

2004-2005 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, B, and C).

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

Bisi Shofu, Secretary

Participating Department Faculty:

Rhina Acevedo, MD; Joyce Afran, MD; John Clabby, 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 seventh full academic year, meeting most of its 2004-2005 goals. Major accomplishments and activities during the past year included the following:

- completed the Aetna Foundation-funded two-year research project, “Assessing the Impact of Cultural Competency Training Using Participatory Quality Improvement Methods”;
- 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 goals of this eight-week summer COPC assistantship are to address community health needs while enhancing students' skills and increasing the likelihood that they will choose to work with underserved populations and provide community service after they graduate. An interdisciplinary group of students implemented projects in partnership with 21 community organizations throughout New Jersey. A total of 26 students participated, 9 more than last year. The didactic component was comprised of workshops and service-oriented field trips to a soup kitchen, food bank, botanica, and migrant farm camp. 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 Justine Ceserano, MPA 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 and Sally Mravcak for the Women's Health Without Walls Project and Michelle McWeeney and Dr. Steven Levin- St. John's Health Center. For a listing of community partners and projects, see the "Community Based Initiatives Section of the Annual Report."

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 and Dr. Susan Krum, Director of Speech and Hearing, Robert Wood Johnson University Hospital. The goal of the 2-hour experiential workshop is to enhance skills in working with interpreters, non-English speaking and hearing impaired and deaf 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. At the end of the year, the workshop was moved from the family medicine clerkship schedule to the "Introduction to the Clerkship" course for all entering 3rd year medical students. It was modified to a one-hour workshop followed by a "working with interpreters" OSCE station as part of the formative clinical skills assessment. The new model worked very well.

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 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. For a listing of community partners and service activities, see the "Community Based Initiatives Section."

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 Metheny 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 directed by Dr. Joyce Afran 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, Homeopathy, 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 Naomi's Way - a transitional housing facility for mothers and their children. Presentation topics included: personal hygiene, respiratory illnesses, flu, allergies, safety, and ADHD. 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)

Visiting Professorships

Robert C. Like, MD, MS served as a Visiting Professor to the Meharry Medical College, Nashville, TN (July 20, 2004)

Robert C. Like, MD, MS served as a 2004 Pfizer/American Academy of Family Physicians Foundation Visiting Professor in Family Medicine to the Maine Medical Center Family Medicine

Residency Program, Portland, ME (October 18-20, 2004)

Robert C. Like, MD, MS served as a Visiting Professor to the Penn State University/Good Samaritan Hospital/Family Practice Residency Program, Lebanon, PA (May 4, 2005)

International

Robert C. Like, MD, MS served as a consultant to the World Health Organization/European Union's "Migrant-Friendly Hospitals Initiative to Promote the Health and Health Literacy of Migrants and Ethnic Minorities," Subproject C - Improving Cultural Competence: Training Hospital Staff for Providing Cross-Cultural Health Care.

National

Robert C. Like, MD, MS served as a consultant and member of the Expert Panel for the HRSA Centers of Excellence project, "Developing Cultural Competency Training Modules for Use by Health and Allied Health Profession Schools," being conducted by Magna Systems, Inc.

Robert C. Like, MD, MS served as a Consultant/Member, Technical Expert Panel for the QSource, Center for Healthcare Quality, Cultural Competency Pilot Project, for the Centers for Medicare & Medicaid Services.

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 a Member, National Medical Association's Continuing Medical Education External Review Panel.

Robert C. Like, MD, MS served as a Member, Expert Faculty for the National Initiative for Children's Healthcare Quality's (NICHQ) "Improving Cultural Competency in Children's Primary Health Care" project (funded by the California Endowment).

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

Robert C. Like, MD, MS served as a Member, External National Advisory Committee, University of Pittsburgh's Advanced Center for Late Life Mood Disorders

Robert C. Like, MD, MS served as an Expert Consultant, University of Arizona Department of Family Medicine's (P.I. Dr. Randa Kutob) National Institute of Diabetes & Digestive & Kidney Diseases (NIDDK)-funded project, "Cultural Competence in the Context of Type II Diabetes" (This study proposes to develop an online education program that will improve the ability of

practicing physicians to manage patients from diverse cultural backgrounds).

Robert C. Like, MD, MS served as a Member, Planning Committee for the 2006 Fifth National Conference on Quality Health Care for Culturally Diverse Populations.

