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 tenth full academic year, meeting most of its 2007-2008 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 58 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
- received the Foundation of UMDNJ’s 2007-2008 Excellence in Teaching Award; and the 2007 Pfizer/American Academy of Family Physicians Foundation Visiting Professor in Family Medicine Award
served on the Steering Committee for the longitudinal RWJMS Patient-Centered Medicine curriculum for 1st, 2nd, and 3rd year medical students and presented lectures/seminars and faculty development workshops relating to subjects including culturally competent patient-centered care; addressing disparities in health and health care; caring for patients with limited English proficiency; caring for patients with low health literacy; religion and spirituality in health care; 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 an invited Faculty member for the American Hospital Association/Health Research and Education Trust’s (HRET) Cultural Competence and Patient Safety Leadership Fellowships, and the Drexel University Hedwig van Ameringen Executive Leadership in Academic Medicine (ELAM) Program

- invited to serve as Physician Editor-in-Chief, MDNG’s Focus on Multicultural Health Care publication; Chair, Steering Committee for Medscape’s Health Diversity Initiative and Resource Center; and Member, Editorial Advisory Board for Diversity in Health and Social Care 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)

- 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 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 2007-2008 academic year, the PCM 1 course for first year medical students had 18 formal curriculum hours devoted to cultural competence. The following topics were addressed:

- *Culturally Competent Patient-Centered Care Through the Life-Cycle* (3 hours)
- *Constructing a Medical History: Biopsychosocial Assessment* (3 hours)
- *Addressing Racial and Ethnic Disparities in Health and Health Care* (3 hours)
- *Caring for Patients with Disabilities* (3 hours)
- *Caring for Patients with Limited English Proficiency* (1 hour)
- *Caring for Patients with Limited Health Literacy* (2 hours)
- *Complementary/Alternative/Integrative Medicine* (1 hour)
- *Addressing Spiritual and Religious Issues During Clinical Encounters* (2 hours)

The PCM 2 course’s Human Sexuality Program: Sexual Health Awareness in Caring for Diverse Populations had 4 formal curriculum hours devoted to cultural competence:

- “*Culturally Competent Patient-Centered Care: Focus on Sexual Health*” (1 hour)
- “*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.

A number of RWJMS Faculty Development workshops were offered that addressed issues relating to “*Educating Future Physicians to Provide Culturally Competent Patient-Centered Care*” (3 hours), and “*Integrated Cases*” (3 hours) The PCM course also continued to expand its Multicultural Resource Library.

**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, biopsychosocial 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. 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 25 prescribed/4 elective) (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.

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

Visiting Professorships

Robert C. Like, MD, MS served as a Visiting Professor to the following academic medical centers:
- Georgetown University School of Medicine/Department of Family Medicine (Washington, DC)
- Chi-Mei Foundation Medical Center (Tainan, Taiwan)
- National Cheng Kung University School of Medicine and Nursing (Tainan, Taiwan)
- Buddhist Tzu Chi General Hospital (Hualien, Taiwan)

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

Robert C. Like, MD, MS served as an invited consultant, International Centre for Migration and Health’s Cultural Competency Syllabus development project, and gave several presentations related to educating health professionals about culturally competent care, working with medical interpreters, and caring for patients with low health literacy in Geneva, Switzerland.

National
Robert C. Like, MD, MS was appointed Physician Editor-in-Chief of MDNG: Focus on Multicultural Healthcare, a quarterly that covers cultural disparities in the provision of healthcare (www.mdnglive.com).

Robert C. Like, MD, MS was invited to serve as a Member of the Editorial Board for the international journal, Diversity inHealth & Social Care (published by Radcliffe Medical Press).

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 served as a Member of the Expert Panel and Reviewer for the National Committee on Quality Assurance’s (NCQA) Multicultural Health Care: A Quality Improvement Guide (funded by Eli Lilly) (http://www.ncqa.org/tabid/676/Default.aspx).

Robert C. Like, MD, MS served as an Invited Guest Participant, Joint Commission’s Hospitals, Language, and Culture Technical Advisory Panel, and a Monograph Reviewer for the report entitled, One Size Does Not Fit All: Meeting the Health Care Needs of Diverse Populations (www.jointcommission.org/PatientSafety/HLC).

