

2005-2006 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 (<http://www2.umdnj.edu/fmedweb/chfcd/index.htm>).

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
Bisi Shofu, Secretary
Debbie Elam, Secretary

Participating Department Faculty:

Rhina Acevedo, MD; Joyce Afran, MD; John Clabby, PhD; Jan E. Gottlieb, MPH; Beatrix Roemheld-Hamm, MD, PhD; Paula A. Krauser, MD, MA; Steven J. Levin, MD; 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 eighth full academic year, meeting most of its 2005-2006 goals. Major accomplishments and activities during the past year included the following:

- provided technical assistance/consultation to federal and state governmental agencies, quality improvement organizations, academic medical centers, hospitals, ambulatory care facilities, managed care organizations, professional organizations, and the private sector both in the United States and abroad
- gave invited lectures, workshops, and seminars about culturally and linguistically competent care to a wide variety of health care professionals and organizations;
- contributed to the development of the new RWJMS Patient-Centered Medicine curriculum and provided faculty development workshops relating to culturally competent health care and the elimination of health care disparities
- worked with the Dean's Office in obtaining an educational grant entitled, "Transforming the Curriculum at Robert Wood Johnson Medical School: Educating Students and Faculty about Culturally Competent Patient Centered Care," from the American Medical Student Association's (AMSA) Achieving Diversity in Dentistry and Medicine through Implementing Cultural Competency Curricular Guidelines for Medical Schools Program
- 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;
- served as Visiting Professor to seven academic medical centers (Meharry Medical College, University of Pittsburgh School of Medicine, SUNY Stony Brook University Health Sciences Center, University of California at Davis Health System, MSU Kalamazoo Center for Medical Studies, University of Kansas Medical Center, University Hospital Uppsala, Sweden), and as Faculty for the American Hospital Association/Health Research and Education Trust's (HRET) Cultural Competence Leadership Fellowship.
- Served as Medical Society of New Jersey Representative and was elected to the Steering Committee of the Commission to End Health Care Disparities (formerly Federation Task Force on Disparities in Health Care – convened by the American Medical Association, National Medical Association, and National Hispanic Medical Association)

- Served on the National Committee on Quality Assurance's (NCQA) Culturally and Linguistically Applied Services (CLAS) Awards Expert Panel and Minority Grants Advisory Panel and project (funded by the California Endowment).
- 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 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/graduate students, and faculty.

Pre-Doctoral Program Activities

New RWJMS Initiatives -- Patient-Centered Medicine Course

Robert C. Like, MD, MS and Joyce Afran, MD served as members of the Steering Committee and helped to develop the curriculum for the new RWJM Patient-Centered Medicine course for medical students that will be implemented during the 2006-2007 academic year. Janice Johnson, MD, and Robert C. Like, MD, MS submitted a grant application entitled, "Transforming the Curriculum at Robert Wood Johnson Medical School: Educating Students and Faculty About Culturally Competent Patient-Centered Care," that was funded by the American Medical Student Association's (AMSA) Achieving Diversity in Dentistry and Medicine through Implementing Cultural Competency Curricular Guidelines for Medical Schools Program. These funds will help to support the cultural competency component of the curriculum for 1st year medical students and related educational activities. Dr. Like also presented several workshops to the course faculty mentors on the subject of culturally competent patient-centered care.

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 the 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 18 community organizations throughout New Jersey. A total of 20 students participated. Projects were in the areas of asthma, diabetes, STIs, and HIV, access to health care, among others. The didactic component included workshops and service-oriented field trips to a food bank, botanica, migrant farm camp, the statehouse in Trenton and a residence for people with HIV/AIDS. The assistantship was co-directed by an interdisciplinary team: 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: Dr. John Clabby, Michelle McWeeney, and Dr. Denise Rodgers. Community site supervisors from our Department included: 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."

