

**2006-2007 ANNUAL REPORT**  
**CENTER FOR HEALTHY FAMILIES AND CULTURAL DIVERSITY**  
**DEPARTMENT OF FAMILY MEDICINE**  
**UMDNJ-ROBERT WOOD JOHNSON MEDICAL SCHOOL**

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**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  
Regina Sawyer, Secretary  
Maria Maresca, Secretary

**Participating Department Faculty (selected)**

Rhina Acevedo, MD; Joyce Afran, MD; John Clabby, PhD; Jan E. Gottlieb, MPH; Steven J. Levin, MD; Karen Wei-Ru Lin, MD, MS; Denise V. Rodgers, MD; Marian R. Stuart, PhD; Justine Wu, MD

**OVERVIEW**

The Department of Family Medicine's Center for Healthy Families and Cultural Diversity (CHFCD) completed its ninth full academic year, meeting most of its 2006-2007 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 continuing education and professional development lectures, workshops, and seminars about culturally and linguistically competent care to a wide variety of health care providers and organizations
- served as Principal Investigator for the American Medical Student Association's (AMSA) Achieving Diversity in Dentistry and Medicine educational grant entitled, "Transforming the Curriculum at Robert Wood Johnson Medical School: Educating Students and Faculty about Culturally Competent Patient Centered Care"

- served on the Steering Committee for the longitudinal RWJMS Patient-Centered Medicine curriculum for 1<sup>st</sup> and 2<sup>nd</sup> year medical students and presented lectures/seminars and faculty development workshops relating to subjects including culturally competent patient-centered care; quality improvement and the elimination of health care disparities; religion and spirituality in health care; caring for patients with limited English proficiency; caring for patients with low health literacy; and sexual health in diverse populations
- 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 at two academic medical centers (University Hospital Uppsala, Sweden and the University of Mississippi Dental School/Medical Center, Jackson, Mississippi), 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 to the Commission to End Health Care Disparities (convened by the American Medical Association, National Medical Association, and National Hispanic Medical Association)
- Served on the National Committee for 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) and CLAS Guide to Improvement Expert Panel (funded by Eli Lilly).
- 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 networking with and dissemination of information to international, national, state, and local organizations interested in the delivery of culturally and linguistically appropriate services.

## **MULTICULTURAL EDUCATION 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**

#### **Patient-Centered Medicine Course**

Thanks to funding received from the American Medical Student Association Foundation's Achieving Diversity in Dentistry and Medicine Program for the grant entitled, "Transforming the Curriculum at Robert Wood Johnson Medical School: Educating Students and Faculty About Culturally Competent Patient-Centered Care," we were able to integrate cultural competency-related content into our new longitudinal Patient-Centered Medicine (PCM) course. Robert C. Like, MD, MS, Joyce Afran, MD and Jan Gottlieb, MPH served as members of the PCM Steering Committee and helped to implement the curriculum.

During the 2006-2007 academic year, the PCM 1 course for first year medical students had 22 formal curriculum hours devoted to cultural competence. The following topics were addressed:

- *Culturally Competent Patient-Centered Care Through the Life-Cycle*
- *Plain Talk: Cultural Competence and Cultural Humility*

*(Guest Faculty: Dr. Melanie Tervalon)*

- *Health Disparities and Cultural Competence: Delivering Quality Care to Diverse Populations (Guest Faculty: Dr. Joseph Betancourt)*
- *Cultural Models of Health Disease and Illness: Religion and Spirituality in Healthcare*
- *Historical and Contemporary Perspectives on Racial and Ethnic Health Disparities (Guest Faculty: Dr. Rodney Hood)*
- *Cultural/Traditional Healthcare Practices: Complementary and Alternative Medicine (Guest Faculty: Dr. Adam Perlman)*
- *Caring for Patients with Limited English Proficiency*
- *Caring for Patients with Limited Health Literacy*
- *Caring for Patients with Disabilities*

Educational methods employed included a mix of didactic lectures; interactive video presentations; panel presentations, small group discussions with case studies, role plays, and experiential exercises; simulated patients; community site visits and immersion experiences, reflective portfolios; and student final projects.

