2008-2009 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

Robert C. Like, MD, MS, Director
Dorothy Antonelli, Administrative Assistant

OVERVIEW

The Department of Family Medicine's Center for Healthy Families and Cultural Diversity (CHFCD) completed its eleventh full academic year, meeting most of its 2008-2009 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 128 peer-reviewed/continuing education/professional development lectures, workshops, and seminars about culturally and linguistically competent care to a wide variety of health care providers and organizations
served as faculty activity director and/or content reviewer for a series of Medscape/UMDNJ Center for Continuing Outreach and Education web-based health disparities/cultural competency educational programs relating to depression, psychosis, diabetes mellitus, and cross-cultural health care

served as a faculty member in the RWJMS Patient-Centered Medicine course and presented lectures/seminars to medical students relating to subjects including culturally competent patient-centered care; addressing racial and ethnic disparities in health and health care; caring for patients with limited English proficiency; caring for patients with low health literacy; caring for patients with diverse religious and spiritual beliefs care; and sexual health in diverse populations

served on the Steering Committee for the longitudinal RWJMS Patient-Centered Medicine curriculum and co-sponsored a 2-day Visiting Professor to RWJMS by Dr. John Rolland, an internationally known family psychiatrist from the Chicago Center for Family Health

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 Physician Editor-in-Chief, MDNG’s Focus on Multicultural Health Care publication (www.MDNGlive.com); Chair, Steering Committee for Medscape’s Health Diversity Initiative and Resource Center (http://www.medscape.com/resource/healthdiverse); and Member, Editorial Advisory Board for Diversity in Health and Care international journal

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)

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 disseminating 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

Cultural competency-related content continued to be integrated into the longitudinal RWJMS Patient-Centered Medicine (PCM) course for 1st and 2nd year medical students. Robert C. Like, MD, MS and Joyce Afran, MD served as members of the PCM Steering Committee and helped to implement the curriculum.

During the 2008-2009 academic year, the PCM 1 course for first year medical students had 13.5 formal curriculum hours devoted to cultural competence. The following topics were addressed:

- Culturally Competent Patient-Centered Care Through the Life-Cycle (1 hour)
- PBS Film: Unnatural Causes: Is Inequality Making Us Sick? In Sickness and In Wealth (1 hour)
- Constructing a Medical History: Biomedical and Psychosocial Assessment (2.5 hours)
- Addressing Racial and Ethnic Disparities in Health and Health Care (3 hours)
- Caring for Patients with Limited English Proficiency (1 hour)
- Caring for Patients with Limited Health Literacy (2 hour)
- Addressing Spiritual and Religious Issues During Clinical Encounters (.75 hours)
- Complementary/Alternative/Integrative Medicine (2.25 hours)

The PCM 2 course’s Human Sexuality Program: Sexual Health Awareness in Caring for Diverse Populations had 3 formal curriculum hours devoted to cultural competence:

- “Culturally Competent Care for Patients Who Have Experienced Female Genital Cutting: A Biopsychosocial Perspective” (3 hours)

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

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.

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

Continuing Medical Education
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.

Robert C. Like, MD, MS gave a total of 128 presentations including keynotes, plenaries, workshops, seminars, and grand rounds (total 113.5 prescribed hrs of CME credits) (see Dissemination Activities section below). Topics covered included: culturally competent patient-centered care; health disparities, cultural competence, and implications for quality care; caring for diverse populations: understanding our communities; caring for patients with limited English proficiency; addressing cross-cultural health literacy challenges in clinical practice; 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.

Robert C. Like, MD, MS served as Content Reviewer for the UMDNJ-Center for Continuing Outreach and Education online CME program:
- Cultural Competency for the Physician: A Practical Approach to Improving Patient Outcomes
  http://ccoe.umdnj.edu_online_activities/10MS01/index.htm

Robert C. Like, MD, MS served as Faculty Activity Director and/or Content Reviewer for the following UMDNJ-Center for Continuing Outreach and Education/Medscape, Inc online educational activities:
- Improving Outcomes of Pharmacotherapy in Minority Patients with Psychosis (authors: Lisa B. Dixon, MD, MPH; Lynnae A. Hamilton, PhD; Richard A. Levy, PhD), Medscape and UMDNJ Center for Continuing Outreach and Education (funded by AstraZeneca)
- Improving Outcomes for Adult Depression in Ethnically and Racially Diverse Patients (authors: Annelle B. Primm, MD, MPH; Richard A. Levy, PhD; Debra Cohen, MBA; Alison Bondurant, MA), Medscape and UMDNJ Center for Continuing Outreach and Education (funded by Forest Laboratories)
- Expert Interview with Enrique Caballero, MD - Recognizing and Addressing Healthcare Disparities Among Racial and Ethnic Minorities With Diabetes (funded by Eli Lilly) Medscape Diabetes & Endocrinology, 2009