Cross-Cultural Communication – Introduction to the Clinical Experience - Third Year Medical Students

A workshop designed to enhance students' skills in communicating with Limited English Proficient patients and deaf and hard of hearing patients was conducted during the Introduction to the Clinical Experience (ICE) by Jan Gottlieb, Dr. Rhina Acevedo from the department with Hank Dallmann and Juliana Nannarone, from the New Brunswick Community Interpreter Project and Dr. Susan Krum, Director of Speech and Hearing, Robert Wood Johnson University Hospital. Students had an opportunity to practice skills learned during the "working with interpreters" OSCE station as part of the formative clinical skills assessment.

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

The predoctoral program continued the successful implementation of the community-service-learning/community oriented primary care component to the family medicine clerkship. Through this component each student worked with a community agency for 24 hours during their six-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 dementia to name a few. Students also participated in didactic workshops on community-oriented primary care by faculty members Jan Gottlieb and Dr. Denise Rodgers. 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 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 and integrative medicine including our Department's faculty listed in parentheses. Sessions included: Chiropractic Medicine; Acupuncture (Karen Wei-Ru Lin), Herbal Remedies (Beatrix Roemheld-Hamm), Introduction to Ayurveda, Energetics and Clinical Applications of Homeopathy, Aromatherapy, Reiki, and Integrating CAM into Primary Care.

Residency Educational Experiences

RWJMS Family Medicine Residency: 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, and Balint group.

Centra State Family Practice Residency: A Cross-Cultural Communication workshop on skills for working with LEP patients and interpreters was presented by Jan Gottlieb, MPH and Rhina Acevedo, MD to Centra State residents in December, 2005.

Postdoctoral/Graduate Student Activities

Robert C. Like, MD, MS served as 1) a member of the PhD Dissertation Defense Committee for Michael Knox's doctoral proposal entitled, "Patterns of Care, Hospitalization, Emergency Room Use and Expenditures by Adult Medicaid Beneficiaries with Developmental Disabilities and Epilepsy," Doctoral Program in Social Work, Rutgers University, New Brunswick, NJ; and 2) a PhD Thesis Examiner for Dr. Abbas Haghshenas' doctoral dissertation entitled, "Negotiating Norms, Navigating Care: The Practice of Culturally Competent Care in Cardiac Rehabilitation," School of Public Health and Community Medicine, University of New South Wales, Sydney, Australia.

TECHNICAL ASSISTANCE/CONSULTANCY ACTIVITIES (selected)

Robert C. Like, MD, MS served as a Visiting Professor to the following academic medical centers:

Meharry Medical College, Nashville, TN (February 9-10, 2006).

University of Pittsburgh School of Medicine, Department of Family Medicine, Pittsburgh, PA (March 27-28, 2006)

SUNY Stony Brook University Health Sciences Center/Long Island Geriatrics Education Center (LIGEC), Stony Brook, NY (April 5, 2006).

University of California at Davis Health System, Department of Psychiatry, Sacramento, CA (May 10-12, 2006).

MSU Kalamazoo Center for Medical Studies, Kalamazoo, MI (May 15, 2006).

University of Kansas Medical Center, Department of Pediatrics and Telehealth Program at the Kansas City, KS (May 18-19, 2006).

University Hospital/Transcultural Psychiatry Unit, Uppsala, Sweden (May 29-30, 2006).

International

Robert C. Like, MD, MS served as a member of the World Health Organization/Health Promoting Hospitals (WHO/HPH) International Task Force on Migrant-Friendly and Culturally Competent Hospitals, Working Groups on Professional Training and Development, and Research and Project Planning

National

Robert C. Like, MD, MS served as a Faculty Member for the American Hospital Association/Health Research and Education Trust's (HRET) Cultural Competence Leadership Fellowship

Robert C. Like, MD, MS, continued serving as Medical Society of New Jersey representative to the AMA/NMA/NHMA National Commission to End Healthcare Disparities; Elected for a 2-year term as an At-Large Member of the Executive Council; Chair, Policy and Advocacy Working Group; Member, Professional Awareness, Education, and Training Committee.