Additional co-curricular activities for medical students relating to cultural competence (over 9 hours) included a “Diversity Movie Night”; a 2<sup>nd</sup> year Transition Ceremony lecture entitled, “Patient-Centered Care for Diverse Populations: Clinical Reflections”; sessions on cross-cultural care and sexual health for second year medical students in the Human Sexuality course, and 3 Grand Rounds seminars for students in the third and fourth clinical years.

A number of RWJMS Faculty Development workshops were offered that addressed issues relating to “*Educating Future Physicians to Provide Culturally Competent Patient-Centered Care.*” The PCM course also expanded its Multicultural Resource Library with a series of educational videos and textbooks on cultural competency, health disparities, patients with disabilities, health literacy, communication/use of interpreters and complementary and alternative medicine.

### **Department of Family Medicine Educational Offerings**

- *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 culturally competent community service after they graduate. An interdisciplinary group of 19 students implemented projects in partnership with 16 community organizations throughout New Jersey. Projects were in the areas of diabetes, colorectal cancer screening, the HPV vaccine, post-partum depression, cardiovascular health, prevention of child abuse, art therapy for people with HIV, among others and served culturally diverse populations. The training component included workshops and service-oriented field trips to a food bank, botanica, the UMDNJ Global TB center, 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 and Dr. Denise Rodgers. Dr. Karen Lin gave the keynote presentation for the culminating appreciation event. Community site preceptors from our Department were Michelle McWeeny and Dr. Justine Wu at St. John's Health Center.

- *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 and Dr. Rhina Acevedo from the Department with Hank Dallmann 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 implementing 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, over 100 students provided a variety of valuable services including presenting nutrition workshops to preschoolers and health workshops at a middle schools, county correctional facility and drug treatment agency, providing screenings and health counseling at a soup kitchen, mentoring at a church-based youth program 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.

### **School-wide extracurricular initiatives facilitated by Family Medicine**

The Department was instrumental in developing several new programs designed to promote interest in providing service to diverse, underserved communities: the Distinction in Service to the Community (DISC) initiative and its accompanying elective SIRCH (Students Interested in Research in Community Health) and the National Learn and Serve Community Service Minigrant program through a contract from Morehouse School of Medicine. This past year a team of students was awarded the DISC honor for their work at Promise Clinic which provides patient care to clients of Elijah's Promise Soup Kitchen; approximately 10 students actively participated in the SIRCH elective and 25 students implemented community-based projects in diverse communities through the minigrant program. These projects were in the areas of health literacy for seniors, science education for youth, asthma and diabetes education, nutrition and fitness for culturally diverse populations ranging from youth to seniors.

### **Residency Program Activities**

#### **RWJMS/RWJUH Family Medicine Residency**

*Cross Cultural Community Medicine Rotation and Longitudinal Community Activities.*

Four second-year residents participated in a cross-cultural community medicine rotation at St. John 's Health Center in New Brunswick, NJ 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 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 a pap/mammogram screening, volunteering at a local soup kitchen providing "triage" health assessments and referrals for clients. Community site visits included the Middlesex County Board of Social Services, a *botanica and bodega*, the Middlesex County Health Department TB center and Matheny Medical and Education Center for people with developmental disabilities and the EOHSI Occupational Health Clinic. In addition,

residents conducted health workshops for young adults at JobCorps. The month-long rotation is coordinated by Dr. Steven Levin and Jan Gottlieb.

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.