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 served as a faculty member of the Hedwig van Ameringen Executive Leadership in Academic Medicine (ELAM) Program, Drexel University.

Robert C. Like, MD, MS was an Invited Attendee to Cultural Psychiatry Group, Fall 2007 122nd meeting of the American Psychiatric Association’s Group for the Advancement of Psychiatry.

Robert C. Like, MD, MS served as a member of the National Advisory Committee, Georgetown University Center for Cultural Competence, and was interviewed for research project entitled, “State-Level Strategies to Address Health and Mental Health Disparities through Cultural and Linguistic Competency Training and Licensure: An Environmental Scan of Factors Related to Legislative and Regulatory Actions in States” (funded by the Robert Wood Johnson Foundation).

Robert C. Like, MD, MS served as an invited attendee to the meeting of the California Endowment’s Cultural Competence Capacity and Organizational Development: Building Knowledge and Practice Project, Center for Healthy Communities.
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 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, 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 was invited to serve as Chair of the Steering Committee for Medscape’s Health Diversity Initiative and Online Resource Center (http://www.medscape.com/resource/healthdiverse)

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).

Robert C. Like, MD, MS, continued serving as Faculty Content Advisor/Activity Director, Network Omni® “Caring with CLAS: Cultural Competence in Health Care” CME/CE program, accredited through the UMDNJ Center of Continuing Outreach and Education.

**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 served as a consultant at the Lehigh Valley Hospital and Health Network’s Cultural Competency Initiative and Cultural Awareness Implementation Team Retreat

Robert C. Like, MD, MS served as a member of the 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 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

**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 of the RWJMS Patient Centered Medicine Course Steering Committee

Robert C. Like, MD, MS served as a member of the Planning Committee for RWJMS Human Sexuality Program

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

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

Robert C. Like, MD, MS was appointed by Interim Dean to serve 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 of the Advisory Committee, RWJMS Department of Pediatrics’ South Asian Total Health Initiative (SATHI)

**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

**DISSEMINATION ACTIVITIES (selected)**

**International**

Robert C. Like, MD, MS gave two invited presentations entitled, 1) “Cultural Competence: Implications for Clinical Practice, Health Care Organizations, and Public Policy”, and 2) “Graduate and Undergraduate Cultural Competence Education,” at the Israel National Institute for Health Policy and Health Services Research’s International Workshop on Culturally Appropriate Care by Culturally Competent Health Professionals, Caesarea, Israel (October 9-10, 2007).
Robert C. Like, MD, MS gave an invited presentation entitled, “Culturally Competent Patient-Centered Care” at the Chi-Mei Foundation Medical Center, Tainan, Taiwan (May 16, 2008).

Robert C. Like, MD, MS gave an invited presentation entitled, “Addressing Cultural Diversity Issues in Clinical Care and Education”, at the National Cheng Kung University College of Medicine and Nursing School, International Conference of Cultural Competence in Education and Practice, Tainan, Taiwan (May 17, 2008)

Robert C. Like, MD, MS gave an invited presentation entitled, “Addressing Cross-Cultural Health Literacy Challenges in Clinical Practice”, at the National Cheng Kung University College of Medicine and Nursing School, Tainan, Taiwan (May 19, 2008)

Robert C. Like, MD, MS gave an invited presentation entitled, “Culturally Competent Patient-Centered Care,” at the Buddhist Tzu Chi General Hospital, Hualien, Taiwan (May 20, 2008).

National


Robert C. Like, MD, MS Alejandro Aparicio, MD, and Mike Saxton, MS gave a peer-reviewed breakout session entitled, “Cross-Cultural Training to Address Health Disparities: Educational Interventions,” at the Alliance for Continuing Medical Education 33rd Annual Conference, Orlando, Florida (January 21, 2008).

Robert C. Like, MD, MS Robert Kristofco, MSW, Karen Overstreet, PhD, and Mei-Ling Schwartz, MPH Gave a peer-reviewed breakout session entitled, “CME Leadership in Addressing Health Care Disparities: Educational Interventions” at the Alliance for Continuing Medical Education 33rd Annual Conference, Orlando, Florida (January 22, 2008).

