2009-2010 ANNUAL REPORT

CENTER FOR HEALTHY FAMILIES AND CULTURAL DIVERSITY
DEPARTMENT OF FAMILY MEDICINE AND COMMUNITY HEALTH
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 and Community Health’s Center for Healthy Families and Cultural Diversity (CHFCD) completed its twelfth full academic year, meeting most of its 2009-2010 goals. Major accomplishments during the past year included the following activities by Dr. Like:

- served as an invited Visiting Professor to six academic medical centers and hospitals (Mount Sinai School of Medicine, University of Kansas School of Medicine, Vanderbilt University School of Medicine, H. Lee Moffitt Cancer Center & Research Institute, Summa Health System, and Swedish American Hospital)
- 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 29 peer-reviewed or invited keynotes, plenaries, workshops, seminars, and continuing education lectures about culturally and linguistically competent care to a wide variety of health care providers and organizations
• served as faculty activity director/content reviewer for two Medscape/UMDNJ Center for Continuing Outreach and Education web-based health disparities/cultural competency CME programs relating to chronic kidney disease and chronic pain, and on the national advisory committee for the GLMA’s Tobacco Use and Interventions for Lesbian, Gay, Bisexual, and Transgender (LGBT) Individuals online CME program.
• served on the Steering Committee and as a faculty member for the RWJMS Patient-Centered Medicine course and the RWJMS Curriculum Reform – Adult Learning Assessment and Education Committee and presented seminars and workshops to residents and medical students
• 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 Medical Society of New Jersey Representative to the AMA/NMA/NHMA Commission to End Health Care Disparities, and Chair, Physician Awareness, Education, and Training Committee, and as a member on a host of other national, state, and local advisory committees
• served as a guest panelist on the Caucus: New Jersey with Steve Adubato two-part television program entitled, “Families in Focus: Multicultural Medicine.”
• served as a member, Editorial Advisory Board for Diversity in Health and Care international journal
• 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.

The Center for Healthy Families and Cultural Diversity also:

• co-sponsored the new 2009-2010 Medical Spanish non-credit elective course developed by Sonia Garcia Laumbach, MD, Assistant Dean for Student Affairs, and Assistant Professor, Department of Family Medicine, UMDNJ-Robert Wood Johnson Medical School This course is designed to give students an opportunity to learn and practice many of the expressions, common questions and answers, and terminology used when interacting with Spanish-speaking patients through the use of interactive small group classes, community service opportunities, and cultural competence lectures. The overall goal is to improve medical students’ conversation for use in medical interviewing and patient communication.
• co-sponsored the UMDNJ-RWJMS Office of Global Health international student exchange program by contributing stipends for three students who attended the study program at Hospital Miguel Servet, University of Zaragoza, Spain from June 1-25, 2010.
• helped to co-sponsor and fund the RWJMS Department of Family Medicine’s Summer Assistantship COPC (Community Oriented Primary Care) closing celebration event, New Brunswick, NJ
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 2009-2010 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:

- Patient-Centered Care: Developing Therapeutic Relationships (0.5 hrs)
- Health Disparities, Cultural Competency, and Implications for Quality Care (1.5 hrs)
- Global Health: Caring for Immigrants and Refugees (1.5 hrs)
- Caring for Patients with Limited English Proficiency (1.5 hrs)
- Caring for Patients with Limited Health Literacy (1.5 hrs)
- Caring for Patients with Disabilities (3 hrs)
- PBS Film: Unnatural Causes: Is Inequality Making Us Sick? In Sickness and In Wealth (1 hr)
- Addressing Spiritual and Religious Issues During Clinical Encounters (.75 hrs)
- Integrative Medicine/Healing Modalities (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

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 29 presentations including keynotes, plenaries, grand rounds, workshops, and seminars (total 17.5 prescribed hrs and 1 elective hr 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 a variety of national advisory committees and developed or consulted on a several 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 following UMDNJ-Center for Continuing Outreach and Education/Medscape, Inc online educational activities:

- **Expert Interview with Didier Demesmin, MD - Recognizing and Addressing Healthcare Disparities in Medication Prescribing among Racial and Ethnic Minorities with Acute and Chronic Pain** Medscape Family Medicine/Primary Care 2009 (funded by Cephalon, Inc. and Purdue Pharma L.P.)  