## **Continuing Medical Education and Technical Assistance Activities**

### **Center for Healthy Families and Cultural Diversity (CHFCD)**

CHFCD faculty and staff continued to provide multicultural education and training to groups of healthcare professionals—physicians, nurses, and other allied health professionals—as well as hospitals, managed care plans, ambulatory practices, academic health centers, community groups, governmental agencies, and other public and private sector entities interested in improving the quality and safety of care, provided to our increasingly diverse populations. Dr. Robert C. Like, the CHFCD Director, gave a number of presentations including keynotes, plenaries, workshops, seminars, and grand rounds for continuing education credits (estimated 15 prescribed/12 elective) both in the United States and abroad (**see Dissemination Activities section below**). Topics covered included: culturally competent patient-centered care, eliminating racial and ethnic disparities in health and health care, understanding our diverse communities, caring for patients with limited English proficiency, addressing cross-cultural health literacy challenges in clinical practice, culturally competent health promotion and disease prevention, and becoming a culturally competent health care organization and service delivery system. Dr. Like also continued to serve on numerous national expert panels and developed or consulted on a variety of live and web-based cultural competency training programs, several of which are available for continuing education credits.

### **Postdoctoral/Graduate Student Activities**

Robert C. Like, MD, MS served as 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

### **TECHNICAL ASSISTANCE/CONSULTANCY ACTIVITIES (selected)**

**\$71,900 received** by the CHFCD for period 7/1/06 – 6/30/07

**\$10,000 received** by the Foundation of UMDNJ for period 7/1/06 – 6/30/07

**\$13,000 received** by the UMDNJ Center for Continuing Outreach and Education and **\$16,800 (accounts receivable)** regarding the Network Omni Multilingual Communications Caring with CLAS Continuing Education Program

**\$30,000 (accounts receivable)** - Network Omni Multilingual Communications restricted gift to Foundation of UMDNJ in support of CHFCD cultural competency activities

### **Visiting Professorships**

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

- Uppsala University Hospital/Transcultural Psychiatry Unit, Uppsala, Sweden
- University of Mississippi Dental School/Medical Center, Jackson, Mississippi

## **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

Robert C. Like, MD, MS served as a Visiting Professor to the University Hospital/Transcultural Psychiatry Unit, and gave **four** presentations entitled, 1) "Health Disparities, Cultural Competency, and Implications for Quality Care," 2) "Culturally Competent Health Promotion and Disease Prevention," 3) "Ethical Challenges in Cross-Cultural Clinical Care," and 4) "Cultural Diversity Issues in Clinical Care," Uppsala, Sweden (December 4-5, 2006)

## **National**

Robert C. Like, MD, MS continued serving 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; an At-Large Member of the Executive Council; Chair, Policy and Advocacy Subcommittee; and a Member, Professional Awareness, Education, and Training Committee.

Robert C. Like, MD, MS continued 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 continued 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 served as a consultant to the Messengers for Health grant (Indian Health Service health care providers), Montana State University – Bozeman/Health and Human Development

Robert C. Like, MD, MS continued serving as a member of the National Committee for 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, National Committee for Quality Assurance's (NCQA) CLAS Guide to Improvement Expert Panel (funded by Eli Lilly).

Robert C. Like, MD, MS was invited to serve as a Guest Participant, Joint Commission's Hospitals, Language, and Culture Technical Advisory Panel.

Robert C. Like, MD, MS continued serving 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 continued serving 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 continued serving as a Member, Advanced Center in Interventions and Services Research for Late Life Mood Disorders (ACISNR/LLMD), External Scientific National Advisory Committee, Western Psychiatric Institute and Clinic/University of Pittsburgh School of Medicine

Robert C. Like, MD, MS served as a Member. National Advisory Group for the Sixth National Conference on Quality Health Care for Culturally Diverse Populations

Robert C. Like, MD, MS served as a consultant to the Quality Forums E-Learning workshop series module, "Improving Quality of Care Through Cultural Competency" (developed by Eden Communications, with funding support from Pfizer Inc.)

