rural health issues, breast cancer outreach to African American Women, a literature component which included readings from Ann Fadiman’s “The Spirit Catches You and You Fall Down”, a visit to a migrant farm camp where medical students conducted blood pressure screenings and a tour of a botanica and bodega. The program culminated with a poster session for students to present the results of their projects and an appreciation dinner for community partners and students. The assistantship was co-directed by an interdisciplinary team comprised of Jan Gottlieb, MPH from RWJMS, Claire O’Connell, PA-C, MPH from UMDNJ-SHRP Physician Assistant Program and Linda Whitfield-Spinner, LCSW and Justine Ceserano, MPA, from the New Jersey Primary Care Association/SEARCH program. Department faculty who provided presentations for the training included: John Clabby, Jeffrey Levine, Robert Like, Michelle McWeeny and Denise Rodgers.

The Bilingual Interview Workshop - Family Medicine Clerkship – Third Year Medical Students

The workshop was conducted for each rotating block of third year medical students by Jan Gottlieb, Dr. Rhina Acevedo, and Amparo Alvarez (a professional interpreter who directed the New Brunswick Community Interpreter Project). The goal of the 2-hour experiential workshop is to enhance skills in working with interpreters and non-English speaking patients. The workshop includes discussion of videotaped vignettes depicting effective and ineffective doctor/patient/interpreter interactions followed by a small group activity in which participants take turns interviewing a bilingual volunteer playing the role of a patient via a volunteer bilingual interpreter. Participants practice making a diagnosis and developing a treatment plan using the ETHNIC model, a framework for obtaining culturally relevant information efficiently and negotiating an acceptable intervention with the patient. Participants also learn how to access and employ the Language Line Services – an over-the-phone interpreter service. The workshop has been rated highly, with participants viewing it as both practical and fun.

Service-Learning/Community-Oriented Primary Care Component – Third Year Clerkship

The predoctoral program continued the successful implementation of a new community-service-learning/community oriented primary care component to the family medicine clerkship. Through this component each student worked with a community agency for 32 hours during their eight-week clerkship, providing service to an “underserved” population. Through partnerships with over 15 community organizations, students provided a variety of valuable services including presenting health workshops in schools, and a county correctional facility, providing screenings and health counseling at a soup kitchen, mentoring African American youth and working with people with chronic developmental disabilities in improving nutrition and physical fitness to name a few. Students also participated in didactic workshops on community-oriented primary care by faculty members Jan Gottlieb and Dr. Denise Rodgers, and self-directed activities in which they collected health disparities data from Healthy People 2010 and proposed interventions to address these disparities in their clinical practices. This component was directed by Jan Gottlieb.

Supplemental Clinical Activities – Third Year Clerkship Students

As part of the third year clerkship, students participated in a series of supplemental clinical activities. These one-day visits provided each third year student with the opportunity to work with family physicians providing services to developmentally disabled patients in a clinic supported by the Association for Retarded Citizens, through Dr. Levine’s Women’s Without Walls project providing women’s health care to underserved populations, and with family physicians practicing acupuncture and utilizing herbal medicine.

Alternative and Complementary Medicine Elective.

The goal of this elective for second year medical students and physician assistant students is to increase exposure to and understanding of a variety of complementary medicine practices and systems. This was achieved through both lunchtime and evening sessions attended by over 40 students. The elective was co-directed by Drs. Joyce Afran and Paula Krauser and presented by practitioners of complementary medicine including many of our Department’s faculty listed in parentheses. Sessions included Principles and Practices of Complementary Medicine (Paula Krauser), Chiropractic Medicine; Visualization and Guided Imagery (Marian Stuart), Acupuncture (Karen Wei-Ru Lin), Herbal remedies (Beatrix Roemheld-Hamm), Introduction to Ayurveda, Energy Medicine and Legal Issues in CAM.

Residency Program Activities

Cross Cultural Community Medicine Rotation

All second year residents participated in a cross-cultural community medicine rotation at St. John's Health Center. The goal of the rotation is to encourage residents to practice in medically underserved urban areas by offering a rewarding learning experience that enhances their skills in providing culturally sensitive, community-oriented primary care to a diverse and indigent population.

