

2003-2004 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

Mark C. Fulcomer, PhD, Statistician

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; Jesse Crossen, PhD; Barbara DiCicco-Bloom, RN, PhD; Jan E. Gottlieb, MPH; Beatrix Roemheld-Hamm, MD, PhD; Caryl Heaton, DO, 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; and Marian R. Stuart, PhD.

OVERVIEW

The Department of Family Medicine's Center for Healthy Families and Cultural Diversity (CHFCD) completed its sixth full academic year, meeting most of its 2003-2004 goals. Major accomplishments and activities during the past year included the following:

- Successfully completed the Aetna Foundation-funded two-year research project, “Assessing the Impact of Cultural Competency Training Using Participatory Quality Improvement Methods”;
- held the 4th UMDNJ/RWJMS Conference on Culturally Competent Care – Multicultural Health Care: A Mosaic for the New Millennium,” in Philadelphia, PA (September 18-20, 2003), with major funding support provided by Pfizer Inc, Robert Wood Johnson Foundation, California Endowment, and the DHHS Office of Minority Health;
- provided technical assistance/consultation to a variety of 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;
- 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;
- provided expert consultation to Subproject C of the World Health Organization/European Union’s “Migrant-Friendly Hospitals Initiative to Promote the Health and Health Literacy of Migrants and Ethnic Minorities”;
- 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 students' understanding of the impact of "culture" on health beliefs and behaviors; increase understanding of the impact of cultural and linguistic diversity on the doctor-patient interaction; and to explore ways of reducing cultural and linguistic barriers and improving clinical care. Students reviewed and discussed videotaped vignettes highlighting issues related to cultural and linguistic diversity in the clinical setting. 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 students with an experiential field opportunity to learn more about COPC by implementing projects with over 12 community organizations throughout New Jersey. A total of 17 students participated. The didactic component was comprised of workshops and field trips including a “Lead Canvassing Day” where students went door to door in a primarily Latino New Brunswick community administering a survey and providing lead education, 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 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, MPH, PA-C from UMDNJ-SHRP Physician Assistant Program and Linda Whitfield-Spinner, LCSW from the New Jersey Primary Care Association. Additional Department faculty involved in the COPC training included: John Clabby, Michelle McWeeney, and Denise Rodgers. Community site supervisors from our Department included: Drs. Jeffrey Levine, Justine Wu and Sally Mravcak for the Women’s Health Without Walls Project and Michelle McWeeney and Steven Levin- St. John’s Health Center.

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 Nicholas Napoli, director of 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 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 and Latino 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. Students made geriatric home visits, visited an Association for Retarded Citizens health clinic and the Methany School for people with developmental disabilities, worked with the Department of Family Health'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 our Department's faculty listed in parentheses. Sessions included: Chiropractic Medicine; Visualization and Guided Imagery (Marian Stuart), Acupuncture (Karen Wei-Ru Lin), Herbal Remedies (Beatrix Roemheld-Hamm), Introduction to Ayurveda, Energy Medicine, and Aromatherapy.

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 Naomi's Way- a transitional housing facility for mothers and their children. Presentation topics included: personal hygiene, allergies, asthma, nutrition. Residents also participated in community-based activities such as school physicals, health fairs, pap/mammogram screenings 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

Robert C. Like, MD, MS served as an expert consultant to Cultural Competency Subproject C of the World Health Organization/European Union's "Migrant-Friendly Hospitals Initiative to Promote the Health and Health Literacy of Migrants and Ethnic Minorities."

Jo Ann Kairys, MPH, wrote a new manual for policy makers and family medicine practitioners, "Primary Health Care Lessons Learned": a Review of the Development of Family Medicine Practices in 10 of the Newly Independent States of the Former Soviet Union. To be published by the American International Health Alliance and USAID.