### **Regional/State/Local**

Robert C. Like, MD, MS served as an Invited Participant, U.S. Surgeon General's Workshop on Improving Health Literacy, National Institutes of Health, Bethesda, MD (September 7, 2006)

Robert C. Like, MD, MS continued serving as a Technical Advisor, Underserved Population Advisory Committee (UPAC), Health Care Quality Strategies Inc. (formerly Peer Review of Organization of New Jersey), for the Center for Medicare and Medicaid Services' (CMS) Eighth Scope of Work Contract

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

Robert C. Like, MD, MS continued serving as a Member, 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, Advisory Committee for the American Conference on Diversity's "Business Leaders' Series: Your Health Disparities Scorecard," New Brunswick, NJ

Robert C. Like, MD, MS continued serving as a Member, New Jersey Statewide Network for Cultural Competence, coordinated by the New Jersey Department of Health and Senior Services/ Division of Family Health Services and the UMDNJ Boggs Center for Developmental Disabilities

Robert C. Like, MD, MS continued serving as a Member, ARC of New Jersey Mainstreaming Medical Care Advisory Board, North Brunswick, NJ

### **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 Hospital Association's HRET Patient Race and Ethnicity Project; New Jersey Statewide Network for Cultural Competence; National Conference on Community and Justice; Science Planning and Review Board, UMDNJ Institute for the Elimination of Health Disparities; and the Healthier New Brunswick 2010 Citizens Health Advisory Group and the "Lead" and "Get Fit" coalitions.

### **RWJMS Activities**

Member of Department of Family Medicine's Executive, Appointments and Promotions, Primary Care/Health Services Research Fellowship Executive Committees

Member, RWJMS Patient Centered Medicine Course Steering Committee

Member, Planning Committee for RWJMS Human Sexuality Program

Member, RWJMS Community Health Activities Group

Member, RWJMS Global Health Initiative Working Group

Member, Mates David and Hinna Stahl Annual Bioethics Lecture Series Advisory Committee, UMDNJ-Robert Wood Johnson Medical School

### **Robert Wood Johnson University Hospital Activities**

None this year

### **UMDNJ Activities**

Member, Science Planning and Review Board for the UMDNJ Institute for the Elimination of Health Disparities

### **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 continued 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 continued 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 **four** presentations entitled, 1) "Health Disparities, Cultural Competency, and Implications for Quality Care," 2) "Culturally Competent Health Promotion and Disease Prevention," 3) "Ethical Challenges in Cross-Cultural Clinical Care," and 4) "Cultural Diversity Issues in Clinical Care," at the University Hospital/Transcultural Psychiatry Unit Uppsala, Sweden (December 4-5, 2006)

## **National**

Robert C. Like, MD, MS gave a Quality Forums presentation (funded by Pfizer, Inc.) entitled, "Improving Quality of Care Through Cultural Competency," at the John Hopkins Health System, Baltimore, MD (July 20, 2006)

Richard Levy, PhD (and Robert C. Like, MD, MS, co-author) gave a presentation entitled, "Ethnic and Racial Disparities in the Use of Medicines," at the AMA/NMA/NHMA Commission to End Healthcare Disparities, Chicago, IL (September 18, 2006)

Robert C. Like, MD, MS served as moderator for a workshop entitled, "Cultural Competence and Disparity Reduction: Groundbreaking State Policy Initiatives," at the Fifth National Conference on Healthy Care for Culturally Diverse Populations: Guiding the Essential Link Between Quality, Cultural Competence, and Disparities Reduction, Seattle, WA (October 18, 2006)

Robert C. Like, MD, MS served as moderator for a peer-to-peer practice advancement session entitled, "Innovations in Cultural Competence Curriculum Development for Health Professionals in Training," Fifth National Conference on Healthy Care for Culturally Diverse Populations: Guiding the Essential Link Between Quality, Cultural Competence, and Disparities Reduction, Seattle, WA (October 19, 2006)

Robert C. Like, MD, MS served as a Visiting Professor to the University of Mississippi Dental School/Medical Center, and gave **two** faculty development presentations entitled, "Culturally Competent Patient-Centered Care" and "Cultural Diversity Issues in Clinical Care and Education," Jackson, MS (January 11, 2007)