Residents learned about different multicultural populations and became familiar with managing clinical issues prevalent in the community (e.g. lead poisoning, immunizations, TB exposure, HIV, substance use, health problems exacerbated by poverty and homelessness). They participated in community-based health care activities including seeing patients at a child health conference, pap/mammogram screening, and volunteering at a local soup kitchen. Community site visits included the Middlesex County Board of Social Services, a homeless shelter, a *botanica* and *bodega*, and accompanying St. John's prenatal and immunization outreach workers on home visits. In addition, residents conducted community presentations at the Ozanam Men's Homeless Shelter and the New Brunswick Counseling Center- a drug treatment agency. Presentation topics included: personal hygiene, hepatitis, tuberculosis, SARS. Residents also participated in community-based activities such as school physicals, health fairs, pap/mammogram screenings and community presentations, as part of their longitudinal community medicine experience. The month-long rotation is coordinated by Dr. Steven Levin and Jan Gottlieb, MPH

Other Residency Educational Experiences

Issues relating to the care of diverse populations, cultural diversity, and health disparities were also integrated into other residency educational venues including grand rounds, hospital morning report, attending rounds, precepting, biopsychosocial lecture series, geriatrics seminars, chronic disabilities conferences, and Balint group.

TECHNICAL ASSISTANCE/CONSULTANCY ACTIVITIES (selected)

International

Jo Ann Kairys, MPH, was invited and met with the Deputy Minister of Health for Croatia, Dr. Sinisa Varga, to discuss potential collaboration on quality improvement initiatives for Croatian health care organizations.

National

Robert C. Like, MD, MS, Jo Ann Kairys, MPH, and Christine K. Stroebel, MPH served as technical assistance consultants with a group of cultural competence experts on the HRSA Bureau of Primary Health Care/Institute for Healthcare Improvement (IHI) project, Health Status and Performance Improvement Collaborative, "Developing Cultural Competence in the Clinical Care Model."

Robert C. Like, MD, MS served as a technical assistant consultant and participated in the National Satellite Broadcast on "Cross-Cultural Communication in Health Care: Building

Organizational Capacity,” sponsored by the U.S. Department of Health and Human Services, Health Resources and Services Administration, Center for Health Services Financing and Managed Care and U.S. Department of Health and Human Services, Office of Minority Health.

Robert C. Like, MD, MS served as a member of the National Project Advisory Committee and Consensus-Building Group for the DHHS Office of Minority Health-funded American Institutes for Research project to develop “Cultural Competency Curriculum Modules (CCCMs) for Family Physicians.”

Robert C. Like, MD, MS served as a member of the Expert Panel for the California Endowment’s Project on “Cultural Competence Education for Healthcare Professionals.”

Robert C., Like, MD, MS served as a member of the Project Expert Panel (PEP), DHHS Office of Minority Health-funded, “CLAS in Local Health Departments Study.”

Robert C. Like, MD, MS, and Christine K. Stroebel, MPH served as consultants to the American Academy of Family Physicians/Bureau of Primary Health Care educational video/CD-ROM project, "Quality Care for Diverse Populations."

Robert C. Like, MD, MS served as a member of the STFM Group on Minority and Multicultural Health.

Robert C. Like, MD, MS served as a member of the Advisory Committee for the National Center for Cultural Competence in Primary Health Care, Georgetown University Child Developmental Center.

Robert C. Like, MD, MS served as UMDNJ Continuing Medical Education/Activity Director for the Eden Communications CMG Cultural Program – “REACH: Realizing Equity Across Cultures in Healthcare” (funded by Pfizer)

Robert M. Pally served on a variety of national commissions and/or advisory committees including the American Academy of Family Physicians' (AAFP) Commission on Public Health, Advisory Task Force on Bioterrorism, Consensus Task Force on Team Physicians, National Blueprint Consensus Conference for Increasing Physical Activity in Adults Older than Age 50, and Americans In Motion (AIM) national fitness initiative which he will be chairing. He is also working with the American College of Sports Medicine and the Special Olympics.

Fred A. Kobylarz, MD, MPH served as a member of the American Geriatric Society's Ethnogeriatrics Committee.

Regional/State

Robert C. Like, MD, MS served as a member of the Steering Committee, Northeast Consortium on Cross-Cultural Medical Education and Practice.

Robert C. Like, MD, MS served as a member of the New Jersey Department of Human Services, Division of Medical Assistance and Health Services, Task Force on Cultural and Linguistic Competency.

Robert C. Like, MD, MS served as a member of the Cultural Competency Task Force, Medical Society of New Jersey.

Robert C. Like, MD, MS served as an Advisory Committee Member for the New Jersey Mental Health Institute's project entitled, "Changing Minds, Advancing Mental Health for Hispanics."

Robert C. Like, MD, MS, Jo Ann Kairys, MPH, and Jessie Crossen, PhD served as a consultant to The Bildner Family Foundation-funded New Jersey Campus Diversity Initiative grant entitled, "Developing Cultural Competency Standards at the University of Medicine and Dentistry of New Jersey," (PI: Catherine M. Bolder, MS).