Robert C. Like, MD, MS is serving as the Consulting Medical Education Director for the "Initiative for Decreasing Disparities in Depression (I3D)" (project supported by Wyeth Pharmaceuticals), conducted by The Praxis Partnership -- Division of CME, University of Alabama School of Medicine; Division of CME, Vanderbilt University School of Medicine; and Nexus Communications, Inc.

Robert C. Like, MD, MS is serving as the Training-of-Trainers content advisor and activity director for Network Omni® Multilingual Communications' new cultural competency education program that will be offered for CME/CE credits through UMDNJ's Center for Continuing Outreach and Education.

Robert C. Like, MD, MS continued serving as a Consultant/Expert Team Member, 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 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 was invited to serve as a member of the National Committee on Quality Assurance (NCQA) Culturally and Linguistically Applied Services (CLAS) Awards Expert Panel, Minority Grants Advisory Panel and project (funded by the California Endowment).

Robert C. Like, MD, MS was invited to serve as a member of the STFM Task Force on the Future of Family Medicine Workforce Preparedness Group -- Priority E: Communication and Cultural Skills for International Medical Graduates (IMGs).

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, 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 a Member, National Advisory Committee, Georgetown National Center for Cultural Competence.

Robert C. Like, MD, MS served as a Member, National Advisory Board/Planning Committee for the 2006 Fifth National Conference on Quality Health Care for Culturally Diverse Populations: Building the Essential Link between Quality, Cultural Competence, and Disparities Reduction.

Northeast Region/State/Local

Robert C. Like, MD, MS served as technical advisor to the Healthcare Quality Strategies Inc. (formerly Peer Review of Organization of New Jersey) Underserved Population Advisory Committee (UPAC) for the Center for Medicare and Medicaid Services' (CMS) Eighth Scope of Work Contract.

Robert C. Like, MD, MS participated as an invited member of an Expert Roundtable Discussion, "Cultural Competency: Understanding the Present and Setting Future Directions," convened by The Commonwealth Fund, New York City, NY (April 7, 2006)

Robert C. Like, MD, MS served as a member of the Advisory Committee for the New Jersey Hospital Association's Health Research and Educational Trust (HRET), "Patient Race and Ethnicity: Education Campaign to Improve Hospital Data Collection and Reporting" project (funded by the Robert Wood Johnson Foundation).

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 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 an appointed member of the Science Planning and Review Board for the UMDNJ Institute for the Elimination of Health Disparities

Robert C. Like, MD, MS continued working as a consultant 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).

Robert C. Like, MD, MS served as a member of the Advisory Committee for the New Jersey Health Decision's project, "Educating Health Care Professionals for Cultural Proficiency in End-of-Life Care" (funded by the Aetna Foundation), in partnership with Kean University's Department of Social Work.

Robert C. Like, MD, MS, served as a member of the Advisory Committee for the National Conference on Community and Justice – New Jersey, Business Health Disparities Summit (funded by Pfizer, Inc)

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

Robert C. Like, MD, MS was an invited participant to a 2006 New Jersey Health Policy Conference, "Striving for Excellent in New Jersey Health Care," hosted by the Rutgers Center for State Health Policy (CSHP) with funding provided by the Robert Wood Johnson Foundation, Princeton, NJ (April 6, 2006)

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 Statewide Network for Cultural Competence; National Conference on Community and Justice; Advisory Committee, New Jersey Mental Health Institute; Science Planning and Review Board, UMDNJ Institute for the Elimination of Health Disparities; 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:

Grants

Robert C. Like, MD, MS is the Principal Investigator on a grant entitled, “Transforming the Curriculum at Robert Wood Johnson Medical School: Educating Students and Faculty about Culturally Competent Patient Centered Care,” funded by the American Medical Student Association’s (AMSA) Achieving Diversity in Dentistry and Medicine through Implementing Cultural Competency Curricular Guidelines for Medical Schools Program (2006-2007; \$10,800).