Robert C. Like, MD, MS served as a Member, Advisory Board for the HIV Prevention and Higher Education Project, Association of American Colleges and Universities' (AACU) Program on Health and Higher Education (PHHE), funded by the U.S. Centers for Disease Control and Prevention (CDC), Division of Adolescent and School Health.

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

Robert C. Like, MD, MS served as Faculty Activity Director for the UMDNJ Continuing Medical Education 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).

Northeast Region/State/Local

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

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 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).

ADMINISTRATIVE AND COMMUNITY SERVICE (selected)

CHFCD/Department Faculty were involved in a wide variety of service activities in New Jersey relating to multicultural and minority health care. These included: 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; New Jersey Statewide Network for Cultural Competence; National Conference on Community and Justice; Advisory Committee, New Jersey Mental Health Institute; Advisory Board, Mainstreaming Medical Care for Community Residents Project, Association for Retarded Citizens (ARC) of New Jersey; Science Planning and Review Board, UMDNJ Institute for the Elimination of Health Disparities; 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).

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

Robert C. Like, MD, MS and Karl Krajic, PhD co-chaired and moderated an invited paper session and panel discussion entitled, "Staff Training Towards Cultural Competence. Experiences and Results from the MFH Project," European Union Migrant Friendly Hospitals Initiative, Hospitals in a Culturally Diverse Europe: International Conference on Quality-Assured Health Care and Health Promotion for Migrants and Ethnic Minorities, Amsterdam, The Netherlands

Robert C. Like, MD, MS, Dilshad Khan, and Hanneke Hartog-Dammer co-presented an invited workshop entitled, "Developing and Implementing Cultural Competency Training Programs: What Are We Learning?" European Union Migrant Friendly Hospitals Initiative, Hospitals in a Culturally Diverse Europe: International Conference on Quality-Assured Health Care and Health Promotion for Migrants and Ethnic Minorities, Amsterdam, The Netherlands

National

Robert C. Like, MD, MS served as a Visiting Professor at Meharry Medical College, and gave **five** presentations entitled "Overview of Cultural Competency Education and Training in Health Care: The U.S. Experience," "Improving the Quality of Care for Diverse Populations" (presented twice – morning and afternoon), and "Cultural Diversity Issues in Clinical Care" (presented twice - morning and afternoon), Cultural Competency: Caring, Compassion, and Conflict Symposium, Nashville, TN (July 20, 2004)

Robert C. Like, MD, MS gave **two** presentations entitled "Cross-Cultural Issues in the Care of Hispanic/Latino Patients with Hypertension and Hyperlipidemia, Austin Regional Clinic Seminar, Austin, TX (September 13, 2004)

Robert C. Like, MD, MS gave a paper presentation (co-authors: J.A. Kairys, M.C. Fulcomer, and K. Wathington), entitled "Assessing the Impact of Clinical Cultural Competency Training in Two Academic Family Practice Centers," North American Primary Care Research Group (NAPCRG) Annual Meeting, Orlando, FL (October 13, 2004)

Robert C. Like, MD, MS gave a presentation entitled, "Becoming a Culturally Competent Managed Care Plan: Educational and Training Issues," 2004 Texas Managed Care Association/HEDIS Conference, San Antonio, TX (November 16, 2004)

Robert C. Like, MD, MS co-presented a seminar entitled, "Preparing to Lead: Reflecting on CME and Healthcare Disparity" (co-authors: M. Saxton, W. Matory, and R.C. Like), Alliance for Continuing Medical Education's (ACME) 30th Annual Conference, Building Bridges to Enhance Performance in Practice, San Francisco, CA (January 29, 2005)

Robert C. Like, MD, MS gave a presentation entitled, "Cultural Competency in Healthcare Delivery," American College of Cardiology 2005 Annual Scientific Session, Association of Black Cardiologists/American College of Cardiology's Joint Symposium: Lost in Translation - Promoting Best Practices in Cardiovascular Care, Orlando, FL (March 8, 2005)

Robert C. Like, MD, MS gave **two** presentations including a keynote address entitled, "Cultural Competency Training: Best and Promising Practices," and a workshop entitled, "Cultural Diversity: Issues in Clinical Care," Oakwood Healthcare System, Cultural Competency: Meeting and Exceeding the Standards Conference, Romulus, MI. (June 8, 2005)

Robert C. Like, MD, MS gave a keynote address entitled, "Culturally Competent Care – What Is It, What Are Best Practices, and What Are The Challenges?" University of Iowa Health