Robert C. Like, MD, MS served as a consultant to the UMDNJ School of Osteopathic Medicine/ Department of Family Medicine's Predoctoral and Faculty Development grants relating to interdisciplinary cultural competency training.

Robert C. Like, MD, MS served as a member, Expert Panel, California Endowment - "Setting Standards in Cultural Skills Training for Healthcare Professionals" Project.

Robert C. Like, MD, MS served as member, National Project Advisory Group, Office of Minority Health/American Institutes for Research - "A Family Physician's Guide to Culturally Competent Care Curriculum Modules" Project.

Robert C. Like, MD, MS served as member, Expert Panel for the New Jersey Department of Health and Senior Services/Office of Minority and Multicultural Health and Rutgers Center for State Health Policy's Minority Health Data Project.

Robert C. Like, MD, MS served as a member, Expert Panel for the Cultural Training for HRSA's Senior and Mid-Level Managers and Staff Curriculum Project.

Robert C. Like, MD, MS served as a member, Advisory Committee, National Center for Cultural Competence in Primary Health Care, Georgetown University Child Development Center.

Robert C. Like, MD, MS served as a member, Task Force on Cultural and Linguistic Competency, New Jersey Department of Human Services, Division of Medical Assistance and Health Services of Mental Health and Hospitals.

Robert C. Like, MD, MS served as a member, Advisory Board, Mainstreaming Medical Care for Community Residents Project, Association for Retarded Citizens (ARC), New Jersey.

Robert C. Like, MD, MS served as a member, Board of Directors, Jewish Renaissance Foundation.

Robert C. Like, MD, MS served as a member, Board of Directors, PACT Training.

Robert M. Pallay, MD served as Vice-Chairman of the New Jersey Public Health Council, and is a member of the state's MEDPREP Bioterrorism Task Force (Governor's appointments).

Robert M. Pallay, MD continued to serve on the Board of the New Jersey Academy of Family Physicians Foundation, and has been President since 2001.

Robert M. Pallay, MD continued to serve as Medical Director and President of the New Jersey Family Physicians Research Network which he founded.

Robert M. Pallay, MD continued to serve on the Board of the New Jersey Academy of Family Physicians as Delegate to AAFP Congress of Delegates.

Local

Jo Ann Kairys, MPH, served as a member of the quality improvement (RAP) team for the Research Division, Department of Family Medicine. The purpose of the team is to follow up on recommendations of the report prepared by 3 external consultants regarding improvement opportunities for the Research Division.

Jo Ann Kairys, MPH served as a member of the Process Team for the NHLBI grant, “Trial to Enhance Adherence to Multiple Guidelines,” Study now called “Using Learning Teams for Reflection and Adaptation (ULTRA).” (PI: Benjamin Crabtree, PhD; 1R01HL70800-01, July 1, 2002 – January 30, 2007.

Robert C. Like, MD, MS served as an appointed member of the Science Planning and Review Board for the UMDNJ Institute for the Elimination of Health Disparities.

ADMINISTRATIVE AND COMMUNITY SERVICE (selected)

CHFCD/Department Faculty were involved in a wide variety of community service activities in New Jersey relating to multicultural and minority health care. These included: the New Jersey Department of Human Services’ Task Force on Cultural and Linguistic Competency (Division of Medical Assistance and Health Services) and Multicultural Services Advisory Committee (Division of Mental Health Services); New Jersey Public Health Council; Governor's MEDPREP Bioterrorism Task Force; New Jersey Academy of Family Physicians Board of Trustees, New Jersey Academy of Family Physicians Foundation; New Jersey Family Physicians Research Network; Council on Legislation for the Medical Society of New Jersey; Advisory Board, Mainstreaming Medical Care for Community Residents Project, Association for Retarded Citizens (ARC) of New Jersey; the Dean's Committee on Community Service and Community Health Activities Group of Robert Wood Johnson Medical School; Board of Directors of the Jewish Renaissance Foundation; and the Healthier New Brunswick 2010 Advisory Group and “Lead” and “Get Fit” coalitions.

SUPPORT

Partial support for CHFCD activities has come from the following funding sources:

Federal Grants

Department of Health and Human Services, Catalog of Federal Domestic Assistance No. 93.984; Academic Administrative Unit in Primary Care "Establishment Grant" (PI: David E. Swee, MD); October 2002 – August 2005; overall (\$483,333 direct).

National Institutes of Health, Geriatric Academic Career Award; Grant No. K01 HP 00003-01 (PI: Fred A. Kobylarz, MD, MPH); September 20, 1999 - September 29, 2004; overall (\$50,000 each year).