Robert C. Like, MD, MS served as Chair, Cultural Advisory Board, for Women’s and Sexual Health initiative (Current Medical Directions, Inc and Boehringer-Ingelheim, Inc).
Schering-Plough educational series - *Focus on Healthcare Quality Improvement: Improving Patient Care*. Dr. Like facilitated a webinar and served as a speaker’s trainer and facilitator for the cultural competency program (May 20, 2009)

**RWJMS Visiting Professorship of Dr. John Rolland**

The RWJMS Center for Healthy Families and Cultural Diversity/Department of Family Medicine, co-sponsored a 2-day Visiting Professorship by Dr. John Rolland, Professor and Director of the Chicago Center for Family Health. Dr. Rolland gave the following six presentations and also provided technical assistance/consultation to the RWJMS Patient-Centered Medicine course and Cancer Institute of New Jersey’s Cancer Survivorship Group.

**January 20, 2009**

Cancer Institute of New Jersey – Cancer Survivorship Group
“*Cancer and the Family: An Integrative Treatment Model*”
New Brunswick, NJ

Center for Healthy Aging and Parker Nursing Home
“*Chronic Illness and Caregiving in Later Life: Helping Families Meet the Challenges*”
"*Dementia: The Long Goodbye*"
Piscataway, NJ

**January 21, 2009**

RWJMS Department of Medicine Grand Rounds Presentation
“*Families, Chronic Illness, & Disability: A Biopsychosocial Treatment Model*”
New Brunswick, NJ

RWJMS Family Medicine 3rd Year Clerkship
“*Genetic Testing Through a “Family-Centered Lens”*”
New Brunswick, NJ

RWJMS Patient Centered Medicine 3 Course - Interdisciplinary Grand Rounds
"*Helping Patients and Families with Chronic Illness and Disabilities*”
New Brunswick, NJ

**International**

Robert C. Like, MD, MS continued to serve 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 continued to serve as Physician Editor-in-Chief of *MDNG: Focus on Multicultural Healthcare*, a quarterly that covers cultural disparities in the provision of healthcare ([www.mdnglive.com](http://www.mdnglive.com))

Robert C. Like, MD, MS continued to serve as a member of the Editorial Advisory Board for the international journal, *Diversity in Health & Care* (published by Radcliffe Medical Press).
Robert C. Like, MD, MS continued to serve as Medical Society of New Jersey Representative to 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), Chair, Policy and Advocacy Working Group; and was elected as Incoming Chair, Professional Awareness, Education and Training Committee

Robert C. Like, MD, MS served as a member, National Advisory Committee for the American Heart Association’s Cultural Competency Initiative.

Robert C. Like, MD, MS was invited to serve as a founding member of National Advisory Committee for the American College of Cardiology Foundation’s CREDO (Coalition to Reduce Racial & Ethnic Disparities in Cardiovascular Outcomes).

Robert C. Like, MD, MS served as a member, Cultural Psychiatry Group, American Psychiatric Association’s Group for the Advancement of Psychiatry.

Robert C. Like, MD, MS served as a member and abstract reviewer, National Advisory Group for the Sixth National Conference on Quality Health Care for Culturally Diverse Populations, Minneapolis, MN

Robert C. Like, MD, MS served as a member, Advisory Committee for the Gay and Lesbian Medical Association’s Tobacco Use and Interventions for Lesbian, Gay, Bisexual, and Transgender Individuals Online CME/CE program (funded by the American Legacy Foundation).

Robert C. Like, MD, MS continued serving 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, served as member of the Advisory Committee for the Gay and Lesbian Medical Association’s Tobacco Use and Interventions for Lesbian, Gay, Bisexual, and Transgender Individuals online CME/CE program (funded by the American Legacy Foundation).

**Regional/State/Local**

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

Robert C. Like, MD, MS continued serving as a member of the 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 of the ARC of New Jersey Mainstreaming Medical Care Advisory Board, North Brunswick, NJ
Robert C. Like, MD, MS. served as a member of the Health Disparities/Health Literacy Research Group, Rutgers Center for State Health Policy, New Brunswick, NJ

Robert C. Like, MD, MS served as a member of the Advisory Committee for the American Conference on Diversity’s New Jersey Business Network Addressing Health Equity, New Brunswick, NJ

**ADMINISTRATIVE AND COMMUNITY SERVICE (selected)**

**RWJMS Activities**

Robert C. Like, MD, MS served as a member of Department of Family Medicine's Executive, Appointments and Promotions, Predoctoral, Primary Care/Health Services Research Fellowship Executive Committees.