Sciences' Cultural Competence, Health Disparities, and Communication Conference, Iowa City, IA. (June 17, 2005)

Northeast Region/State/Local

Robert C. Like, MD, MS gave **two** workshop presentations entitled, "Culturally Competent Health Care: Why is it Important," and "Cultural Diversity Issues in Clinical Care," Queens Hospital Center Obstetrics and Gynecology Residency Program, Improving the Quality of Care for Diverse Populations Grand Rounds, Queens, NY (July 21, 2004)

Kimberly Wathington, Robert C. Like, MD, MS, and Mark Fulcomer, PhD gave a presentation entitled, "Understanding Racial/Ethnic Differences in Patient's Perceptions of the Clinical Encounter: Implications for Providing Culturally Competent Primary Care," (co-author: J. Kairys) University of Pennsylvania's 4th Annual Regional Research Conference on Ethnic and Minority Health, Philadelphia, PA (July 23, 2004)

Robert C. Like, MD, MS gave a presentation entitled, "The Role of Cultural & Linguistic Competence: A Focus on Future Directions," DHHS Health Resources and Services Administration (HRSA) Senior Executive Council Briefing for Cultural Competence, Rockville, MD (September 21, 2004)

Robert C. Like, MD, MS gave a workshop presentation entitled, "Assessing the Impact of a Cultural Competency Training Program for Family Physicians: Results and Lessons Learned," Fourth National Conference on Quality Health Care for Culturally Diverse Populations: Integrating Community Needs into the National Health Agenda, Washington, DC (September 29, 2004)

Robert C. Like, MD, MS was a panel participant in workshop entitled, "Cultural Competence Training for Health Professionals: How to Reach Them and What Difference it Makes," Fourth National Conference on Quality Health Care for Culturally Diverse Populations: Integrating Community Needs into the National Health Agenda, Washington, DC (September 30, 2004)

Robert C. Like, MD, MS gave a presentation entitled, "Health Disparities, Cultural Competency, and Implications for Quality Care Academy of Managed Care Pharmacy 2004 Educational Conference, Baltimore, MD (October 14, 2004)

Robert C. Like, MD, MS gave **seven** presentations entitled, "Improving the Quality of Care for Diverse Populations," "Cultural Diversity Issues in Clinical Care," "Improving the Quality of Care for Diverse Populations," "Culturally Competent Health Promotion and Disease Prevention," "Culturally and Linguistically Competent Clinical Care," "Culturally Competent Health Care: Why Is It Important?", and "Cultural Diversity and Patient-Centered Care," Maine Medical Center's Family Practice Residency Program, Portland, ME (October 18-20, 2004)

Robert C. Like, MD, MS gave a presentation entitled, “Culturally Competent Health Care: Focus on Diabetes,” at the 2004 New Jersey Department of Health and Senior Services Diabetes Prevention and Control Program Collaborative Conference, Robbinsville, NJ (October 27, 2004)

Robert C. Like, MD, MS gave **two** plenary and workshop presentations entitled, “Developing Cultural Competency in Complex Systems: Educational and Evaluation Strategies,” and “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,” Society of Teachers of Family Medicine (STFM) Northeast Region Preconference, “Addressing Cross-Cultural Issues and Health Care Disparities: Collaborating to Transform Primary Care Education and Clinical Practice: A Northeast Region Initiative,” Rye, New York, Rye, NY (October 28, 2004)

Jan Gottlieb, MPH, and N. Napoli gave a presentation entitled, “Overcoming Language Barriers in Healthcare,” Student National Medical Association (SNMA) Region IX Annual Conference, New York, NY (October 30, 2004)

Robert C. Like, MD, MS gave a lecture entitled “Health Disparities, Cultural Competency, and Implications for Quality Care,” UMDNJ-RWJMS Cultural Competency Week Piscataway, NJ (November 29, 2004)

Robert C. Like, MD, MS gave **two** Faculty Development workshops entitled, “Teaching and Assessing Cultural Competence: Parts I and II,” UMDNJ-New Jersey Medical School, Newark, NJ (February 15 and 21, 2005)

Robert C. Like, MD, MS gave a 4-hour presentation entitled, “Intent vs. Impact: Health Disparities, Cultural Competency, and Implications for Quality Care” and “Intent vs. Impact: Cultural Diversity Issues in Clinical Care,” Abington, PA (co-presenter: R. Scott), Abington Memorial Hospital, Abington, PA (February 23, 2005)