Technical Assistance Contracts

Robert C. Like, MD, MS is serving as the Consulting Medical Education Director for the “Initiative for Decreasing Disparities in Depression (I3D)” (project supported by Wyeth Pharmaceuticals), conducted by The Praxis Partnership -- Division of CME, University of Alabama School of Medicine; Division of CME, Vanderbilt University School of Medicine; and Nexus Communications, Inc.

Robert C. Like, MD, MS is serving as the Training-of-Trainers content advisor and activity director for Network Omni® Multilingual Communications’ new cultural competency education program that will be offered for CME/CE credits through UMDNJ’s Center for Continuing Outreach and Education.

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 gave an invited presentation entitled, “Training Modules for Regional/National Networks: Some Preliminary Ideas, at the Advisory Board Meeting for the Task Force for Migrant-Friendly Culturally Competent Health Care, 14th International Conference of Health Promoting Hospitals, Palanga, Lithuania (May 25, 2006).

Robert C. Like, MD, MS gave two invited presentations entitled, 1) “Eliminating Racial and Ethnic Health Inequalities: What Can the Medical Profession Do?” and 2) “Quality Care for Diverse Populations: Cross-Cultural Ethical Challenges,” at the University Hospital/Transcultural Psychiatry Unit, Uppsala, Sweden (May 29-30, 2006).

National

Robert C. Like, MD, MS, participated in an **invited** national satellite broadcast and panel discussion entitled, “Cultural Competency and Quality of Care,” and gave a presentation entitled, “Culturally Competent Healthcare.” This broadcast related to the Centers for Medicare and Medicaid Services (CMS) 8th Scope of Work Contract with Quality Improvement Organizations, Baltimore, MD (July 27, 2005).

Robert C. Like, MD, MS, gave an **invited** Quality Forums workshop entitled, “Improving Quality of Care through Cultural Competency,” for the Santé Health Systems/Santé Community Physicians IPA (educational support provided by Eden Communications; funding support from Pfizer Inc), Fresno, CA (September 29, 2005).

Robert C. Like, MD, MS gave an **invited** grand rounds presentation entitled, “Health Disparities, Cultural Competency, and Implications for Quality Care,” and two workshop presentations entitled, “Caring for Patients with Limited English Proficiency” and “Cultural Diversity Issues in Clinical Care,” at Union Hospital’s **Eliminating Ethnic Healthcare Disparities Conference**, Terre Haute, IN (November 10, 2005).

Robert C. Like, MD, MS gave an **invited** keynote presentation entitled, “Culturally Competent Health Care: Best and Promising Practices,” at Allegany Franciscan Ministries 2006 Health Disparities Summit, West Palm Beach, FL (January 25, 2006).

Robert C. Like, MD, MS, Williams E. Matory, MD and Alejandro Aparicio, MD co-presented a **peer-reviewed** seminar entitled, “Addressing Health Care Disparities and Cultural Competence in CME/CPD Programs,” at the Alliance for Continuing Medical Education’s 31st Annual Conference, San Francisco, CA (January 28, 2006).

Robert C. Like, MD, MS gave the following **seven invited** presentations at the Meharry Medical College, Nashville, TN (February 9-10, 2006):

- 1) Department of Obstetrics/Gynecology Grand Rounds -- “Health Disparities, Cultural Competency, and Implications for Quality Care”
- 2) Curriculum Committee -- “Culturally Competent Loving Care”
- 3) Clerkship and Course Directors -- “Culturally Competent Loving Care”
- 4) Senior Leadership Committee: --“Culturally Competent Loving Care: Opportunities and Challenges for Leadership”
- 5) Department of Family and Community Medicine Workshop -- “Eliminating Racial and Ethnic Healthcare Disparities: What Can the Medical Profession Do?”
- 6) Radical Loving Care Initiative Executive Committee -- Culturally Competent Loving Care: Opportunities and Challenges for Leadership”
- 7) Faculty Development Workshop -- ”Cultural Diversity Issues in Clinical Care”

Robert C. Like, MD, MS participated in an **invited** plenary panel session entitled, “Improving Cultural Competency in Children’s Health Care,” and gave a presentation entitled, “Culturally Competent Health Care: Best and Promising Practices” at the 2006 NACHRI National Association of Children’s Hospitals and Related Institutions (NACHRI) 2006 Children’s Hospitals Within Hospitals Conference, Arlington, VA (March 19, 2006).