- **Confronting Racial and Ethnic Disparities in Renal Disease: Strategies to Close and Eliminate the Gap**, (Authors: Clive O. Callender, AD, MD, DSc and Sandra L. Gadson, MD), Medscape CME Family Medicine 2010 (funded by Amgen and Astellas).  

He also served as a Member of the National Advisory Committee for the Gay and Lesbian Medical Association’s (GLMA) *Tobacco Use and Interventions for Lesbian, Gay, Bisexual, and Transgender (LGBT) Individuals* online CME program, 2009 (funded by the American Legacy Foundation)  
http://www.glma.org/index.cfm?fuseaction=page.viewPage&pageID=925&nodeID=1

Robert C. Like, MD, MS continued to serve as a member of the Speaker’s Bureau for the “Cultural Competency in Patient Care: The Foundations of the Physician-Patient Relationship” educational program developed by Adelphi Eden Health Communications. This is part of the Merck (formerly Schering-Plough) educational series - *Focus on Healthcare Quality Improvement: Improving Patient Care.*

**ADMINISTRATIVE AND COMMUNITY SERVICE (selected)**
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 served as Physician Editor-in-Chief of *MDNG: Focus on Multicultural Healthcare* (Note: journal ceased publication February 2010 due to lack of funding).

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), Steering Committee and Chair, Physician 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 Seventh National Conference on Quality Health Care for Culturally Diverse Populations – *Improving Health Care for Culturally Diverse Populations: A New Place on the National Health Agenda*, Baltimore, MD, October 2010.

Robert C. Like, MD, MS served as a member, National Advisory Group, Diversity Rx/Resources for Cross-Cultural Health Care Your Voice project.

Robert C. Like, MD, MS served as a member, National Advisory Group for the Gay and Lesbian Medical Association’s (GLMA) Medical Education and LGBT Health project (funded by Pfizer, Inc.)

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.

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

Robert C. Like, MD, MS participated in a meeting of the New Jersey Health Literacy Coalition, New Brunswick, NJ

Robert C. Like, MD, MS participated in a meeting of the Alliance for a Healthy New Brunswick - - Language Access Workgroup, New Brunswick, NJ

Robert C. Like, MD, MS served as a guest panelist and was interviewed on the Caucus: New Jersey with Steve Adubato program entitled, “Families in Focus: Multicultural Medicine” This Caucus Education Corporation two-part program (show #s 2320 & 2321) was broadcast on Channel 13 and New Jersey Network during the weeks of May 1, 2010 and May 8, 2010.

**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 continued 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, Advisory Committee, RWJMS Department of Pediatrics’ South Asian Total Health Initiative (SATHI).

Robert C. like, MD, MS served as a member, RWJMS Curriculum Reform – Adult Learning Assessment and Evaluation Committee.

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 Committee.

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

Robert C. Like, MD, MS participated in the RWJMS/National Board of Medical Examiner’s faculty development workshop, Writing Case-Based MCQs for Basic Science Courses, Piscataway, NJ (June 16, 2010).

**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 a contributing author and conference co-chair on a grant entitled, Addressing Health Disparities and Health Literacy Challenges in the South Asian Community (P.I. Sunanda Gaur, MD), that was approved for funding by the Robert Wood Johnson Foundation’s New Jersey Health Initiatives Small Grants Program, the Verizon Foundation, and Eli Lilly. This regional summit will be co-sponsored by the South Asian Total Health Initiative (SATHI)/Department of Pediatrics, and the Center for Healthy Families and Cultural Diversity (CHFCD)/Department of Family Medicine and Community Health, UMDNJ-Robert Wood Johnson Medical School, in collaboration with the UMDNJ Center for Continuing Outreach and Education. The conference is scheduled to take place at the New Jersey Hospital Association in Princeton, NJ on October 9, 2010.