Robert C. Like, MD, MS gave **two** Faculty Development workshops entitled, “Teaching and Assessing Cultural Competence – Parts I and II,” UMDNJ-New Jersey Medical School, Newark, NJ (April 5, 2005)

Robert C. Like, MD, MS gave **two** 4-hour presentations entitled “Cultural Diversity Issues in Clinical Care Parts I, II, and III”, Abington, PA (co-presenter R. Scott), Abington Memorial Hospital, Abington, PA (April 12 and 14, 2005)

Robert C. Like, MD, MS gave a presentation entitled, “Health Disparities, Cultural Competence, and Quality Care for Diverse Populations,” Temple University Health System’s Interdisciplinary Forum on Patient-Provider Communications, Philadelphia, PA (April 14, 2005)

Robert C. Like, MD, MS gave a presentation entitled, “Improving Quality of Care Through Cultural Competency,” Quality Forums Workshop (Eden Communications Woodbridge, NJ (April 21, 2005)

Robert C. Like, MD, MS gave a seminar entitled, “Interventions and Solutions: Cultural Competence,”UMDNJ School of Public Health’s Health Disparities Course, Newark, NJ (May 2, 2005)

Robert C. Like, MD, MS gave **three** presentations entitled, “Health Disparities, Cultural Competency, and Implications for Quality Care,” “Cultural Diversity Issues in Clinical Care,” and “Cross-Cultural Encounters in Health Care: How They Affect Your Practice,” Penn State University/Good Samaritan Hospital/Family Practice Residency Program, Lebanon, PA (May 4, 2005)

Robert C. Like, MD, MS gave **two** Faculty Development workshops entitled, “Teaching and Assessing Cultural Competence – Parts III and IV,” UMDNJ-New Jersey Medical School, Newark, NJ (May 10 and 12, 2005)

Robert C. Like, MD, MS gave a presentation entitled, “Cultural Competency Training: Best and Promising Practices,” Cooper University Hospital, Educating Health Professionals for Culturally Competent Care Conference, Camden, NJ (May 17, 2005)

JOURNAL REVIEWER

Robert C. Like MD, MS served as a manuscript reviewer for the American Family Physician, Annals of Family Medicine, and Families, Systems, and Health

ARTICLES/SUBMISSIONS/ABSTRACTS/CURRICULA/POLICYDOCUMENTS/ CITATIONS (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: Preliminary Analysis, The Journal of Nervous and Mental Disease 2005; 193(1):32-39.

Soto-Greene M, Salas-Lopez D, Sanchez J, Like RC. Antecedents to Effective Treatment of Hypertension in Hispanic Populations, Clinical Cornerstone 2004; 6(3):30-38.

Like RC. Book Review of JudyAnn Bigby's (ed.) Cross-Cultural Medicine, Journal of General Internal Medicine 2004; 19(8):898-899.

Like RC. Moderator, panel discussion article entitled, "Deep Venous Thrombosis: Key Multicultural Perspectives," American Journal of Multicultural Medicine 2004; 1(2):14-23.

Like RC. Invited Editorial. “Culturally Competent Family Medicine: Transforming Clinical Practice and Ourselves.” American Family Physician 2005 (accepted for publication).

Kairys JA, Like RC. Caring for Diverse Populations: Do Academic Family Medicine Practices Have CLAS? Family Medicine (submitted for review).

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

Saxton M, Matory WA, Like RC "Preparing to Lead: Reflecting on CME and Healthcare Disparity," Alliance for Continuing Medical Education's (ACME) 30th Annual Conference, Building Bridges to Enhance Performance in Practice, San Francisco, CA (January 29, 2005).

Like RC, et al. Transforming the Face of Health Professions Through Cultural and Linguistic Competence Education: The Role of the HRSA Centers of Excellence, U.S. Department of Health and Human Services, Health Resources and Services Administration, 2005 (in preparation).

Like RC (contributing author and reviewer). European Union Migrant Friendly Hospitals Initiative. Hospitals in a Culturally Diverse Europe: Scientific Abstract: The Amsterdam Declaration (<http://www.mfh-eu.net>).

Pelletier S (ed). "N.J. Mandates Cultural-Competency Training," Medical Meetings, June 1, 2005 (http://mm.meetingsnet.com/ar/meetings_nj_mandates_culturalcompetency/index.htm).