Robert C. Like, MD, MS served as a faculty member at the American Hospital Association/Health Research and Education Trust’s (HRET) Cultural Competence Leadership Fellowship and gave **two invited** presentations entitled, “Culturally Competent Patient-Centered Care” and Culturally and Linguistically Competent Health Care,” San Antonio, TX (April 21, 2006).

Robert C. Like, MD, MS co-authored (with Drs. John Rogers, William Mygdal, Kathy Cole-Kelly, Allison Dobbie, Indu Kunchar, Ashok Kumar, and Sandra Burge) a STFM Special Session entitled, Future of Family Medicine Implementation: STFM Priority Programs and How You Can Be Involved (Priority Program Area -- Workforce Preparedness: Communication and Cultural Skills for IMGs), Society of Teachers of Family Medicine 39th Annual Spring Conference, San Francisco, CA (April 29, 2006).

Robert C. Like, MD, MS gave **two** invited presentations entitled, 1) “Becoming a Culturally Competent Health Care Organization – Supervisors”; and 2) “Becoming a Culturally Competent Health Care Organization – Managers,” University of California at Davis Health System, Sacramento, CA (May 10, 2006).

Robert C. Like, MD, MS gave an **invited** Department of Psychiatry Grant Rounds entitled, “Eliminating Racial and Ethnic Health Care Disparities: What Can the Medical and Mental Health Professions Do?” University of California at Davis Health System, Sacramento, CA (May 12, 2006)

Robert C. Like, MD, MS gave **four invited** presentations entitled, “Health Disparities, Cultural Competency, and Implications for Quality Care” and “Culturally and Linguistically Competent Clinical Care,” at the MSU Kalamazoo Center for Medical Studies, Kalamazoo, MI (May 15, 2006).

Robert C. Like, MD, MS gave an **invited** Pediatrics Residency Core Conference entitled, “Cultural Diversity Issues in Clinical Care,” University of Kansas Medical Center, Kansas City, KS (May 18, 2006)

Robert C. Like, MD, MS gave an **invited** Department of Pediatrics Grand Rounds entitled, “Culturally Effective Care: Best and Promising Practices,” University of Kansas Medical Center, Kansas City, KS (May 19 2006).

Robert C. Like, MD, MS gave an **invited** Department of Pediatrics Ethics Rounds entitled, “Ethical Issues in Caring for Diverse Patient Populations: Providing Culturally Effective Care,” University of Kansas Medical Center, Kansas City, KS (May 18, 2006).

Northeast Region/State/Local

Robert C. Like, MD, MS, participated in a full-day workshop entitled, **Improving the Quality of Care for Diverse Populations**, and gave the following **four invited** presentations: 1) “Health Disparities, Cultural Competency, and Implications for Quality Care”; 2) “Cultural Diversity Issues in Clinical Care”; 3) “Culturally and Linguistically Competent Health Care”; and 4)

“Culturally Competent Health Promotion and Disease Prevention,” at the Woodhull Medical and Mental Health Center/North Brooklyn Health Network, Brooklyn, NY (September 26, 2005)

Robert C. Like, MD, MS gave an invited presentation entitled, “Cultural Competency: Linking Education and Research to Impact Health Care Disparities,” at the UMDNJ-New Jersey Medical School’s Primary Care Research Retreat, Long Branch, NJ (October 8, 2005).