National

Robert C. Like, MD, MS served as a consultant/member of the Expert Team for the Health Resources and Services Administration/Magna Systems Incorporated contract, "Centers of Excellence Cultural Competence Assessment and Curriculum Development Project"

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

Robert C. Like, MD, MS served as a member, Expert Team for the Health Resources and Services Administration/ Magna Systems Incorporated contract, "Centers of Excellence Cultural Competence Assessment and Curriculum Development Project."

Robert C. Like, MD, MS participated in the HRSA/Management Sciences for Health's - Provider's Guide to Quality & Culture Distance Learning Seminar entitled, "Reducing Health Disparities in Asian American & Pacific Islander Populations" (<http://erc.msh.org/seminar>).

Robert C. Like, MD, MS served as a Consultant/Member, National Program Advisory Committee and Consensus Building Group for the DHHS Office of Minority Health-funded American Institutes for Research project, "Cultural Competency Curriculum Modules (CCCMs) for Family Physicians," Washington, DC

Robert C. Like, MD, MS served as a member, National Advisory Group for the National Conference Series on Quality Health Care for Culturally Diverse Populations, SUNY-Downstate and Resources for Cross-Cultural Health Care

Robert C. Like, MD, MS served an External Peer Reviewer for the Draft Evidence Report, "Strategies for Improving Minority Healthcare Quality," prepared by the Johns Hopkins

Evidence-Based Practice Center/Johns Hopkins University Bloomberg School of Public Health, for the Agency for Healthcare Research and Quality (Contract No. 290-02-0018)

Robert C. Like, MD, MS served as a member, Advisory Committee meeting for the Uniformed Services University of the Health Sciences (USUHS) Center for Health Disparities, Bethesda, MD

Robert C. Like, MD, MS served as a consultant or the Georgetown University National Center for Cultural Competence's "Cultural Competence Health Practitioner Assessment Instrument"

Robert C. Like, MD, MS served as the Medical Society of New Jersey Representative to the Commission to End Health Care Disparities (formerly Federation Task Force on Disparities in Health Care, co-sponsored by the American Medical Association and National Medical Association)

Robert C. Like, MD, MS served as an Academic Project Advisor for Stephanie Carr, MD, Assistant Program Director, Duke/Southern Regional Area Health Education Center, Fayetteville, NC. Dr. Carr is undertaking a cultural competency educational project as part of her

Association of Family Practice Residency Director's (AFPRD) National Institute for Program Director Development Fellowship

Robert C. Like, MD, MS served as a UMDNJ Continuing Medical Education/Activity Director for the CMG Cultural Program - REACH: Realizing Equity Across Cultures in Healthcare developed with Eden Communications, and with funding support from Pfizer Inc.)

Robert C. Like, MD, MS served as UMDNJ Continuing Medical Education/Activity Director for the program, "Building Cultural Competency in Clinical Practice: A workshop to increase the proficiency of physicians, nurses, and staff who provide care to diverse Hispanic/Latino patients/clients" (co-developed with Eden Communications, and with funding support from Pfizer Inc.)

Robert C. Like, MD, MS served as a Series Editor and Moderator, Teleconference Debates, American Journal of Multicultural Medicine, Liberty Communications Network/Cardinal Health.

Robert C. Like, MD, MS served as a member, M.E.N.T.O.R.S. Advisory Board, Aventis Pharmaceuticals Multicultural Medicine initiative

Robert C. Like, MD, MS served as a consultant/Participant, Aventis "Building Bridges for Patients with Diabetes" initiative

Robert C. Like, MD, MS served as a consultant, Advanstar/Medical Economics Healthcare Communications initiative for "Improving the Quality of Cardiovascular Care in Diverse Populations"

Robert M. Pallay served as Chair of the American Academy of Family Physician's (AAFP) American in Motion (AIM) national fitness initiative, and 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, and National Blueprint Consensus Conference for Increasing Physical Activity in Adults Older than Age 50. 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.