Robert C. Like, MD, MS served as a member, RWJMS Patient Centered Medicine Course Steering Committee.

Robert C. Like, MD, MS served as Chair, Mates David and Hinna Stahl Annual Bioethics Lecture Series Advisory Committee, UMDNJ-Robert Wood Johnson Medical School.

Robert C. Like, MD, MS served as a member, Advisory Committee, RWJMS Department of Pediatrics’ South Asian Total Health Initiative (SATHI).

Robert C. Like, MD, MS served as a member, RWJMS Faculty Development Steering Committee.

Robert C. Like, MD, MS served as a member, RWJMS Strategic Planning Promoting Diversity Subcommittee.

Robert C. Like, MD, MS served as a member, RWJMS Curriculum Reform/Endocrine and Reproduction Working Group.

Robert C. Like, MD, MS served as a member, RWJMS Global Health Initiatives Working Group.

Robert C. Like, MD, MS served as a member, RWJMS Community Health Activities Group.

**UMDNJ Activities**

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

**Grant Submissions**

Robert C. Like, MD, MS was invited to serve as Cultural Competency Consultant (5% time) on a grant submission to the CDC’s Funding Opportunity PS-09-906 entitled, “Capacity Building Assistance to
Improve the Delivery and Effectiveness of HIV Prevention Services for HIV-Risk and/or Racial/Ethnic Minority Populations” (PIs: C. Burr, E Cadoff, E Martin) – Joint venture of the UMDNJ Francois-Xavier Bagnoud Center, School of Nursing, and the Department of Pathology and Laboratory Medicine, UMDNJ-Robert Wood Johnson Medical School.

DISSEMINATION ACTIVITIES (selected)

International


National

Robert C. Like, MD, MS gave an invited talk as part of a panel presentation entitled, “Cultural Competency: Unmasking the Hidden Curriculum,” at the W. Montague Cobb Institute NMA Health Institute/Cobb Annual Symposium and Inaugural Lecture - The Role of Cultural Competency in the Elimination of Health Disparities, National Medical Association’s 2008 Annual Convention and Scientific Assembly, Atlanta, GA (July 30, 2008).

Robert C. Like, MD, MS gave, two invited presentations entitled, 1) “Culturally Competent Patient-Centered Care;” and 2) “Becoming a Culturally Competent Student Health Service,” at the Illinois State University/Student Health Services Cultural Competency in Higher Education Healthcare” In Service Program, Normal, IL (August 11, 2008).

Robert C. Like, MD, MS gave an invited roundtable session entitled, “Assessing the Quality of Cultural Competence Training – What are the Markers of an Effective Program, and is it Time for a National Standard or Other Rating System?”, 6th National Quality Health Care for Culturally Diverse Populations Conference, Minneapolis, MN (September 22, 2008).


Robert C. Like, MD, MS gave an invited presentation entitled, “Educational/Training and Awareness Committee “Closing the Gap Mini-Workshop”, at the American Medical Association/National Medical Association’s Commission to End Health Care Disparities meeting, Detroit, MI (October 21, 2008).
Robert C. Like, MD, MS gave an invited plenary presentation entitled, “Health Disparities, Cultural Competency, and Implications for Quality Care,” at the American Osteopathic Association’s 2008 National Convention, Minority Health Seminar, Las Vegas, NV (October 26, 2008).


Robert C. Like, MD, MS gave an invited presentation and facilitated a discussion of the World’s Apart video segment “The Alicia Mercado story,” at the AMA/NMA/NHMA Commission to End Healthcare Disparities meeting Los Angeles, CA (April 19, 2009).

Robert C. Like, MD, MS gave two invited presentations entitled, “Health Disparities, Cultural Competency, and Implications for Quality Care” and “Cultural Diversity Issues in Clinical Care”, at the OSF Saint Anthony Medical Center’s 70th Annual Theodor Lang May Day Conference, Rockford, IL (May 1, 2009).

Robert C. Like, MD, MS gave two invited presentations entitled, “Becoming a Culturally Competent Student Health Service” and “Culturally Competent Patient-Centered Care”, at the American College Health Association 2009 Annual Meeting, Emerging Leaders Session and Medical Section, San Francisco, CA (May 26 and 28, 2009).