DJ Durham, A Aparicio, E Campbell, S Gilman, RC Like, E Paczolt, ML Schwartz, B White, and S Ziemiak (CME Theater Players).presented an Intensive session entitled, "CME Theater 2007: Addressing Health Care Disparities & Cultural Competence Through Innovative CME/CPD Programs," Alliance for Continuing Medical Education's (ACME) 32nd Annual Conference, Phoenix, AZ (January 18, 2007)

Robert C. Like, MD, MS served as a faculty member in the Antidote Continuing Medical Education program, Relating to Your Patients: COPD, Seasonal Depression, & Cultural Competency, and gave a presentation entitled, "Cultural Diversity Issues in Clinical Care," Scottsdale, AZ (January 20, 2007)

Robert C. Like, MD, MS gave a workshop presentation entitled, "Health Disparities, Cultural Competency, and Implications for Quality Care," at the Oakwood Healthcare System's Cultural Competence: On the Road to Best Practices, Physician's Dinner Symposium, Dearborn, MI (March 6, 2007)

Robert C. Like, MD, MS gave a keynote presentation entitled, "Health Disparities, Cultural Competency, and Implications for Quality Care," at the Oakwood Healthcare System's Cultural Competence: On the Road to Best Practices Conference, Dearborn, MI (March 7, 2007)

Robert C. Like, MD, MS moderated a panel discussion of the "Hold Your Breath" video at the Oakwood Healthcare System's Cultural Competence: On the Road to Best Practices Conference, Dearborn, MI (March 7, 2007)

Robert C. Like, MD, MS served as a faculty member for the American Hospital Association/Health Research and Education Trust (HRET) Cultural Competency Leadership Fellowship Program, and gave **five** presentations entitled, 1) "Culturally Competent Patient-Centered Care"; 2) "Caring for Diverse Populations: Understanding Your Communities"; 3) "Health Disparities, Cultural Competency, and Implications for Quality Care"; 4) "Caring for Patients with Limited English Proficiency"; and 5) "Caring for Patients with Limited Health Literacy", Charleston, SC (March 19, 2007)

## **Regional/State/Local**

Robert C. Like, MD, MS gave **two** presentations entitled, 1) Department of Medicine Grand Rounds – “Health Disparities, Cultural Competency, and Implications for Quality Care”; and 2) Faculty Development Workshop - “Cultural Diversity Issues in Clinical Care and Precepting,” at the New York Queens Hospital Department of Medicine, Flushing, NY (August 22, 2006)

Robert C. Like, MD, MS gave a Quality Forums presentation (funded by Pfizer, Inc) entitled, “Improving Quality of Care Through Cultural Competency,” at the Rhode Island Department of Public Health, Warwick, RI (September 19, 2006)

Robert C. Like, MD, MS gave a panel presentation entitled, “Bridging the Gap Between Physician/Patient Communication in Diverse Cultural Markets,” Patient Centric Marketing Conference, Princeton, NJ (September 26, 2006)

Robert C. Like, MD, MS gave a plenary presentation entitled, “Culturally Competent Health Promotion and Disease Prevention,” at the UMDNJ School of Nursing’s Building Capacity for Cultural Competent Care through Community Partnerships Conference, Newark, NJ (October 6, 2006)

Robert C. Like, MD, MS gave a presentation (funded by Pfizer) entitled, “Improving the Quality of Care for Patients with Limited Health Literacy,” at the Aetna Insurance Company, Hartford, CT (November 7, 2006)

Robert C. Like, MD, MS gave a Quality Forums workshop (funded by Pfizer, Inc.) entitled, “Improving Quality of Care Through Cultural Competency,” at the Department of Health/Medical Assistance Administration, Washington, DC (November 15, 2006)

Robert C. Like, MD, MS gave **two** presentations (funded by Pfizer, Inc.) entitled, “Health Disparities, Cultural Competence, and Implications for Quality Care,” and “Cultural Diversity Issues in Clinical Care,” at the Annual Retreat of the Johns Hopkins University Physicians Group, Baltimore, MD (November 16, 2006)

