

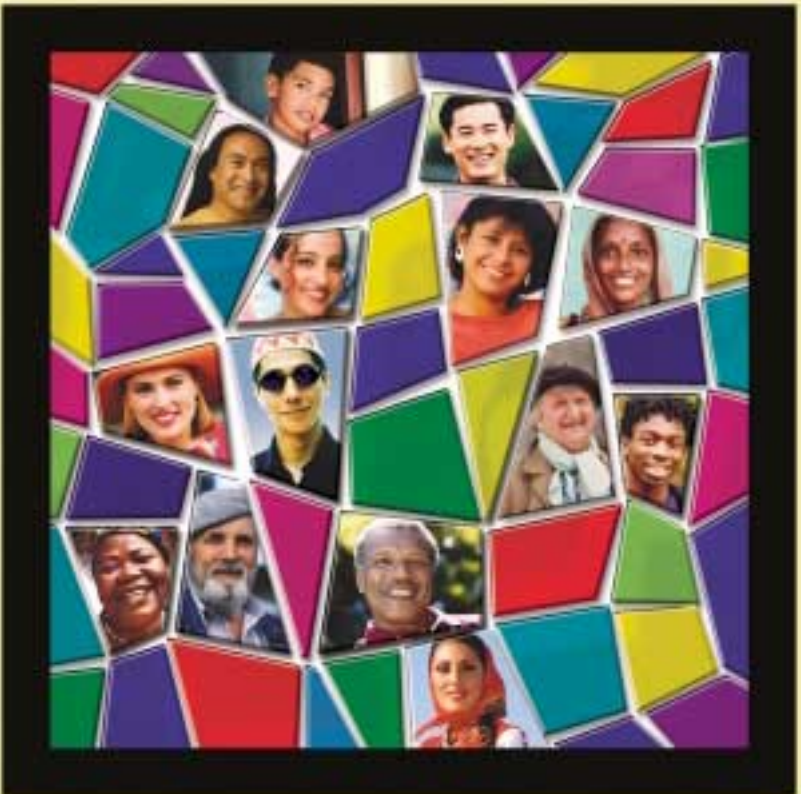


The University of Medicine and Dentistry of New Jersey–Robert Wood Johnson Medical School (UMDNJ-RWJMS), Department of Family Medicine,
Center for Healthy Families and Cultural Diversity
The Robert Wood Johnson Foundation
Office of Minority Health, US Department of Health and Human Services
The California Endowment

present A CME Certified Activity

4th UMDNJ/RWJMS
Conference on Culturally Competent Care

“Multicultural Health Care: A Mosaic For The New Millennium”



Thursday–Saturday
September 18–20, 2003

Loews Philadelphia Hotel
1200 Market Street
Philadelphia, PA 19107



Supported by an unrestricted educational grant from Pfizer Inc.

THURSDAY, SEPTEMBER 18, 2003

| | |
|--------------------|------------------------------------|
| 8:00 AM – NOON | Registration |
| 12:30 PM – 1:00 PM | Welcoming Remarks and Introduction |
| 1:00 PM – 1:45 PM | Plenary Presentation |
| 1:45 PM – 3:00 PM | Plenary Panel |
| 3:00 PM – 3:30 PM | Break |
| 3:30 PM – 5:00 PM | Concurrent Workshops—Session 1 |
| 5:00 PM – 6:00 PM | Break |
| 6:00 PM – 8:00 PM | Dinner with Speaker |

FRIDAY, SEPTEMBER 19, 2003

| | |
|---------------------|--------------------------------|
| 7:30 AM – 8:50 AM | Registration |
| 8:50 AM – 10:30 AM | Plenary Presentation |
| 10:30 AM – 10:45 AM | Break |
| 10:45 AM – NOON | Plenary Panel |
| NOON – 1:30 PM | Lunch |
| 1:30 PM – 3:00 PM | Concurrent Workshops—Session 2 |
| 3:00 PM – 3:30 PM | Break |
| 3:30 PM – 5:00 PM | Concurrent Workshops—Session 3 |

SATURDAY, SEPTEMBER 20, 2003

| | |
|---------------------|--------------------------------|
| 7:30 AM – 8:50 AM | Registration |
| 8:50 AM – 10:30 AM | Plenary Presentation |
| 10:30 AM – 10:45 AM | Break |
| 10:45 AM – NOON | Plenary Panel |
| NOON – 1:30 PM | Lunch |
| 1:30 PM – 3:00 PM | Concurrent Workshops—Session 4 |
| 3:00 PM – 3:30 PM | Break |
| 3:30 PM – 5:00 PM | Concurrent Workshops—Session 5 |