Regional/State/Local

Robert C. Like, MD, MS gave two invited presentations (keynote and seminar) entitled, 1) “Addressing Health Disparities and Ensuring Culturally Competent Care Through an Interdisciplinary Partnership”; and 2) “Caring for Diverse Populations: Working with
Communities and Transforming our Service Delivery System,” at the Connecticut Department of Health/Office of Multicultural Health, Multicultural Health Partnership Inaugural Kickoff, Westbrook, CT (July 23, 2008).

Robert C. Like, MD, MS gave three invited presentations entitled, 1) “Health Disparities, Cultural Competency, and Implications for Quality Care”, 2) “Caring for Diverse Populations: Understanding Your Communities”, and 3) “Culturally Competent Patient-Centered Care”, at the Monmouth and Ocean County Medical Societies/Institute of Medicine and Public Health/Medical Society of New Jersey Cultural Competency Workshop, Eatontown, NJ (September 11, 2008).


Robert C. Like, MD, MS gave three invited presentations entitled, 1) “Health Disparities, Cultural Competency, and Implications for Quality Care”, 2) “Caring for Diverse Populations: Understanding Your Communities”, and 3) “Culturally Competent Patient-Centered Care”, at the Meridian Health System’s/Institute of Medicine and Public Health of New Jersey’s Cultural Competency Workshop, Eatontown, NJ (October 18, 2008).


Robert C. Like, MD, MS gave three invited presentations entitled, 1) “Health Disparities, Cultural Competency, and Implications for Quality Care”, 2) “Caring for Diverse Populations: Understanding Your Communities”, and 3) “Culturally Competent Patient-Centered Care,” at the Hoboken University Medical Center, Hoboken, NJ (October 29, 2008).

Robert C. Like, MD, MS gave three invited presentations entitled, 1) “Culturally Competent Patient-Centered Care”, 2) “Addressing Cross-Cultural Health Literacy Challenges in Clinical Practice”, and 3) “Becoming a Culturally Competent Medical Practice”, at the Hackettstown Regional Medical Center Cultural Competency Workshop, Hackettstown, NJ (November 11, 2008).


Robert C. Like, MD, MS gave an invited presentation entitled, “Culturally Competent Patient-
Centered Care”, at the New Jersey Family Medicine Research Network, Somerset, NJ (November 18, 2008).

Robert C. Like, MD, MS gave an invited presentation about various state and national cultural competency education and quality improvement initiatives, at the New Jersey Medicaid Managed Care Organizations Cultural and Linguistic Task Force, Edison, NJ (December 1, 2008).

Robert C. Like, MD, MS gave two invited presentations entitled, 1) “Culturally Competent Patient-Centered Care: Enhancing Your Communication Skills”, and 2) “Caring for Patients with Limited English Proficiency,” at the UMDNJ-Robert Wood Johnson Medical School, Department of Medicine, 7th Annual Conference: Update in Internal Medicine, New Brunswick, NJ (December 6, 2008).


Robert C. Like, MD, MS gave two invited one-hour workshops (repeated) entitled, “Caring for Diverse Populations: Understanding Your Communities”, at the American Medical Student Association (AMSA) at Rutgers Premedical Conference, Rutgers University, New Brunswick, NJ (February 28, 2009).


Robert C. Like, MD, MS gave three invited presentations entitled, 1) “Health Disparities, Cultural Competency, and Implications for Quality Care”, 2) “Caring for Diverse Populations: Understanding Your Communities”, 3) “Culturally Competent Patient-Centered Care”, at Our Lady of Lourdes Medical Center, Camden, NJ (March 17, 2009).

Robert C. Like, MD, MS gave an invited presentation entitled, “Patient-Centered Care and the Role of Communication with Patients with Limited English Proficiency and Health Literacy”, at Cooper University Hospital, Camden, NJ (March 19, 2009).

Robert C. Like, MD, MS gave an invited presentation entitled, “Cultural Awareness in Medical Practice”, at the Robert Wood Johnson University Hospital – Hamilton, Department of Medicine Grand Rounds, Hamilton, NJ (March 25, 2009).


Robert C. Like, MD, MS gave an invited presentation entitled, 1) “Culturally Competent Patient-Centered Care: Enhancing Your Communication Skills,” at the Staten Island University Hospital Internal Medicine Residency Program, Staten Island, NY (March 31, 2009).


Robert C. Like, MD, MS gave an invited presentation entitled, “Caring for Patients with Limited English Proficiency,” at the Staten Island University Hospital, Internal Medicine Residency Program, Staten Island, NY (April 7, 2009).