Robert C. Like, MD, MS gave a plenary presentation entitled, “Culturally and Linguistically Appropriate Care,” at the Jamaica Hospital Medical Center’s Health Disparities and Cultural Competency for Medical Educators Conference, MediSys Health Network, Jamaica, NY (November 22, 2006)

Robert C. Like, MD, MS gave a workshop presentation (funded by Pfizer, Inc.) entitled, “Improving the Quality of Care for Patients with Limited Health Literacy,” at the Aetna Insurance Company, Blue Bell, PA (December 7, 2006)

Robert C. Like, MD, MS gave a Quality Forums presentation (funded by Pfizer, Inc.) entitled, “Improving Quality of Care Through Cultural Competency,” at ConnectiCare, Farmington, CT (December 13, 2006)

Robert C. Like, MD, MS gave **two** presentations entitled, “Health Disparities, Cultural Competency, and Implications for Quality Care,” and “Caring for Patients with Limited Health Literacy,” at the Staten Island University Hospital Internal Medicine Residency Program, Staten Island, NY (February 13 and 20, 2007)

Robert C. Like, MD, MS gave **twelve** presentations entitled, 1) “Culturally Competent Patient-Centered Care”; 2) “Caring for Diverse Populations: Understanding Your Communities”; 3) “Health Disparities, Cultural Competency, and Implications for Quality Care”; 4) “Becoming a Culturally Competent Health Care Organization”; 5) “Caring for Patients with Limited English Proficiency”; and 6) “Caring for Patients with Limited Health Literacy,” at the North Shore-Long Island Jewish Health System/Center for Learning and Innovation’s Improving the Quality of Care for Diverse Populations Symposium, Great Neck, NY (March 1 and April 16, 2007)

Robert C. Like, MD, MS gave the Closing Plenary Comments at the Maryland Minority Health Disparities 4<sup>th</sup> Annual Conference, Baltimore, MD (April 23, 2007)

Robert C. Like, MD, MS gave a keynote presentation entitled, “Cultural Competency Training: Best and Promising Practices,” at the Office of Minority Health and Health Disparities, Maryland Department of Health and Mental Hygiene, Workforce & Cultural Diversity: A Public Health Forum, Baltimore, MD (April 24, 2007)

Robert C. Like, MD, MS gave **four** presentations entitled, 1) “Health Disparities, Cultural Competency, and Implications in Quality Care”, 2) “Caring for Patients with Limited English Proficiency”, 3) “Culturally Competent Patient-Centered Care”, and 4) “Caring for Diverse Populations: Understanding Your Communities,” at the Atlantic Regional Osteopathic Convention Atlantic City, NJ (April 26, 2007)

Robert C. Like, MD, MS gave **three** presentations (1 medical grand rounds, 1 faculty development workshop, and 1 pediatrics faculty/ residency seminar) entitled: 1) “Culturally Competent Patient-Centered Care”; 2) “Caring for Patients with Limited Health Literacy: Implications for Residency Training”; and 3) Cultural Diversity Issues in Clinical Care,” at the New York Hospital Queens Flushing, NY (May 1, 2007)

Robert C. Like, MD, MS gave **three** presentations (1 plenary and 2 breakouts entitled, 1) “Health Disparities, Cultural Competency, and Implications for Quality Care”; 2) “Caring for Patients with Limited English Proficiency”; 3) “Cultural Diversity Issues in Clinical Care, ” at the New Jersey Statewide Initiative: Integrating the Care Model to Improve Clinical Management -- Accelerating Improvement Learning Session II/NJ HDC Statewide Summit, Princeton, NJ (June 1, 2007)

Robert C. Like, MD, MS was a panelist (with Drs. Thomas Cavalieri and John Heath) for the general session, Health Care Leaders Views on Health & Wellness of Older Persons, and gave a presentation entitled “Addressing Cross-Cultural Health Literacy Issues in Older Persons,” New Jersey 9<sup>th</sup> Annual Conference hosted by the New Jersey Foundation for Aging, New Face of 60, Jamesburg, NJ (June 11, 2007)