Regional/State/Local


Robert C. Like, MD, MS gave an invited presentation entitled, “Quality Care for Diverse Populations: Cross-Cultural Ethical Challenges”, to the Robert Wood Johnson University Hospital, Bioethics Committee, New Brunswick, NJ (September 10, 2007).

Robert C. Like, MD, MS gave an invited panel presentation entitled, “Health Disparities, Cultural Competency, and Implications for Quality Care,” at the Virtua Health Education Center, Health Care Leadership Network of the Delaware Valley’s Forum – Diversity and Disparities: The Role of Leadership, Voorhies, NJ (September 17, 2007).


Robert C. Like, MD, MS gave an invited presentation entitled, “Addressing Cross-Cultural Health Literacy Challenges in Clinical Practice,” at the UMDNJ School of Nursing’s Language, Culture, and Literacy in Health Care Conference, co-sponsored by the Stanley S. Bergen Center for Multicultural Education, Research and Practice and the Center for Lifelong Learning, Newark, NJ (October 19, 2007).


Robert C. Like, MD, MS gave five 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”, 4) “Caring for Patients with Limited English Proficiency”, and 5) Addressing Cross-Cultural Health Literacy Challenges in Clinical Practice”, at the New Jersey Podiatric Medical Society’s CME Seminar – Culturally Competent Podiatric Medicine: Providing Quality Care to a Diverse Community, East Windsor, NJ (December 12, 2007).

Robert C. Like, MD, MS gave opening comments and an invited presentation entitled, “Regional and Community Challenges to Reducing Disparities: The Local Perspective,” At the Institute for the Advancement of Multicultural & Minority Medicine CME conference, Cultural Competency as a Strategy to Address Health Disparities, Princeton, New Jersey (February 1, 2008).
Robert C. Like, MD, MS gave an invited presentation entitled, “Addressing Racial and Ethnic Disparities in Health and Health Care: What Can the Medical Profession Do?” at the Staten Island University Hospital Internal Medicine Residency Program, Staten Island, NY (February 5, 2008).


Robert C. Like, MD, MS gave an invited workshop presentation entitled, “Culturally Competent Patient-Centered Care,” at the Staten Island University Hospital, Internal Medicine Residency Program, Staten Island, NY (March 4, 2008).


Robert C. Like, MD, MS served as a faculty member at the Hedwig van Ameringen Executive Leadership in Academic Medicine (ELAM), and gave two seminar presentations entitled, 1) “Addressing Racial and Ethnic Disparities in Health and Health Care: What Can the Medical Profession Do”, and 2) “Becoming a Culturally Competent Academic Health Center,” at the Drexel University College of Medicine, Forum on Emerging Issues: “Building Diverse and Inclusive Communities in Academic Health Centers”, Lafayette Hill, PA (April 17, 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 Institute of Medicine and Public Health/Medical Society of New Jersey Cultural Competency Workshop, Princeton, NJ (May 2, 2008).

Robert C. Like, MD, MS gave three invited presentations entitled, 1) “Health Disparities, Cultural Competency, and Implications, 2) “Caring for Patients with Limited English Proficiency”, and 3) “Culturally Competent Patient-Centered Care”, at the Mercy Suburban Health Center, Keys to Cultural Competence for Primary Health Care Providers program, Norristown, PA (June 4, 2008).

Robert C. Like, MD, MS gave an invited presentation entitled, “Caring for Diverse Populations: Understanding Your Communities”, at the Healthy Mothers/Healthy Babies of Essex County, 15th Annual Outreach Workers Conference, Whippany, NJ (June 6, 2008).

Robert C. Like, MD, MS gave an invited presentation entitled, “Cross-Cultural Patient-Centered Care: Attending to Relationships and Context”, at the Lehigh Valley Hospital and Health Network, Cultural Awareness Implementation Team Retreat, Allentown, PA (June 12, 2008).