Robert C. Like, MD, MS gave an invited presentation entitled “Understanding Diverse Ethnic, Religious and Cultural Attitudes and Expectations,” at the Saint Barnabas Medical Center 10th Annual Palliative Care Symposium, Livingston, NJ (April 18, 2009).


Robert C. Like, MD, MS gave an invited Cooper University Hospital, presentation entitled, “Patient-
Robert C. Like, MD, MS gave an invited presentation entitled, “Caring for Patients with Limited English Proficiency,” at the UMDNJ School of Osteopathic Medicine Cultural Competency Training Forum, Stratford, NJ (May 9, 2009).


Robert C. Like, MD, MS gave an invited presentation entitled, “Addressing Cross-Cultural Ethical Challenges in Clinical Care,” at the UMDNJ-Robert Wood Johnson Medical School/Robert Wood Johnson University Hospital, Department of Medicine Grand Rounds, New Brunswick, NJ (June 3, 2009).


Robert C. Like, MD, MS gave two invited presentations entitled, 1) “Culturally Competent Patient-Centered”; and 2) “Caring for Patients with Low Health Literacy,” at the New York Hospital Queens Resident Orientation Program Flushing, NY (June 23, 2008).

Robert C. Like, MD, MS gave two invited presentations entitled, 1) “Culturally Competent Patient-Centered Care”; and 2) “Health Literacy and Implications in Cross-Cultural Communications,” at the Culturally Competent Care for Diverse Patients: Standards of Care and Best Practice Models conference, at the New Jersey Hospital Association/Health Research & Education Trust of New Jersey, Princeton, NJ (June 29, 2009).

JOURNAL REVIEWER

Robert C. Like MD, MS served as a journal manuscript reviewer for Acta Paediatrica, Annals of Family Medicine, Diversity in Health & Care, and Patient Communication Education.

ARTICLES/MONOGRAPHS/ABSTRACTS/CITATIONS (selected)

Invited Journal Articles


Scientific Abstracts


Monographs/Reports


Editorials

Like RC. Editor’s Note. “Collaborations that are Making a Difference in the Fight to Eliminate Disparities in Health and Health Care.” MDNG: FOCUS on Multicultural Healthcare March 2009; 5(1).
http://www.hcplive.com/mdnglive/articles/FMC_editors_note

Like RC. Editorial Corner. Translating Education Into Clinical Practice: The Role of Learning Communities. MDNG: FOCUS on Multicultural Healthcare, in press


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
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.umdnj.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).

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.ohnmrc.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). 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.

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Website: http://www2.umdnj.edu/fmedweb/chfcd/INDEX.HTM
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 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 Physician’s Practical Guide to Culturally Competent Care” (http://cccm.thinkculturalhealth.org)
- Institute for Healthcare Improvement/HRSA National Health Disparities Collaboratives "Cultural Competence in the Clinical Care of Patients with Diabetes and Cardiovascular Disease Curriculum"
- Transforming the Face of Health Professions Through Cultural & Linguistic Competence Education: The Role of the HRSA Centers of Excellence (http://www.hrsa.gov/culturalcompetence/curriculumguide)
- HRSA and OMH "Cross-Cultural Communication in Health Care: Building Organizational Capacity” National Satellite Educational Broadcast (http://www.hrsa.gov/reimbursement/broadcast/default.htm)
- Georgetown University National Center for Cultural Competence, "Cultural Competence Health Practitioner Assessment Instrument" and Cultural and Linguistic Competency Policy Assessment” projects (http://www11.georgetown.edu/research/gucchd/nccc)
- UMDNJ/Robert Wood Johnson Medical School (RWJMS) Four National Conferences on Culturally Competent Care (http://www2.umdnj.edu/fmedweb/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)
• 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) (http://www.i-3d.org)
• 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 (http://www.amsa.org/addm)
• Montana State University – Bozeman/Health and Human Development. “Messengers for Health grant” (Indian Health Service health care providers)
• 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)
• MDNG: Focus on Multicultural Health Care publication, Physician Editor-in-Chief (http://www.hcplive.com/mdnglive/FOCUS-MulticulturalHealthcare)
• Diversity in Health and Care journal, Editorial Advisory Board
• Medscape and UMDNJ Center for Continuing and Outreach Education, Health Diversity Resource Center Initiative and Health Disparities/Cultural Competency Online Education programs (http://www.medscape.com/resource/healthdiverse)
  (http://ecoe.umdnj.edu/catalog/culturalcompetency/index.htm)
  (http://cme.medscape.com/viewprogram/19234)
  (http://cme.medscape.com/viewarticle/589424)
• 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 and Amsterdam Declaration (http://www.mfh-eu.net)

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