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:

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>

Attachment C

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

Brief Summary of Selected Activities

The Center for Healthy Families and Cultural Diversity (CHFCD) in the Department of Family Medicine, UMDNJ-Robert Wood Johnson Medical School (<http://www2.umdnj.edu/fmedweb/chfdc/index.htm>) was established in 1997, and is dedicated to leadership, advocacy, and excellence in promoting culturally-responsive, quality health care for diverse populations. The CHFCD recognizes that persisting racial and ethnic disparities in health and health care are major clinical, public health, and societal problems. Our approach to developing cultural competency involves a systems/ecological perspective, a focus on life-long professional and personal learning, and collaboration with key stakeholders and constituency groups.

CHFCD faculty and staff have provided multicultural education and training to residents and medical and public health students at UMDNJ-Robert Wood Johnson Medical School, as well as to numerous health care professionals in the United States and abroad. Technical assistance/consultation has also been provided to academic medical centers, hospitals, ambulatory care facilities, managed care plans, community organizations, governmental agencies, and medical communications and pharmaceutical companies. Topic areas addressed include: clinical and organizational cultural competence; participatory quality improvement; and cross-cultural health promotion and disease prevention.

Selected examples of major cross-cultural training and research initiatives the CHFCD has actively participated in include:

- Society of Teachers of Family Medicine's "Recommended Core Curriculum Guidelines for Culturally Sensitive and Competent Health Care" (<http://www.stfm.org/corep.html>)
- American Academy of Family Physicians/HRSA "Quality Care for Diverse Populations" educational program (<http://www.aafp.org/x13887.xml>)
- American Institutes for Research/Office of Minority Health "Cultural Competency Curriculum Modules for Family Physicians" project (<http://www.air.org/cccm/>)
- Office of Minority Health's "A Family Physician's Practical Guide to Culturally Competent Care" (<http://cccm.thinkculturalhealth.org>)
- Management Sciences for Health/HRSA "Provider's Guide to Quality and Culture" website (<http://erc.msh.org/quality&culture>)
- Institute for Healthcare Improvement/HRSA National Health Disparities Collaboratives, "Cultural Competence in the Clinical Care of Patients with Diabetes and Cardiovascular Disease Curriculum"
- National Initiative for Children's Healthcare Quality's (NICHQ), "Improving Cultural Competency in Children's Primary Health Care" project, funded by the California Endowment (<http://www.nichq.org/NICHQ/Programs/CollaborativeLearning/CulturalCompetency2005.htm>)
- QSource, Center for Healthcare Quality, Cultural Competency Pilot Project, for the Centers for Medicare & Medicaid Services
- HRSA Centers of Excellence "Cultural Competence Assessment and Curriculum Development" project, and publication, Transforming the Face of Health Professions Through Cultural and Linguistic Competence Education: The Role of the HRSA Centers of Excellence, U.S. Department of Health and Human Services, Health Resources and Services Administration, 2005
- HRSA and OMH National Satellite Educational Broadcast, "Cross-Cultural Communication in Health Care: Building Organizational Capacity" (www.hrsa.gov/financeMC/broadcast)
- Centers for Medicare & Medicaid Services 8th Scope of Work Contract with Quality Improvement Organizations, National Satellite Broadcast, "Cultural Competency and Quality of Care"

- California Endowment "Setting Standards in Cultural Skills Training for Healthcare Professionals" project
- Georgetown University National Center for Cultural Competence, "Cultural Competence Health Practitioner Assessment Instrument" (<http://gucchd.georgetown.edu/nccc/pa.html>)
- UMDNJ/Robert Wood Johnson Medical School (RWJMS) Four National Conferences on Culturally Competent Care (http://www2.umdnj.edu/fmedweb/chfcd/chfcd_conferences.htm)
- UMDNJ Continuing Medical Education Multicultural Education Programs - "REACH: Realizing Equity Across Cultures in Healthcare" and "Building Cultural Competency in Clinical Practice" (Eden Communications/Pfizer)
- Bildner Family Foundation New Jersey Campus Diversity Initiative - "Developing Cultural Competency at UMDNJ"
- Northeast Consortium on Cross Cultural Medical Cultural Medical Education and Practice
- American Journal of Multicultural Medicine Series (Liberty Communications Network/Cardinal Health)
- Aetna Foundation-funded research project, "Assessing the Impact of Cultural Competency Training Using Participatory Quality Improvement Methods" (http://www2.umdnj.edu/fmedweb/chfcd/aetna_foundation.htm)
- European Union's Migrant-Friendly Hospitals Initiative to Promote the Health and Health Literacy of Migrants and Ethnic Minorities (www.mfh-eu.net).