Steven J. Levin, MD, and **Robert C. Like, MD, MS** gave an **invited** presentation entitled, “Cross-Cultural Primary Care,” for Latino Heritage Month and Primary Care Week, UMDNJ-Robert Wood Johnson Medical School, Piscataway, NJ (October 18, 2005).

Robert C. Like, MD, MS presented and facilitated two **invited** five-hour workshops entitled, "Understanding Cultural Differences in Your Patient Population" (based on the Office of Minority Health’s *A Family Physician’s Practical Guide for Culturally Competent Care* e-learning program) at the Peer Review Organization of New Jersey, East Brunswick, NJ (October 19 and 20, 2005)

Robert C. Like, MD, MS and Robert A. Scott, PhD co-presented an **invited** workshop entitled, “Intent vs. Impact: Health Disparities, Cultural Competency, and Implications for Quality Care,” Abington Memorial Hospital, Abington, PA (October 26, 2005).

Robert C. Like, MD, MS gave an **invited** seminar presentation entitled, “Addressing Language Issues in Your Practice,” New Jersey Academy of Family Physicians Fall Refresher Course, Princeton, NJ (November 12, 2005).

Robert C. Like, MD, MS gave a Robert Wood Johnson University Hospital/Department of Medicine and Department of Pastoral Care **invited** grand rounds presentation entitled, “Eliminating Racial and Ethnic Health Care Disparities: What can the Medical Profession Do?” UMDNJ-Robert Wood Johnson Medical School, New Brunswick, NJ (November 23, 2005).

Robert C. Like, MD, MS gave an **invited** keynote presentation entitled, “Culturally Competent Health Care: Best and Promising Practices,” at UMDNJ-Robert Wood Johnson Medical School’s Cultural Competency Week, Piscataway, NJ (November 28, 2005).

Robert C. Like, MD, MS and Robert A. Scott, PhD co-presented an **invited** workshop entitled, “Intent vs. Impact: Health Disparities, Cultural Competency, and Implications for Quality Care,” Abington Memorial Hospital, Abington, PA (December 1, 2005).

Robert C. Like, MD, MS gave an **invited** Medical Grand Rounds presentation entitled, “Eliminating Racial and Ethnic Healthcare Disparities: What Can the Medical Profession Do?” at the Princeton HealthCare System, Princeton, NJ (February 21, 2006).

Robert C. Like, MD, MS gave an **invited** Family Medicine Grand Rounds presentation entitled, “Eliminating Racial and Ethnic Healthcare Disparities: What Can the Medical Profession Do?” at the CentraState Healthcare System, Freehold, NJ (February 22, 2006).

Robert C. Like, MD, MS gave an **invited** presentation entitled, “Quality Care for Diverse Populations: Cross-Cultural Ethical Challenges,” to the Ethics Committee, University Hospital, Newark, NJ (March 1, 2006).

Robert C. Like, MD, MS gave **two invited** Cultural Competency Workshops entitled, “Cultural Diversity Issues in Clinical Care” and “Culturally Competent Health Promotion and Disease Prevention” at the Staten Island University Hospital, Staten Island, NY (March 7 and 14, 2006).

Robert C. Like, MD, MS gave an **invited** plenary presentation entitled, “Health Disparities, Cultural Competency, and Implications for Quality Care,” at the UMDNJ School of Nursing’s “Clinical Applications of Cultural Competence: A Multidisciplinary Approach” Conference, Newark, NJ (March 10, 2006).

Robert C. Like, MD, MS gave an **invited** seminar presentation entitled, “Caring for Patients with Limited English Proficiency to the New Jersey Hospital Association’s Task Force on Interpreter and Translation Services, Princeton, NJ (March 15, 2006).