Other Grants/Contracts

Aetna 2001 Quality Care Research Fund, "Assessing the Impact of Cultural Competency Training Using Participatory Quality Improvement Methods" (PI: Robert C. Like, MD, MS); January 2002 - December 2003 (\$359,891).

California Endowment Grant, Fourth UMDNJ/RWJMS Conference on Culturally Competent Care entitled "Multicultural Health Care: A Model for the New Millennium" (PI: Robert C. Like, MD, MS), January 2003 – December 2003 (\$20,000).

The Robert Wood Johnson Foundation Fourth Annual UMDNJ/RWJMS Conference on Culturally Competent Care entitled, "Multicultural Health Care: A Model for the New Millennium" (PI: Robert C. Like, MD, MS), July 2003 – December 2003 (\$100,000).

United States Department of Health and Human Services, Office of Minority Health, Fourth UMDNJ/RWJMS Conference on Culturally Competent Care, "Multicultural Health Care: A Mosaic for the New Millennium," (PI: Robert C. Like, MD, MS), with the UMDNJ Center for Continuing Outreach and Education (\$35,000)

Pfizer Inc, Fourth UMDNJ/RWJMS Conference on Culturally Competent Care, "Multicultural Health Care: A Mosaic for the New Millennium," (PI: Robert C. Like, MD, MS), with the UMDNJ Center for Continuing Outreach and Education (\$500,000).

HRSA Bureau of Primary Health Care/Institute for Healthcare Improvement subcontract, Health Status and Performance Improvement Collaborative, "Cultural Competence in the Clinical Care Model," (PI: Robert C. Like, MD, MS), May 2002-April 2003 (\$60,000).

HRSA, Predoctoral and Faculty Development Grants to the UMDNJ-School of Osteopathic Medicine/Department of Family Medicine (Consultant: Robert C. Like, MD, MS), 2000-2003.

Campus-Community Partnerships for Health. \$5,000 fellowship awarded to Jan Gottlieb to develop website publication: Toolkit: Service-Learning and Community Oriented Primary Care: Predoctoral – Residency Training, Department of Family Medicine, UMDNJ-Robert Wood Johnson Medical School, Predoctoral through Residency Education and to provide technical assistance in developing campus-community partnerships, May 2002-May 2003. This publication includes a chapter on teaching cultural competency.

Additional Technical Assistance/Consultation

Aetna
American Academy of Family Physicians
American Institutes for Research
Aventis Pharmaceuticals
California Endowment
Eden Communications
Georgetown University National Center for Cultural Competence
HRSA Managed Care Technical Assistance Center
Institute for Healthcare Improvement
New Jersey Department of Human Services
Pfizer, Inc
UMDNJ-School of Osteopathic Medicine

DISSEMINATION ACTIVITIES (selected)

Department/Center faculty, fellows, and staff were actively involved in presenting on a wide variety of diversity-related issues. The following are selected international, national, regional, state, and local presentations, and publications disseminated during the past year:

International

Jo Ann Kairys, MPH, completed a sixty page manual, "Clinical Practice Guidelines and Quality Improvement," for the USAID/American International Health Alliance health care partnership program. The manual is designed for new family physicians and primary care health centers Russia, Central Asia, and the Caucasus.

National

HRSA/Bureau of Primary Health Care and Institute for Healthcare Improvement's Health Disparities Collaboratives, "Changing Practice, Changing Lives" Chronic Care Conference, Dr. Robert Like, Dr. Joseph Betancourt, and Ms. Jo Ann Kairys gave an invited plenary presentation entitled, "Cultural Competence in the Clinical Care Model: Clinical Guidelines for Cardiovascular Disease and Diabetes Management," Orlando, FL (July 12, 2002).

Alegent Health, "Cultural Diversity Issues in Clinical Care," Journey Toward Culturally Competent Care Conference (co-sponsored with IBP and Tyson Foods, Inc.), Dr. Robert Like gave an invited plenary presentation entitled, "Cultural Diversity Issues in Clinical Care," Omaha, NE (July 19, 2002).

DC AHEC Symposium, Cultural Competence: Building Bridges to Better Care: A Workshop For HealthCare Professionals (sponsor: HRSA Managed Care Technical Assistance Center, Dr. Robert Like and Mr. Beau B. Stubblefield-Taves gave **three** invited presentations entitled, "Culturally Competent Care and Health Disparities: Patient Perspectives," "Culturally Competent Care and Health Disparities: Clinician Perspectives," and "Culturally Competent Care and Health Disparities: Organizational Perspectives," Washington, DC (September 19, 2002).

Broward County Medical Association's Annual Meeting (co-sponsored by Pfizer and Aetna), Dr. Robert Like gave an invited presentation entitled, "Improving the Quality of Care for Diverse Populations, Fort Lauderdale, FL (September 21, 2002).