CONFERENCE CHAIR

Robert C. Like, MD, MS

Associate Professor of Family Medicine
 Director
 Center for Healthy Families and Cultural Diversity
 Department of Family Medicine
 University of Medicine and Dentistry of New Jersey/
 Robert Wood Johnson Medical School
 New Brunswick, New Jersey

CONFERENCE CO-CHAIRS

JoAnn Kairys, MPH

Associate Director for Strategic Planning and Quality Improvement
 Center for Healthy Families and Cultural Diversity
 Department of Family Medicine
 University of Medicine and Dentistry of New Jersey/
 Robert Wood Johnson Medical School
 New Brunswick, New Jersey

Robert M. Pallay, MD

Associate Professor and Associate Director for Practice Initiatives and Policy
 Center for Healthy Families and Cultural Diversity
 Department of Family Medicine
 University of Medicine and Dentistry of New Jersey/
 Robert Wood Johnson Medical School
 New Brunswick, New Jersey

HOW TO REGISTER

By Internet: www.multiculturalhc.com

By Fax: 646-349-1038

By Mail: Complete and return the registration form, along with payment to:

Advanced Health Media
2840 Morris Avenue, Union, New Jersey 07083

**For more information please contact
 Advanced Health Media at 866-700-9294.**

REGISTRATION FEES

Physicians in practice and corporate attendees: \$325 (\$125 daily fee); residents, nurses and other health care professionals: \$275 (\$95 daily fee). The fee includes selected meals (see conference agenda) and selected conference materials. Minimum and maximum enrollments have been established. **Early registration is strongly advised.**

CONFERENCE LOCATION / HOTEL ACCOMMODATIONS

Loews Philadelphia

1200 Market Street (cross street is 12th Street)

Philadelphia, PA 19107

(215) 627-1200

A block of sleeping rooms has been reserved at the Loews for conference attendees. The special single/double rate is \$195 per night. To make reservations at the Loews, please contact the hotel directly and reference the **Conference on Culturally Competent Care**. Rooms are available until the block is sold out. We strongly suggest making your reservations early.

Loews Philadelphia Hotel – Cancellation Policy

Please note you must call 24 hours in advance to cancel your reservation or your credit card will be charged one day's stay.

Parking

Valet parking is available at the Loews on 12th Street at \$28 per day. Additional parking is available at garages near the Loews. Parking fees will be charged according to the garage's regular rates.

ALTERNATE AREA HOTELS

Please note there are no group bookings at these hotels. Please make your reservations early to ensure availability of rooms.

Marriott Philadelphia

1201 Market Street

Philadelphia, PA

(215) 625-2900

Courtyard by Marriott Downtown

21 N Juniper Street

Philadelphia, PA

(215) 496-3200

Hilton Garden Inn

1100 Arch Street

Philadelphia, PA

(215) 923-0100

Residence Inn by Marriott—Center City

1 East Penn Square

Philadelphia, PA

(215) 557-0005

MEETING CANCELLATION POLICY

If you wish to cancel, your written notification of cancellation must be postmarked by September 5, 2003 in order to refund your tuition fee, less a \$25 processing fee. No refunds will be made after this date.

DISCLAIMER

The University of Medicine and Dentistry of New Jersey reserves the right to modify the program content, program faculty, and program activities, and reserves the right to cancel the program if needed.

OVERVIEW

Health care organizations, providers, and policy makers are becoming increasingly interested in the delivery of more culturally effective and responsive services to our nation's diverse population groups. Cultural competency has been proposed as a strategy for helping to reduce racial and ethnic health disparities.

The American Medical Association (AMA) has defined cultural competency as “the knowledge and interpersonal skills that allow providers to understand, appreciate, and work with individuals from cultures other than their own. Cultural competence involves an awareness and acceptance of cultural differences; self-awareness; knowledge of the patient’s culture; and adaptation of skills.”

WHO SHOULD ATTEND

Representatives of managed care plans, academic medical centers, hospitals, ambulatory care practices, pharmaceutical and health care industry, federal, state and local governments, and community-based organizations, health care professionals, and other interested parties.