Robert C. Like, MD, MS gave an **invited** presentation as a panel member at the National Conference on Community and Justice – New Jersey (NCCJ-NJ), Business Health Disparities Summit (funded by Pfizer, Inc), Somerset, NJ (March 16, 2006)

Robert C. Like, MD, MS gave **two invited** presentations entitled, “Cultural Competence: An Imperative for Clinical Practice and Teaching” (Department of Family Medicine Conference), and “Cultural Competency: Linking Education and Research to Impact Health Care Disparities”(Faculty Development in Primary Care Interdisciplinary Research Seminar), University of Pittsburgh School of Medicine, Pittsburgh, PA (March 27-28, 2006).

Robert C. Like, MD, MS gave **three invited** presentations: 1) Department of Medicine Grand Rounds – “Cultural Competency for the Practicing Clinician and Teacher,” 2) Clinical Roundtable – “Cultural Diversity Issues in Clinical Care,” and 3) Ethnogeriatrics Seminar – “Becoming a Culturally Competent Health Care Organization,” at the SUNY Stony Brook Health Sciences Center/Long Island Geriatrics Education Center (LIGEC), Stony Brook, NY (April 5, 2006).

Robert C. Like, MD, MS gave an **invited** plenary presentation entitled, “Culturally Competent Health Care: Best and Promising Practices,” at the UMDNJ Caring for New Jersey’s Multicultural Populations: A Cultural Competency Summit, Princeton, NJ (April 24, 2006).

Robert C. Like, MD, MS gave a presentation entitled, “Educating Future Physicians to Provide Culturally Competent Patient-Centered Care,” UMDNJ-Robert Wood Johnson Medical School, Piscataway, NJ (May 3, 2006).

Robert C. Like, MD, MS gave **two** faculty development presentations entitled, “Educating Future Physicians to Provide Culturally Competent Patient-Centered Care,” UMDNJ-Robert Wood Johnson Medical School, New Brunswick, NJ (June 7 and 22, 2006).

Robert C. Like, MD, MS gave an **invited** presentation entitled, “Educating New Jersey’s Physicians to Provide Culturally Competent Care,” to the New Jersey Board of Medical Examiners, Trenton, NJ (June 14, 2006).

Robert C. Like, MD, MS gave two **invited** workshops entitled, “Understanding Cultural Differences in Your Patient Population, Parts 1 and 2,” New Jersey Academy of Family Physicians 2006 Summer Celebration and Scientific Assembly, Atlantic City, NJ (June 25, 2006).

JOURNAL REVIEWER

Robert C. Like MD, MS served as a journal manuscript reviewer for the American Family Physician; Annals of Family Medicine; BMC Medical Education; Families, Systems, and Health; Health Services Research; and Transcultural Psychiatry.

ARTICLES/MONOGRAPHS/ABSTRACTS/CITATIONS (selected)

Kairys JA, Like RC. “Caring for Diverse Populations: Do Academic Family Medicine Practices Have CLAS?” Family Medicine 2006;38(3):196-205

Like RC. Invited Editorial. “Culturally Competent Family Medicine: Transforming Clinical Practice and Ourselves.” American Family Physician 2005; 72(11):2189-2190.

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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, and was 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 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 provided consultation services to the Network Omni® Multilingual Communications' "Caring with CLAS: Cultural Competence in Health Care" Train-the-Trainer and CME/CE program, the Praxis Partnership's "Initiative for Decreasing Disparities in

Depression (I3D),” and 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 400 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)
- Network Omni® Multilingual Communications' "Caring with CLAS: Cultural Competence in Health Care" Train-the-Trainer and CME/CE program
- The Praxis Partnership -- Division of CME, University of Alabama School of Medicine; Division of CME, Vanderbilt University School of Medicine; and Nexus Communications, Inc. - "Initiative for Decreasing Disparities in Depression (I3D)," (project supported by Wyeth Pharmaceuticals).
- American Medical Student Association's (AMSA) Achieving Diversity in Dentistry and Medicine through Implementing Cultural Competency Curricular Guidelines for Medical Schools Program, "Transforming the Curriculum at Robert Wood Johnson Medical School: Educating Students and Faculty about Culturally Competent Patient Centered Care" grant
- 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).