National Conference for Community and Justice's "Breaking Cultural Barriers" Symposium on Culturally Linked Health Care Disparities" (through a grant from the Aetna Foundation and sponsorship from Pfizer), Dr. Robert Like gave **three** invited keynote presentations entitled, "Culturally Competent Clinical Care," and served as a panel member, Holy Cross Hospital, Fort Lauderdale, FL; Memorial Regional Hospital, Hollywood, FL; and North Broward Medical Center, Pompano Beach, FL (November 13-14, 2002).

American Anthropological Association's 101st Annual Meeting, Dr. Robert Like served as a discussant for the Society of Medical Anthropology's invited session, "Cultural Issues in Biomedicine: What Kind of Competence Is Needed?" New Orleans, LA (November 22, 2002).

Stony Brook Health Sciences Center/School of Social Welfare, 16th Annual Conference -- Counseling & Treating People of Colour: An International Perspective, Dr. Robert Like gave **two** invited presentations - plenary entitled, "Diversity Issues in Health Care," and workshop entitled, "Addressing Racial and Ethnic Health Disparities: Caring for African American Patients with Cardiovascular Disease," St. Thomas, Virgin Islands (December 5, 2002).

Society of Teachers of Family Medicine Predoctoral Conference:, Dr. Joyce Afran. Jan. Gottlieb, MPH and L. Mujic presented a seminar entitled "Service-Learning in the Family Medicine Clerkship: Nurturing Students' Passion for Making a Difference in the Community", Austin, Texas (February 2, 2003).

Oklahoma and Northeast Area Health Education Centers (supported by the HRSA Managed Care Technical Assistance Center), Dr. Robert Like presented an invited **four**-part, full-day training workshop entitled, "Finding Direction in Cultural Competency" -- Module 1: "Culturally Competent Health Care: Why Is It Important?"; Module 2: "Cultural and Language Issues in Clinical Care"; Module 3: "Becoming a Culturally Competent Health Care Organization - Part I"; and Module 4: "Becoming a Culturally Competent Health Care Organization - Part II" -- Tulsa, Oklahoma (February 14, 2003).

University of Vermont College of Medicine/Department of Family Medicine, Third Annual Cultural Competency Workshop, Dr. Robert Like gave **three** invited presentations entitled, "Why Is Culturally Competent Health Care Important?" "Cultural and Language Issues in Clinical Care," and "Culturally Competent Health Promotion and Disease Prevention," Burlington, VT (April 28, 2003).

Third National Conference on "Quality Health Care for Culturally Diverse Populations:

Advancing Effective Health Care through Systems Development, Data, and Measurement," Dr. Jeannette Southpaul and Dr. Robert Like gave an invited presentation entitled, "Innovations in Cultural Competence Training for Practicing Physicians," Chicago, IL (October 3, 2002).

Amherst College, African American Studies Program, Dr. Benjamin Crabtree, Dr. Katherine Chung, and Dr. Robert Like gave an invited seminar presentation entitled, "Eliminating Health Disparities: Present and Future Trends," Amherst, MA (November 2, 2002).

15th Annual National Managed Health Care Congress/Reducing Racial and Ethnic Disparities in Health Care Forum (co-presenters: I. Sen-Gupta, A. Rosales), Dr. Robert Like gave an invited presentation entitled, "Increasing Cultural Competency and Developing Standards: Plenary Panel," Washington, DC (March 10, 2003).

Health Resources and Services Administration (HRSA)/Office of Minority Health, Dr. Robert Like gave an invited lecture as part of a panel presentation (co-presenters: Dr. Ernest Moy and Ms. Cheryl Boyce), entitled, "If the Elimination of Racial and Ethnic Health Disparities is the Answer, What is the Question?" at the, Rockville, MD (April 25, 2003).

7th Annual Community-Campus Partnerships for Health Conference, Jan Gottlieb, MPH & Linda Whitfield-Spinner presented a workshop entitled, "Interdisciplinary Training and Service-Learning through Community-Campus Partnerships, San Diego, CA, (April 27, 2003).

7th Annual Community-Campus Partnerships for Health Conference, Jan Gottlieb, MPH presented a poster entitled, "Toolkit: Service-Learning and Community Oriented Primary Care: Predoctoral – Residency Training", San Diego, CA, (April 27, 2003).

7th Annual Community-Campus Partnerships for Health Conference, Jan Gottlieb, MPH, with Ann Hewitt, PhD, CCPH fellows, assisted in planning and facilitating a two-part workshop on "Sustaining Community-Campus Partnerships," San Diego, CA (April 27-28, 2003).