Northeast Region/State/Local

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

Robert C. Like, MD, MS served as a consultant to the Jamaica Hospital Medical Center/Family Practice Residency Program's HRSA-funded "Residency Training in Primary Care" Grant Program to develop a cultural competency curriculum, Queens, New York

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

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

Robert C. Like, MD, MS served as a member, Advisory Committee, University Behavioral Health Care Cultural Competency Curriculum Project

Robert C. Like, MD, MS served as a consultant to the UMDNJ-School of Osteopathic Medicine/Department of Family Medicine's Faculty Development Grant (3rd year)

Robert C. Like, MD, MS served as a member, Advisory Committee for the Aetna Foundation-funded, "CARE Cultural Competency Program for Healthcare Professionals" project, National Conference for Community and Justice - New Jersey Region

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

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

Jo Ann Kairys, MPH, Jesse Crosson, PhD, and Robert C. Like, MD, MS continued working as consultants to the Bildner Family Foundation's New Jersey Campus Diversity Initiative -- "Developing Cultural Competency Standards at the University of Medicine and Dentistry of New Jersey (PI: Catherine M. Bolder, MS).

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.

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 Citizens Health Advisory Group and the "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 Foundation/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).

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

World Health Organization/European Union's Migrant-Friendly Hospitals Initiative to Promote the Health and Health Literacy of Migrants and Ethnic Minorities, Implementation Workshop for Subproject C, Dr. Robert C. Like gave an invited plenary presentation entitled "Cultural Competence Training in Health Care: The U.S. Experience," Cadiz, Spain (February 13-14, 2004).

USAID/American International Health Alliance health care partnership program. Jo Ann Kairys, MPH, wrote a new manual for policy makers and family medicine practitioners, "Primary Health Care Lessons Learned": a Review of the Development of Family Medicine Practices in 10 of the Newly Independent States of the Former Soviet Union. To be published by the American International Health Alliance and USAID.

National

Pfizer-funded "Bridging the Gap – Making the Link Between Diabetes, Cardiovascular Disease and Depression" Program, Dr. Robert Like served as an invited moderator, Loews Hotel, Philadelphia, PA (August 2, 2003).

Eden Communications Group/Pfizer-funded REACH – Realizing Equity Across Cultures in Health Care pilot educational program, Dr. Robert Like gave a presentation entitled, “Base Cultural, Depression, Hypertension and Dyslipidemia Modules,” (co-presenter: R. Lewis-Fernandez) San Antonio, TX (August 29, 2003)

National Project Advisory Committee for the Office of Minority Health/American Institutes for Research “Cultural Competency Curriculum Modules for Family Physicians” project meeting, Dr. Robert Pallay gave an invited presentation entitled, “A Physician’s Perspective,” Washington, DC (August 7, 2003).

Fourth UMDNJ/RWJMS Conference on Culturally Competent Care, “Multicultural Health Care: A Mosaic for the New Millennium,” Dr. Robert Like moderated a plenary panel presentation entitled, “Racial/Ethnic Profiling in Clinical Care, Education, and Research: Bane or Boon,” Philadelphia, PA (September 18, 2003)

Fourth UMDNJ/RWJMS Conference on Culturally Competent Care, Multicultural Health Care: A Mosaic for the New Millennium,” Dr. Robert Like gave an invited workshop presentation entitled, “Teaching Quality Care for Diverse Populations,” (co-presenters: J. South-Paul, E. L. Lewis, K. Bullock) Philadelphia, PA (September 18, 2003)

Fourth UMDNJ/RWJMS Conference on Culturally Competent Care, “Multicultural Health Care: A Mosaic for the New Millennium,” Dr. Robert Pallay moderated a plenary panel presentation entitled, “Culturally Competent Managed Health Care: Challenges and Opportunities,” at the Loews Hotel, Philadelphia, PA (September 19, 2003).

Fourth UMDNJ/RWJMS Conference on Culturally Competent Care, “Multicultural Health Care: A Mosaic for the New Millennium,” Dr. Benjamin Crabtree, Dr. Alfred Tallia, and Reuben R. McDaniel, Jr. gave an invited workshop presentation entitled, “Emergent Quality: Primary Care and Complexity Science in the 21st Century,” at the Loews Hotel, Philadelphia, PA (September 19, 2003).