Robert C. Like, MD, MS gave two invited presentations entitled, 1) Culturally Competent Patient-Centered Care“, and 2) Addressing Cross-Cultural Health Literacy Challenges in Clinical Practice”, at the New York Hospital Queens, Resident Orientation Program, Flushing, NY (June 24, 2008).

JOURNAL REVIEWER

Robert C. Like MD, MS served as a journal manuscript reviewer for the Annals of Family Medicine; Diversity in Health & Social Care; Ethnicity and Health; Families, Systems, and Health; and Social Science and Medicine

ARTICLES/MONOGRAPHS/ABSTRACTS/CITATIONS (selected)

Peer-Reviewed Journal Articles


Moore DE, Overstreet KM, Like RC, Kristofco RE: Improving Depression Care for Ethnic and Racial Minorities: A Concept for an Intervention that Integrates CME Planning with
Invited Journal Articles

Like RC, Barrett T, Moon JC. “Educating New Jersey’s Physicians to Provide Culturally Competent Patient-Centered Care” New Jersey Academy of Family Physicians Perspectives (accepted for publication).

Proceedings

Like RC. Cultural Competence: Implications for Clinical Practice, Health Care Organizations, and Public Policy. Accepted for publication in the Israel National Institute for Health Policy and Health Services Research’s Proceedings of the International Workshop on Culturally Appropriate Care by Culturally Competent Health Professionals, Caesarea, Israel (October 9-10, 2007)

Like RC. Graduate and Undergraduate Cultural Competence Education. Accepted for publication in the Israel National Institute for Health Policy and Health Services Research’s Proceedings of the International Workshop on Culturally Appropriate Care by Culturally Competent Health Professionals, Caesarea, Israel (October 9-10, 2007)

Scientific Abstracts


Monographs/Reports


South-Paul JE, Like RC. Cultural Competence for the Health Professions Workforce,” manuscript prepared for the Association of Academic Health Centers, January 2008.

Interviews/Citations


MDNG Bringing Healthcare Technology into Practice: Focus on Multicultural Healthcare. Cultural Competence in Health Care. Special Feature: Q & A with Robert C. Like, MD, MS

Attachment A

13
**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
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.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). 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: 732-235-8564
Email: Like@umdnj.edu
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; caring for patients with limited English proficiency; caring for patients with limited health literacy; 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

- Joint Commission’s Hospitals, Language, and Culture Technical Advisory Panel/Monograph Reviewer for report entitled, One Size Does Not Fit All: Meeting the Health Care Needs of
Diverse Populations (www.jointcommission.org/PatientSafety/HLC)

- 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)


- 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

- 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)

- Faculty Member, American Hospital Association/Health Research and Education Trust’s (HRET) Cultural Competence and Patient Safety Leadership Fellowship Programs

- Faculty Member, Hedwig van Ameringen Executive Leadership in Academic Medicine (ELAM) Program, Drexel University

- Cultural Psychiatry Group, American Psychiatric Association’s Group for the Advancement of Psychiatry (GAP)

- Georgetown University National Center for Cultural Competence, "Cultural Competence Health Practitioner Assessment Instrument" (http://gucchd.georgetown.edu/nccc/pa.html)

- Physician Editor-in-Chief of MDNG: Focus on Multicultural Healthcare, a quarterly that covers cultural disparities in the provision of healthcare (www.mdnglive.com)

- Editorial Board, Diversity in Health & Social Care (international journal)

- 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)
  - “Multicultural Health Care: A Mosaic for the New Millenium” (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)
  - “Educating Health Professionals for Culturally Competent Care: Clinical, Ethical, Legal and Community Outreach Issues (May 14, 1999)

- 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)” (www.i-3d.org) (project supported by Wyeth Pharmaceuticals).
- Medscape Health Diversity Initiative and Online Resource Center (http://www.medscape.com/resource/healthdiverse)
- 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)
- International Centre for Migration and Health’s Cultural Competency Syllabus development project, Geneva, Switzerland
- Israel National Institute for Health Policy and Health Services Research’s International Workshop on Culturally Appropriate Care by Culturally Competent Health Professionals, Caesarea, Israel
- National Cheng Kung University College of Medicine and Nursing School, International Conference of Cultural Competence in Education and Practice, Tainan, Taiwan