National Satellite Broadcast on "Cross-Cultural Communication in Health Care: Building Organizational Capacity," sponsored by the U.S. Department of Health and Human Services, Health Resources and Services Administration, Center for Health Services Financing and Managed Care and U.S. Department of Health and Human Services, Office of Minority Health, (co-presenters: J. St. George, S. Dowd, RC. Like, K Quan, D Surh, D Joong, C Sol (June 4, 2003)

Regional/State/Local

UMDNJ-Robert Wood Johnson Medical School, presentation to 1st year medical students entitled, "Professionalism in Medicine" (co-presenters: Dr. David E. Swee, Dr. Palma Formica, and Dr. Robert Like), Piscataway, NJ (August 8, 2002)

Corporate Breakfast Forum --Praising Healthy: Building a Healthy Productive Workforce and

Community, Dr. Robert Like gave an invited presentation entitled, “Cultural Competency,” Hyatt Hotel, New Brunswick, NJ (September 4, 2002).

UMDNJ/RWJMS and SPUH Family Practice Residency Program, Dr. Robert Like gave a seminar presentation entitled, “The American Academy of Family Physicians’ Quality Care for Diverse Populations Training Video – Vignette 1: Limited English Proficiency,” Family Practice Center, New Brunswick, NJ (September 13, 2002)

UMDNJ/RWJMS and SPUH Family Medicine Grand Rounds, Dr. Robert Like gave a presentation entitled, “Improving the Quality of Care for Diverse Populations,” at St. Peter’s University Hospital, New Brunswick, NJ (September 17, 2002)

Lenox Hill Hospital, Dr. Robert Like gave an invited Grand Rounds entitled, “Caring for Diverse Populations,” New York City, NY (October 18, 2002)

UMDNJ-Robert Wood Johnson Medical School, Mini-Medical School for High School Students Program, Dr. Robert Like gave an invited seminar presentation entitled, "Caring for Diverse Populations," New Brunswick, NJ (October 23, 2002).

Rutgers University, Fall 2002 Capstone Seminar Course: Special Topics in Medical and Health Issues, Dr. Robert Like gave an invited seminar presentation entitled, “Diversity Issues in Health Care," Piscataway, NJ (October 31, 2002).

UMDNJ/RWJMS and SPUH Family Medicine Grand Rounds, Dr. Robert Like gave a presentation entitled, "Addressing Racial and Ethnic Health Disparities: Caring for African American Patients with Cardiovascular Disease," at St. Peter’s University Hospital, New Brunswick, NJ (November 20, 2002)

Family Practice Residency Program, Somerset Medical Center, Dr. Robert Like gave an invited seminar presentation entitled “Caring for Diverse Populations,” Somerset, NJ (December 16, 2002).

UMDNJ/RWJMS, Department of Family Medicine, Dr. Robert Like gave a faculty development workshop about the American Academy of Family Physician's "Quality Care for Diverse Populations Educational Program," as part of the Aetna 2001 Quality Care Research Fund project, "Assessing the Impact of Cultural Competency Training Using Participatory Quality Improvement Methods," New Brunswick, NJ (December 17, 2002)

Jamaica Hospital Medical Center/Family Practice Residency Program, Dr. Robert Like gave **two** invited workshops entitled, “Culturally Competent Health Care: Why Is It Important?” and “Cultural and Language Issues in Clinical Care,” Jamaica, New York (January 31, 2003).

UMDNJ/RWJMS and SPUH Family Medicine Grand Rounds, Dr. Robert Like gave a presentation entitled, “Caring for Patients With Limited English Proficiency: An Update,” at St. Peter’s University Hospital, New Brunswick, NJ (February 19, 2003)

15th Annual National Managed Health Care Congress/Reducing Racial and Ethnic Disparities in

Health Care Forum, Dr. Robert Like, Ms. Ira Sen-Gupta, and Ms. Aracely Rosales gave an invited presentation entitled, “Increasing Cultural Competency and Developing Standards: Plenary Panel,” Washington, DC (March 10, 2003).

Health Resources and Services Administration (HRSA) Center for Health Services Financing and Managed Care’s (CHSFMC) National Conference, “Bridging Cultures and Enhancing Managed Care,” Dr. Robert Like and Ms. Ira Sen-Gupta gave an invited presentation entitled, “Strategies for Delivering Culturally and Linguistically Appropriate Health Care Services – Language Access Services” at the Philadelphia, PA (April 1, 2003).

Jamaica Hospital Medical Center/Family Practice Residency Program, Dr. Robert Like gave **two** invited workshops entitled, “Culturally Competent Health Promotion and Disease Prevention,” and “Becoming a Culturally Competent Health Care Organization,” Jamaica, NY (April 11, 2003).