Fourth UMDNJ/RWJMS Conference on Culturally Competent Care, “Multicultural Health Care: A Mosaic For The New Millennium,” Jo Ann Kairys, MPH moderated a plenary panel presentation entitled, “Quality Improvement and the Elimination of Health Disparities in Complex Health Care Systems,” at the Loews Hotel, Philadelphia, PA (September 20, 2003).

Fourth UMDNJ/RWJMS Conference on Culturally Competent Care, “Multicultural Health Care: A Mosaic for the New Millennium,” Dr. Fred Kobylarz and Jo Ann Kairys, MPH gave an invited workshop presentation entitled, “Quality Improvement and the Elimination of Health Disparities in Complex Health Care Systems,” at the Loews Hotel, Philadelphia, PA (September 20, 2003).

“Fourth UMDNJ/RWJMS Conference on Culturally Competent Care, “Multicultural Health Care: A Mosaic for the New Millennium,” Guadalupe Pacheco, MSW, Ann S. Kenny, MPH, BSN, and Dr. Robert Pallay gave an invited workshop presentation entitled “Cultural Competency Curriculum Modules for Family Physicians -- A Start to the Journey,” at the Loews Hotel, Philadelphia, PA (September 20, 2003).

Palm Healthcare Foundation's First Annual Grantee Retreat, Dr. Robert Like gave an invited plenary presentation entitled, "Quality Care for Diverse Populations," Stuart, FL (September 30, 2003)

Inova Health Systems Cultural Competency Symposium, Dr. Robert Like gave an invited presentation entitled, "Cultural Diversity Issues in Clinical Care: Transforming Your Practice," Fairfax, VA (October 21, 2003)

Primary Care Ethnogeriatrics: Bridging the Gap in Health Care Disparities for Elders Conference Dr. Fred Kobylarz gave a presentation entitled, "The ETHNIC(S) Mnemonic: A Clinical Tool for Ethnogeriatric Education," at the Palo Alto, CA (October 25, 2003)

Texas Association of Health Plans 2003 HEDIS® Conference, Dr. Robert Like gave two invited plenary presentations entitled, "Disparities in Health Part I: Quality Care for Diverse Populations" and "Disparities in Health Part II: Culturally Competent Health Care," San Antonio, TX (October 29, 2003)

Critical Research Issues in Latino Mental Health 2003 Conference, Dr. Robert Like participated as a discussant/mentor (co-mentor Peter J. Guarnaccia, PhD) for the paper, Interian A, Guarnaccia P, Gara M, Escobar J. "The Relationship Between *Ataque de Nervios* and Pseudoneurological Symptoms," Princeton, NJ (November 7-8, 2003)

University of Virginia's Main (East) Hospital, Dr. Robert Like gave an invited presentation entitled, "Cultural Diversity Issues in Clinical Care: Transforming Your Practice," Charlottesville, VA (March 2, 2004)

Eastern Virginia Medical School, Dr. Robert Like gave an invited presentation entitled, "Cultural Diversity Issues in Clinical Care: Transforming Your Practice," Norfolk, VA (March 3, 2004)

The American Academy of Family Physicians (AAFP) - hosted 2004 Convocation of Practices "Eliminating Healthcare Disparities," Dr. Robert Pallay co-presented an opening plenary session entitled "Taking AIM to Improve America's Health and Reduce Healthcare Disparities," Kansas City, MO (March 19, 2004).

Train-the-trainer seminar for the UMDNJ Center for Continuing Education and Outreach CME program, Dr. Robert Like gave a presentation entitled "Building Cultural Competency in Clinical Practice: A workshop to increase the proficiency of physicians, nurses, and staff who provide care to diverse Hispanic/Latino patients/clients" (co-developed with Eden Communications, with funding support received from Pfizer Inc), (co-presenter: P. Guarnaccia) Houston, TX (March 20, 2004).