Robert C. Like, MD, MS gave a Quality Forums presentation (funded by Pfizer, Inc.) entitled, “Improving Quality of Care Through Cultural Competence,” at the Central Jersey Oncology Center New Brunswick, NJ (June 13, 2007)

Robert C. Like, MD, MS gave a presentation entitled, “Where Do We Go From Here?” at the American Conference on Diversity’s Business Leaders’ Series: Your Health Disparities Scorecard, New Brunswick, NJ (June 22, 2007)

Robert C. Like, MD, MS gave **three** presentations entitled: 1) Department of Pediatrics Noon Conference – “Addressing Cross-Cultural Health Literacy Challenges in Clinical Practice”; and 2) Residency Orientation - “Culturally Competent Patient-Centered Care,” and Addressing Cross-Cultural Health Literacy Challenges in Clinical Practice,” at the New York Hospital Queens, Residency Orientation, Flushing, NY (June 25, 2007)

## **JOURNAL REVIEWER**

Robert C. Like MD, MS served as a journal manuscript reviewer for the Annals of Family Medicine; BMC Medical Education; Families, Systems, and Health; and Acta Paediatrica

## **ARTICLES/MONOGRAPHS/ABSTRACTS/CITATIONS (selected)**

Graves DL, Like RC, Kelly N, and Hohensee A. Legislation as Intervention: A Survey of Cultural Competence Policy in Health Care. Journal of Health Care Law and Policy 2007; 10:339 (in press)

Kobylarz F, Heath J, Like R, Granville L, The ETHNICS Mnemonic: Clinical Tool, Didactics, and Small Group Facilitator's Guide. MedEdPORTAL; 2007. Available from:

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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](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)," the National Committee for Quality Assurance (NCQA) Culturally and Linguistically Applied Services (CLAS) Awards and Minority Grants project (funded by the California Endowment).

and CLAS Guide to Improvement (funded by Eli Lilly); 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](http://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>); the Health Resources and Services Administration's (HRSA) "Transforming the Face of Health Professions Through Cultural & Linguistic Competence Education: The Role of the HRSA Centers of Excellence" curriculum (<http://www.hrsa.gov/culturalcompetence/curriculumguide>), and "Unified Health Communication 101:

Addressing Health Literacy, Cultural Competency, and Limited English Proficiency e-learning course (<http://www.hrsa.gov/healthliteracy/training.htm>); 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](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 450 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](mailto: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, research, and service 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/mainpage.cfm?file=1.0.htm&module=provider&language=English>)
- 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
- National Committee for Quality Assurance (NCQA) Culturally and Linguistically Applied Services (CLAS) Awards Expert Panel and Minority Grants Advisory Panel and project (funded

by the California Endowment) and CLAS Guide to Improvement Expert Panel (funded by Eli Lilly).

- 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 (<http://www.hrsa.gov/culturalcompetence/curriculumguide>)
- HRSA and OMH National Satellite Educational Broadcast, "Cross-Cultural Communication in Health Care: Building Organizational Capacity" ([www.hrsa.gov/financeMC/broadcast](http://www.hrsa.gov/financeMC/broadcast))
- HRSA Unified Health Communication 101: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency (<http://www.hrsa.gov/healthliteracy/training.htm>)
- Centers for Medicare & Medicaid Services 8th Scope of Work Contract with Quality Improvement Organizations, National Satellite Broadcast, "Cultural Competency and Quality of Care" (<http://www.hrsa.gov/reimbursement/broadcast/default.htm>)
- 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>)
- Montana State University – Bozeman/Health and Human Development, Messengers for Health grant (Indian Health Service health care providers)
- UMDNJ/Robert Wood Johnson Medical School (RWJMS) Four National Conferences on Culturally Competent Care ([http://www2.umdnj.edu/fmedweb/chfcd/chfcd\\_conferences.htm](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.umdj.edu/fmedweb/chfcd/aetna\\_foundation.htm](http://www2.umdj.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](http://www.mfh-eu.net))