Family Medicine Grand Rounds, Dr. Benjamin Crabtree, Ms. JoAnn Kairys, Dr. Mark Fulcomer, Dr. Robert Like, and Ms. Kimberly Watson gave a presentation entitled, “Culturally Competent Quality Improvement in Primary Care,” at St. Peter’s University Hospital, New Brunswick, NJ (April 16, 2003)

Rhode Island Department of Health/Office of Minority Health, National Minority Health Month - Diversity Dialogues: Improving the Quality of Care/A Celebration of Health Professionals of Color, Dr. Robert Like gave an invited keynote presentation entitled, "Culturally Competent Health Care: Why Is It Important," Providence, RI (April 30, 2003).

New Jersey Association of Mental Health Agencies, Inc. (NJAMHA), 52nd Annual Conference, “Breaking New Barriers in Mental Health Care”, Dr. Robert Like gave an invited presentation entitled, “Caring for Patients with Limited English Proficiency – An Update” Princeton, NJ (May 6, 2003)

UMDNJ School of Public Health, New Developments in Tobacco Dependence Treatment Conference, Dr. Robert Like gave an invited presentation entitled, “Cultural Diversity Issues in Clinical Care: African American and Latino Populations,” New Jersey Hospital Association, Princeton, NJ (May 7, 2003)

National Conference for Community and Justice – New Jersey Region, Board of Directors Meeting, Dr. Robert Like gave a presentation entitled, “Eliminating Racial and Ethnic Health Disparities: The Need for a Culturally Competent System of Care,” Metuchen, NJ (May 21, 2003)

The Bildner Family Foundation’s New Jersey Campus Diversity Summer Institute, Dr. Robert Like and Dr. L. Lee Knefelkamp co-presented a workshop entitled “Intercultural Competencies: For the Classroom, Work, and Life,” Rutgers University, New Brunswick, NJ (June 8, 2003)

2003 Community Primary Care Summer Assistantship, UMDNJ/RWJMS/SEARCH Program, Dr. Robert Like gave a presentation entitled, “Culturally Competent Care,” Piscataway, NJ (June 28, 2003).

PUBLICATIONS/SUBMISSIONS (selected)

Kairys JA, Orzano, JA, Gregory P, Stroebel C, DiCicco-Bloom B, Roemheld-Hamm B, Kobylarz FA, Scott JG, Coppola L, Crabtree BF: "Assessing Diversity and Quality through the Multi- method Assessment Process." Journal of Quality Management in Health Care 2002; 19(4):1-14.

Kobylarz F: "Culturally Sensitive Decision Making in End of Life Care," Annals of Long-Term Care, 2002; 10(8):40-42.

Kobylarz F, Heath JM, Like RC: "The ETHNIC(S) Mnemonic: A Clinical Tool for Ethnogeriatric Education," Journal of the American Geriatrics Society 2002; 50:1582-1589.

Like RC: Review of Shirley A. Wells and Roxie M. Black Cultural Competency for Health Care Professionals, New Jersey Medicine 2002; 99(9):45-47.

Gottlieb, J., Contributor to Connors, K., (Author), Cashman, S., Ungerzagt, M (Eds), Advancing the Healthy People 2010 Objectives Through Community-Based Education: A Curriculum Planning Guide, San Francisco, CA: Community Campus Partnerships for Health, 2002.

Other Materials

"Cultural Competence in the Clinical Care of Patients With Diabetes and Cardiovascular Disease," co-authors: JP Betancourt, L Epstein, JA Kairys, RC Like, C Stroebel, M Tervalon, and R Tucker (developed for the Institute for Healthcare Improvement and the Health Resources and Services Administration Bureau of Primary Health Care).

"Quality Care for Diverse Populations" Educational Program, contributors: K. Bullock, L.G. Epstein, E.L. Lewis, R.C. Like, J.E. South Paul, C. Stroebel, et al. (produced by the American Academy of Family Physicians, with partial funding from the Bureau of Primary Health Care, Health Resources and Services Administration), 2002.

"Cultural Competency Curriculum Modules for Family Physicians" (American Institutes for Research and the U.S. Department of Health and Human Services, Office of Minority Health).

National Satellite Broadcast on "Cross-Cultural Communication in Health Care: Building Organizational Capacity," (U.S. Department of Health and Human Services, Health Resources and Services Administration, Center for Health Services Financing and Managed Care and U.S. Department of Health and Human Services, Office of Minority Health), June 4, 2003. Available at: www.hrsa.gov/financeMC/broadcast.