**Robert C. Like, MD, MS** was invited to serve as a co-investigator on a grant submission to the Agency for Healthcare Research and Quality - Research on Healthcare Costs, Quality and Outcome Funding Opportunity PA-06-074 entitled, “Addressing Health Literacy in the South Asian Community” (PI: S. Gaur) - Department of Pediatrics, UMDNJ-Robert Wood Johnson Medical School. July 27, 2009) – not funded.

**Robert C. Like, MD, MS** was invited to serve as a consultant on NIH Challenge Grant – Health Disparities: “Creating Transformational Approaches to Address Rural Health Disparities” (09-MD-101), Online graduate Certificate Program in Ethnic Health and Health Disparities (P.I. Eric Bailey, PhD, East Carolina University) – pending review.

**Robert C. Like, MD, MS** was invited to serve as a consultant on NIH Grant: “Academic Research Enhancement Award” (PA-10-070) – R15, Sickle Cell and Thalassemia Research Training Grant proposal (P.I. Eric Bailey, PhD, East Carolina University) – pending review.
DISSEMINATION ACTIVITIES (selected)

**International**

**National**

Robert C. Like, MD, MS gave a joint **invited** presentation with Cheryl Dickson, MD, MPH entitled, “Cultural Competency: Improving Skills in Clinical Practice,” Pri-Med Updates CME Conference, Sacramento, CA (September 9, 2009).

Robert C. Like, MD, MS gave a **peer-reviewed** presentation entitled, “Cultural Competency Training, Liminality, and Transformation: Sharing Experiences from the Field, Challenges, and Lessons Learned,” Society for Medical Anthropology’s Medical Anthropology at the Intersections International Conference, Yale University, New Haven, CT (September 24-27, 2009).

Robert C. Like, MD, MS gave **two invited** presentations entitled, 1) “Health Disparities, Cultural Competency, and Implications for Quality Care” and 2) “Caring for Diverse Populations: Understanding Your Communities,” Summa Health System Educational Program Grand Rounds and Workshop/Consultation, Akron, Ohio (September 30, 2009).

Robert C. Like, MD, MS gave **six invited** presentations entitled, 1) “Health Disparities, Cultural Competency, and Implications for Quality Care”, 2) “Caring for Diverse Populations: Understanding Your Communities”, 3) “Educating Physicians to Provide Culturally Competent Patient-Centered Care: Best and Promising Practices”, 4) “Caring for Patients with Limited English Proficiency”, 5) “Becoming a Culturally Competent Medical Practice”, and 6) Educating Physicians to Provide Culturally Competent Patient-Centered Care”, University of Kansas School of Medicine, Department of Family and Community Medicine, Cultural Competency CME Workshop, Wichita, KS (October 8-9, 2009).

Robert C. Like, MD, MS gave an **invited** online audio presentation entitled, “Cultural Competency Training: Update on Legislation, Continuing Medical Education, and Lessons Learned,” Diversity Rx Community of Practice Webinar, (November 2, 2009)

[http://cme@profdev.acme-assn.org/session.php?id=2464](http://cme@profdev.acme-assn.org/session.php?id=2464)
Robert C. Like, MD, MS gave an **invited** Medical Education Grand Rounds presentation entitled, “Educating Medical Students and Residents to Provide Culturally Competent Patient-Centered Care: Best and Promising Practices,” Vanderbilt University School of Medicine, Nashville, TN (December 1, 2009).

Robert C. Like, MD, MS gave a **peer-reviewed** presentation entitled, “Creating Effective CME Programs and Learning Environments About Health Disparities and Culturally Competent Care,” Alliance for Continuing Medical Education’s (ACME) 35th Annual Conference, New Orleans, LA (June 30, 2010).


Robert C. Like, MD, MS gave an **invited** audio conference presentation entitled, “Caring for Patients with Limited Health Literacy,” University of Kansas School of Medicine, Department of Family and Community Medicine, Wichita, KS (March 10, 2010).