Pfizer- and Aetna-sponsored "Breaking the Cultural Barrier" Forum, Dr. Robert Like gave an invited presentation entitled, "Improving the Quality of Care for Diverse Populations," University of Texas Southwestern Medical Center at Dallas Hospital, Dallas TX (April 14, 2004)

Pfizer- and Aetna-sponsored “Breaking the Cultural Barrier” Forum, Dr. Robert Like gave an invited presentation entitled, “Cultural Diversity Issues in Clinical Care: Transforming Your Practice,” University of Texas Southwestern Medical Center at Dallas Hospital, Dallas TX (April 15, 2004)

Teaching for the Future: Caring for Diverse Populations Workshop, Dr. Robert Like gave two invited presentations entitled, "Key Concepts in Culturally Responsive Care," and “Models for Teaching and Assessing Cultural Efficacy,” University of Wisconsin, Madison, WI (April 30, 2004)

Children’s National Medical Center and the Holy Cross Hospital, Dr. Robert Like gave two invited presentations entitled, “Cultural Diversity Issues in Clinical Care: Transforming Your Practice,” Washington, DC, and Silver Spring, MD (May 18, 2004)

Center for Business Intelligence's "Multicultural Marketing for Pharmaceuticals" Conference, Dr. Robert Like gave an invited presentation entitled, “Improving the Quality of Care for Diverse Populations,” Philadelphia, PA (May 20-21, 2004)

American Academy on Physician and Patient, 22nd Annual National Faculty Development Course, Dr. Robert Like gave two presentations (plenary and workshop) entitled, "Communicating Across Cultures," and "Working with Interpreters in the Medical Setting," Pittsburgh, PA (June 13, 2004)

HRSA Healthy Communities Access Program, Dr. Robert Like gave an invited teleconference presentation entitled, "Quality Care for Diverse Populations: The Cultural Competency Movement" (June 24, 2004)

Union Hospital Grand Rounds, Dr. Robert Like gave an invited grand rounds presentation entitled, “Eliminating Health Disparities," Terre Haute, IN (June 28, 2004)

Northeast Region/State/Local

UMDNJ-RWJMS Pre-matriculation Summer Program (PSP), Biomedical Careers Program (BCP), and Science Enrichment Program (SEP) students, Dr. Robert Like gave an invited presentation entitled, “Culturally Competent Clinical Care,” Piscataway, NJ (July 2, 2003)

County Evaluator Training Program for the New Jersey Comprehensive Cancer Control Plan (Office of Cancer Control and Prevention/New Jersey Department of Health and Senior Services, and Task Force on Cancer Prevention, Early Detection and Treatment in New Jersey/Evaluation Committee), American Cancer Society/New Jersey Division, Dr. Robert Like gave an invited presentation entitled, "Culturally Competent Health Promotion and Disease Prevention,” North Brunswick, NJ (July 21, 2003)

Nassau County Department of Health, Nassau University Medical Center, Dr. Robert Like gave two workshop presentations entitled, "Quality Care for Diverse Populations: An Introduction to Health Disparities and Cultural Competency" and "Addressing Racial and Ethnic Health Disparities in Clinical Practice and Public Health," East Meadow, NY (October 20 and 27, 2003),

through a CHFCD subcontract with the HRSA Managed Care and Health Services Financing Technical Assistance Center (MCTAC).