Gottlieb, J., Website publication: Toolkit: Service-Learning and Community Oriented Primary Care: Predoctoral – Residency Training, Department of Family Medicine, UMDNJ-Robert Wood Johnson Medical School, Campus Community Partnerships for Health website; completed June, 2003, will appear by September, 2003. This publication includes a chapter on teaching cultural competency.

Citations in Magazines/Newspaper Articles

Narayanan A. "Kaleidoscope of cultures a challenge," State of Health Special Edition, Home News Tribune, October 17, 2002, pages R6, R8

Robert Wood Johnson Medical School, Annual Report 2002, "Funding Addresses Racial and Ethnic Health Issues," pages 58-59

Attachment A

CENTER FOR HEALTHY FAMILIES & CULTURAL DIVERSITY

VISION

The Center for Healthy Families & Cultural Diversity (CHFCD) is dedicated to leadership, advocacy, and excellence in promoting culturally-responsive, quality health care for diverse populations. The Center exists to advance and implement ongoing efforts to foster justice and equity in health care.

MISSION

In partnership with federal, state, and local organizations, our aim is to facilitate the provision of high quality, culturally-responsive health care through:

(1) education and training; (2) curricular innovations for health care professionals; (3) technical assistance and consultation; (4) research/evaluation that examines access, utilization, effectiveness, and outcomes of culturally and linguistically competent health services delivery; and (5) dissemination of diversity information.

VALUES

We support patient-oriented, family-centered, community-based health care.

We strive to continually improve health care service delivery and inform public policy by recognizing the assets and strengths of diverse populations, and understanding how to meet their needs and wants.

We encourage ideas, continual learning, education, and training that transform patient/provider encounters and organizational systems, and lead to the provision of culturally and linguistically responsive health care.

We endeavor to foster and conduct research and evaluation that results in positive change in the health status of underserved populations.

We value relationships and partnerships that are collaborative and mutually supportive.

We encourage innovation and creativity in the generation of sharing of ideas that are meaningful and relevant.

We believe that empathy, compassion, humility, authenticity, respect, and integrity are fundamental values that guide the Center's work.

We will act with courage and conviction in living our mission by being honest with each other and ourselves.

Center for Healthy Families & Cultural Diversity
Department of Family Medicine
University of Medicine and Dentistry - Robert Wood Johnson Medical School

Attachment B

Center for Healthy Families and Cultural Diversity Department of Family Medicine UMDNJ-Robert Wood Johnson Medical School

The Center for Healthy Families and Cultural Diversity (CHFCD) was established in the 1997-98 academic year, and is dedicated to leadership, advocacy, and excellence in promoting culturally-responsive, quality health care for diverse populations. It has evolved from a program focused primarily on multicultural education and training for health professionals, to an expanded and growing resource for technical assistance, consultation, and research/evaluation services. The CHFCD recognizes that persisting racial and ethnic health disparities are a major clinical, public health, and societal problem. Its approach to developing cultural and linguistic competency involves a systems perspective, a focus on quality improvement, community involvement, and collaboration with key stakeholders and constituency groups. The CHFCD exists to foster justice and equity in health care.

CHFCD faculty and staff have provided multicultural education and training to health care professionals, administrators, research fellows, residents, medical and public health students, and community members through workshops, seminars, short courses, and conferences. Technical assistance and consultation has also been provided to academic medical centers, managed care organizations, hospitals, ambulatory care facilities, federal, state, and local governments, health insurers, and community organizations regionally, nationally, and internationally. Topic areas have included: participatory quality improvement, culturally and linguistically competent health care; organizational cultural competence; and cross-cultural clinical preventive services.

CHFCD faculty and postdoctoral fellows have carried out primary care/health services research relating to cultural competency, racial/ethnic health disparities quality improvement, and multicultural/minority health issues. They have collaborated with faculty in the Department of Family Medicine's Research Division, other RWJMS and UMDNJ Departments, and other interested organizations external to the University.

The CHFCD has co-sponsored annually three successful UMDNJ/RWJMS Conferences on Culturally Competent Care that have attracted national audiences. Information has also been disseminated through publications, websites, videos, and CD-ROMs, and more than 100 presentations have been given on the subject of culturally and linguistically appropriate services delivery.

Contact Information:

Robert C. Like, MD, MS
Associate Professor and Director
Center for Healthy Families and Cultural Diversity
Department of Family Medicine
UMDNJ-Robert Wood Johnson Medical School
1 Robert Wood Johnson Place
New Brunswick, NJ 08903
Work: 732-235-7662
Fax: 732-246-8084
Email: Like@umdnj.edu
Website: <http://www2.umdnj.edu/fmedweb/chfcd/INDEX.HTM>