CONFERENCE GOALS

- Increase the understanding of health care professionals on cultural competence as a key strategy for addressing and eliminating racial and ethnic health disparities
- Share critical information about how managed care plans and health care organizations can improve the quality of their services provided to diverse populations for selected health and illness conditions
- Encourage networking and collaborative partnerships among health professionals and organizations in the delivery of culturally and linguistically appropriate care

LEARNING OBJECTIVES

Upon completion of this conference, participants should be able to:

Plenary Sessions

- Define the concept of cultural competence and its relevance for clinical practice and public health
- Identify selected racial and ethnic health disparities and access to care challenges experienced by diverse populations
- Review several model managed care cultural competency/quality improvement initiatives
- Identify opportunities and challenges to integrating cultural competence into managed care organizations and clinical practice
- Become familiar with the HRSA Bureau of Primary Health Care/ Institute for Healthcare Improvement’s Health Disparities Collaboratives
- Review different approaches to quality improvement and measurement and the limits of traditional strategies/methods

Workshop Sessions

- Describe examples of model cultural and linguistic competency educational standards, training programs, internet websites, and distance learning initiatives that can enhance provider's knowledge and skills
- Employ practical strategies, methods, and tools that can be used to assess a managed care plan's cultural competence
- Describe findings from a number of innovative service delivery and training programs developed for culturally diverse populations in managed care settings
- Incorporate multi-method assessment processes and a more ecological/participatory approach to quality improvement in clinical practice settings
- Describe examples of culturally responsive quality improvement activities related to selected health and illness conditions in diverse populations

ACCREDITATION

The University of Medicine and Dentistry of New Jersey (UMDNJ)—Center for Continuing and Outreach Education is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The UMDNJ-Center for Continuing and Outreach Education designates this educational activity for a maximum of 15 Category I credits toward the AMA Physician's Recognition Award. Each physician should claim only those credits that he/she actually spent in the activity.

This activity has been reviewed and is acceptable for up to 15 prescribed credit hours by the American Academy of Family Physicians.

This program has been reviewed and is acceptable for 15 hours in Category 2-A by the American Osteopathic Association.

The UMDNJ—Center for Continuing and Outreach Education certifies that this continuing education offering meets the criteria for up to 1.5 Continuing Education Units (CEUs) as defined by the National Task Force on the Continuing Education Unit, provided the activity is completed as designed. One CEU is awarded for 10 contact hours of instruction.

ACKNOWLEDGMENTS

Founding Supporter

Pfizer Inc.

Major Supporters

The Robert Wood Johnson Foundation

The California Endowment

Office of Minority Health, US Department of Health and Human Services

Additional Funding

UMDNJ Office for Multicultural Affairs

UMDNJ Institute for the Elimination of Health Disparities

Resources

The Medical Education Group of the American Medical Association

“Multicultural Health Care: A Mosaic For The New Millennium”

THURSDAY

SEPTEMBER 18, 2003

- 8:00 AM – NOON **Registration**
- 12:30 PM – 12:50 PM **Welcoming Remarks**
- 12:50 PM – 1:00 PM **Introduction**
Robert C. Like, MD, MS, Conference Chair
*Associate Professor of Family Medicine and Director
Center for Healthy Families and Cultural Diversity
Department of Family Medicine
UMDNJ-Robert Wood Johnson Medical School*
- 1:00 PM – 1:45 PM **Plenary Presentation–
The IOM Report "Unequal Treatment":
Does Cultural Competency Matter?**
Joseph Betancourt, MD, MPH
*Department of Medicine and Health Policy
Senior Scientist
Institute for Health Policy
Program Director for Multicultural Education
Multicultural Affairs Office
Massachusetts General Hospital–Harvard Medical School*
- 1:45 PM – 3:00 PM **Plenary Panel–
Racial/Ethnic Profiling in Clinical Care, Education,
and Research: Bane or Boon**
Moderator: **Robert C. Like, MD, MS**
Panelists: **Keith Crawford, RPh, PhD**
*Director of Clinical Research
Howard University School of Pharmacy*
Seymour Garte, PhD
Professor, School of Public Health, UMDNJ
Melanie Tervalon, MD, MPH
*Director of Education
NIH Center of Excellence
Project EXPORT Children's
Hospital and Research Center at
Oakland and University of California, Davis*
Sheila Thorne
*President
Multicultural Healthcare Marketing Group, LLC*
- 3:00 PM – 3:30 PM **Break**
- 3:30 PM – 5:00 PM **Concurrent Workshops–Session I**
Tracks AI, BI, CI, DI, EI, FI*
- 5:00 PM – 6:00 PM **Break**
- 6:00 PM – 8:00 PM **Dinner Speaker–
Teaching Culture Through Laughter**
Tou Ger Xiong
Diversity Consultant

*Please see Attachment A for workshop topics.