Emerging Issues in Health Care Conference sponsored by Meridian Health, Dr. Robert Like gave an invited presentation entitled, "Quality Care for Diverse Populations," Sheraton Hotel, Eatontown, NJ (November 11, 2003)

UMDNJ-RWJMS Distinguished Lecture Series on Cultural Competency, Dr. Robert Like gave an invited presentation entitled, "Addressing Racial and Ethnic Health Care Disparities in Clinical Practice," Piscataway, NJ (March 17, 2004)

Bridging Disparities: Improving Cancer Treatment & Screening through Cultural Awareness Conference, Dr. Robert Like gave an invited plenary presentation entitled, "Cultural Issues That Impact Health Care," Iselin, NJ (March 19, 2004)

Pfizer-sponsored New York State Health Disparities Speaker Training Program, Dr. Robert Like gave an invited presentation entitled, "Health Disparities and Implications for Quality Care," White Plains, NY (March 22, 2004)

Island PRO, Dr. Robert Pally gave a teleconference presentation entitled "Cultural Competency Training to Improve Diabetes Care in African Americans: An Introduction," New York (April 7 and 14, 2004).

UMDNJ/Hispanic Center of Excellence, New Jersey Medical School, 2nd Latino Medical Conference, "Addressing the New Jersey Healthcare Challenges: Access, Data and Cultural and Linguistic Competency," Dr. Robert Like an invited presentation entitled, "Cultural and Linguistic Competency," (co-presenter: W. Vega) New Jersey Hospital Association, Princeton, NJ (May 12, 2004)

Princeton University Health Services, "Improving the Quality of Care for Diverse Populations: Part 1" Conference, Dr. Robert Like gave two invited presentations entitled, "Culturally Competent Health Care: Why Is It Important?," and "Cultural and Language Issues in Clinical Care," Princeton, NJ (May 26, 2004)

Rutgers University Health Services, Cultural Competency Workshop, Dr. Robert Like gave an invited presentation entitled, "Cultural Diversity Issues in Clinical Care: Transforming Your Practice," Piscataway, NJ (May 27, 2004)

Jamaica Hospital Medical Center, Family Practice Residency Program, Dr. Robert Like gave two cultural competency workshop presentations entitled, "Cross-Cultural Healing Part I: Shamanism," and "Cross-Cultural Healing Part II: The Trial of Sanapia," Queens, NY (June 2, 2004)

PUBLICATIONS/REPORTS/SUBMISSIONS (selected)

Interian A, Guarnaccia PJ, Vega WA, Gara MA, Like RC, Escobar JI, Díaz-Martínez AM. The Relationship Between *Ataque de Nervios* and Unexplained Neurological Symptoms: A Preliminary Analysis, The Journal of Nervous and Mental Disease (accepted for publication).

Like RC (2004). Interview with Oransky I, "Cross-Cultural Challenges: Improving the Quality of Care for Diverse Populations," Article published on QualityHealthCare.org website: <http://www.qualityhealthcare.org/QHC/Topics/ImprovementMethods/GeneralImprovementMethods/Literature/CrossCulturalChallengesImprovingtheQualityofCareforDiversePopulation.htm>

Like RC (2004). Moderator, panel discussion article entitled, "Type 2 Diabetes: Confronting the Multicultural Challenges," American Journal of Multicultural Medicine 1(1):5-15.

Like RC (2004). Moderator, panel discussion article entitled, "Allergic Rhinitis: Cultural Issues in Diagnosis and Management," American Journal of Multicultural Medicine 1(1):16-26.

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Like RC (2004). Book Review of JudyAnn Bigby's (ed.) Cross-Cultural Medicine, Journal of General Internal Medicine 19(8):August (in press) .

Like RC. "The Need for an Ecological/Systemic Perspective on Continuity of Care," Electronic letter, TRACK Online Discussion Forum, Annals of Family Medicine 2003; 1(3):149-155

Like RC. "Whither COPC and Family Medicine Practice-Based Research," Electronic letter, TRACK Online Discussion Forum, Annals of Family Medicine 2004; (2):100-102 (<http://www.annfammed.org/cgi/eletters/2/2/100>).

Like RC. "Series Editor Letter: Moving Toward Culturally Effective Care," American Journal of Multicultural Medicine 2004; 1(1):3-4.

Like RC. (Principal Investigator), Fulcomer MC, Kairys JA, Wathington KD, Crosson J. Final Report: Assessing the Impact of Cultural Competency Training Using Participatory Quality Improvement Methods. Aetna 2001 Quality Care Research Fund/Aetna Foundation, April 30, 2004.