Robert C. Like, MD, MS gave an **invited** grand rounds presentation entitled, “Improving the Quality of Cancer Care and Prevention for Multicultural Populations: The Importance of Community Engagement and Collaboration,” H. Lee Moffitt Cancer Center & Research Institute, Tampa, Florida (April 22-23, 2010).

Robert C. Like, MD, MS gave **three invited** dinner, grand rounds, and luncheon presentations entitled, 1) “Health Disparities, Cultural Competency, and Implications for Quality Care”, 2) “Becoming a Culturally Competent Medical Practice”, 3) “A Failure of Communication: Caring for Patients with Limited English Proficiency,” Swedish American Hospital, Rockford, IL (June 8-9, 2010)

**Regional/State/Local**

Robert C. Like, MD, MS gave an **invited** presentation entitled, “Culturally Competent Patient-Centered Care,” at the co-sponsored Pathways to Culturally Competent Care Conference, Saint Peter’s University Hospital and the Stanley Bergen Center for Multicultural Education, Research and Practice/UMDNJ School of Nursing, New Brunswick, NJ (October 6, 2009).


Robert C. Like, MD, MS gave an **invited** Medical Education Grand Rounds presentation entitled, “Educating Physicians to Provide Culturally Competent Patient-Centered Care: Best and Promising Practices,” Mount Sinai School of Medicine, New York City, NY (December 16, 2009).

Robert C. Like, MD, MS gave an **invited** presentation entitled, “Culturally Competent Care for Patients with Tobacco Dependence,” UMDNJ School of Public Health, Tobacco Dependence Program, New
Brunswick, NJ (December 21, 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,” New York Hospital Queens, Resident Orientation Program, Flushing, NY (June 22, 2010).

JOURNAL REVIEWER

Robert C. Like MD, MS served as a journal manuscript reviewer for Academic Medicine and Diversity in Health & Care

ARTICLES/LETTERS/ABSTRACTS/EDITORIALS/CITATIONS (selected)

Peer-Reviewed Journal Articles
**Letters in peer-reviewed journal**
http://www.annfammed.org/cgi/eletters/8/3/231

**Scientific Abstracts**
Like RC. “Cultural Competency Training, Liminality, and Transformation: Sharing Experiences from the Field, Challenges, and Lessons Learned,” Society for Medical Anthropology’s Medical Anthropology at the Intersections International Conference, Yale University, New Haven, CT (September 24-27, 2009).

Like RC. “Creating Effective CME Programs and Learning Environments About Health Disparities and Culturally Competent Care,” Alliance for Continuing Medical Education’s (ACME) 35th Annual Conference, New Orleans, LA (January 30, 2010).

**Invited Editorials**

http://www.hcplive.com/primary-care/articles/Like_health_info_editorial

**Invited Blogs**
Like RC. The “Good, Bad, and Ugly” of Cultural Competency Training: How Should We Respond to Feedback? Your Voice Project. DiversityRx (www.diversityrx.org) – forthcoming

**Interviews/Citations**
Landers SJ. “Mandating Cultural Competency: Should Physicians be Required to Take Courses?” American Medical News, October 26, 2009 (Dr. Like was quoted in this article)

http://www.rrstar.com/updates/x1308449026/Swedes-speaker-Cultural-competence-key-to-health-care-quality

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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 and Community Health
University of Medicine and Dentistry of New Jersey – Robert Wood Johnson Medical School
Attachment B

Center for Healthy Families and Cultural Diversity
Department of Family Medicine and Community Health
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.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 500 seminars, workshops, and presentations on the subject of culturally responsive and effective health care.

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Center for Healthy Families and Cultural Diversity  
Department of Family Medicine and Community Health  
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 and Community Health, 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/ncc)
- UMDNJ/Robert Wood Johnson Medical School (RWJMS) Four National Conferences on Culturally Competent Care (http://www2.umdnj.edu/fmedweb/chfdc/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
• 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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Date: June 2010