Like RC: "Assessing the Impact of Cultural Competency Training Using Participatory Quality Improvement Methods," Accepted for presentation at the Fourth National Conference on Quality Health Care for Culturally Diverse Populations - Integrating Community Needs into the National Health Agenda, Washington, DC (September 29-30, 2004).

Like RC, Kairys JA, Fulcomer M, Wathington K: "Assessing the Impact of Clinical Competency Training in Two Academic Family Practice Centers," Abstract accepted for a completed paper presentation at the 2004 NAPCRG Annual Meeting, Orlando, FL (October 10-13, 2004).

Wathington KD, Like RC, Fulcomer M, Kairys JA: "Understanding Racial/Ethnic Differences in Patients' Perceptions of the Clinical Encounter: Implications for Providing Culturally Competent

Care." Accepted for presentation at the University of Pennsylvania's 4th Annual Regional Research Conference on Ethnic and Minority Health, Philadelphia, PA (July 23, 2004)

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, postdoctoral 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: culturally and linguistically competent health care; organizational cultural competence; participatory quality improvement; and cross-cultural clinical preventive services.

The CHFCD participates in the Northeast Consortium on Cross-Cultural Medical Education and Practice, is actively involved in the Alan and Joan Bildner Family Foundation's New Jersey Campus Diversity initiative with other universities and colleges through the "Developing Cultural Competency Standards at UMDNJ" project, and collaborates with other organizations involved in educating health professionals about the delivery of culturally and linguistically competent care (e.g., the UMDNJ/New Jersey Medical School Hispanic Center of Excellence, UMDNJ/School of Osteopathic Medicine, University Behavioral Health Care).

The CHFCD has co-sponsored four successful national CME conferences: "Multicultural Health Care: A Mosaic For The New Millennium" (September 18 - 20, 2003); "Improving the Health of our Emerging Majority Populations: A Personal and Collective Responsibility" (June 14, 2001); "Justice and Equity in Health Care: Eliminating Racial and Ethnic Disparities" (April 14, 2000); and "Educating Health Professionals For Culturally Competent Care: Clinical, Ethical, Legal and Community Outreach Issues" (May 14, 1999). The most recent conference received major funding support from Pfizer Inc., the Robert Wood Johnson Foundation, the California Endowment, and the U.S. Department of Health and Human Services' Office of Minority Health (http://www2.umdj.edu/fmedweb/chfcd/chfcd_conferences.htm).

The CHFCD has received major grant funding from the Aetna Foundation/Aetna 2001 Quality Care

Research Fund for a study entitled, "Assessing the Impact of Cultural Competency Training Using Participatory Quality Improvement Methods," and collaborates with organizations involved in research and evaluation focusing on the elimination of health disparities (e.g., UMDNJ Institute for the Elimination of Health Disparities/School of Public Health; the New Jersey Department of Health and Senior Services' Office of Minority and Multicultural Health). The CHFCD has also recently begun serving as a consultant to the World Health Organization/European Union's "Migrant Friendly Hospitals: A European Initiative to Promote the Health and Health Literacy of Migrants and Ethnic Minorities" (www.mfh-eu.net).

The CHFCD has contributed to the development of the Society of Teachers of Family Medicine's "Recommended Core Curriculum Guidelines for Culturally Sensitive and Competent Health Care" (<http://www.stfm.org/corep.html>), the United States Department of Health and Human Services' Office of Minority Health "National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care" (<http://www.omhrc.gov/CLAS>), and the California Endowment's "Principles and Recommended Standards for Cultural Competence Education of Health Care Professionals" (http://www.calendow.org/pub/frm_pub.htm). The CHFCD has also helped to disseminate information through publications, websites, videos, CDs, and e-learning, and given more than 300 seminars, workshops, and presentations on the subject of culturally responsive and effective health care.

Contact Information:

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