FRIDAY

SEPTEMBER 19, 2003

7:30 AM – 8:50 AM

Registration

8:50 AM – 9:00 AM

Introduction

Robert C. Like, MD, MS, Conference Chair
Associate Professor of Family Medicine and Director
Center for Healthy Families and Cultural Diversity
Department of Family Medicine
UMDNJ-Robert Wood Johnson Medical School

9:00 AM – 9:30 AM

**Cross-Cultural Encounters in Health Care:
Choices, Patterns, and Consequences**

Joyce St. George, MA
Co-Director, PACT Training LLC

9:30 AM – 10:30 AM

**Plenary Presentation – Culturally Competent
Managed Health Care: Organizational/Systemic
Perspectives**

Dennis Andrulis, PhD, MPH
Research Professor, SUNY Downstate Medical Center

Karen Linkins, PhD
Vice President, The Lewin Group

Miguel Tirado, PhD
Dean of Graduate Studies
Professor, Health and Human Services
California State University, Monterey Bay

10:30 AM – 10:45 AM

Break

10:45 AM – NOON

Plenary Panel –

**Culturally Competent Managed Health Care:
Challenges and Opportunities**

Moderator: **Robert M. Pallay, MD**

Associate Professor and Associate Director
for Practice Initiatives and Policy
Center for Healthy Families and Cultural Diversity
Department of Family Medicine
UMDNJ-Robert Wood Johnson Medical School

Panelists:

Nilda Chong, MD, MPH, DrPH

Director, Institute for Culturally Competent Care
Kaiser Permanente

Kelvin Quan, JD, MPH

Interim CEO
Alameda Alliance for Health

Dirk G. Schroeder, ScD, MPH

Associate Professor of International Health
Emory University
Executive VP & Co-Founder, DrTango Inc

Cheryl Townsel, MSPH

Executive Director
National Association of Urban-Based
HMOs (NAUHMO)

NOON – 1:30 PM

Lunch

Speaker:

J. Patrick Kelly

President of Pfizer U.S. Pharmaceuticals
Vice President of Pfizer Inc.

1:30 PM – 3:00 PM

Concurrent Workshops – Session 2

Tracks A2, B2, C2, D2, E2, F2*

3:00 PM – 3:30 PM

Break

3:30 PM – 5:00 PM

Concurrent Workshops – Session 3

Tracks A3, B3, C3, D3, E3, F3*

*Please see Attachment A for workshop topics.

SATURDAY

SEPTEMBER 20, 2003

- 7:30 AM – 8:50 AM **Registration**
- 8:50 AM – 9:00 AM **Introduction**
Robert C. Like, MD, MS, Conference Chair
*Associate Professor of Family Medicine and Director
Center for Healthy Families and Cultural Diversity
Department of Family Medicine
UMDNJ-Robert Wood Johnson Medical School*
- 9:00 AM – 9:30 AM **Quality Improvement and the Elimination of Health Disparities**
Nathan Stinson, MD, PhD, MPH
*Deputy Director
Office of Minority Health
US Department of Health and Human Services*
- 9:30 AM – 10:30 AM **Plenary Presentation—HRSA Bureau of Primary Health Care/Institute for Healthcare Improvement's Health Disparities Collaboratives**
Cindy Hupke, RN, BS, BSN
*National Collaborative Director
Institute for Healthcare Improvement
Bureau of Primary Health Care
Health Disparities Collaboratives*
- 10:30 AM – 10:45 AM **Break**
- 10:45 AM – NOON **Plenary Panel—Quality Improvement and the Elimination of Health Disparities in Complex Health Care Systems**
Moderator: **Jo Ann Kairys, MPH**
*Associate Director for Strategic Planning and Quality Improvement
Center for Healthy Families and Cultural Diversity
Department of Family Medicine
UMDNJ-Robert Wood Johnson Medical School*
- Panelists: **Reuben R. McDaniel, Jr, EdD**
*Professor, Department of Management Science and Information Systems
The University of Texas at Austin*
- Ernest Moy, MD**
*Senior Research Scientist
Center for Quality Improvement and Patient Safety
Agency for Health Care Research and Quality*
- David Nerenz, PhD**
*Professor, College of Human Medicine
Michigan State University
Director, Institute for Health Care Studies*
- NOON – 1:30 PM **Lunch**
Speaker: **John R. Lumpkin, MD, MPH**
*Senior Vice President & Director
Health Care Group
The Robert Wood Johnson Foundation*
- 1:30 PM – 3:00 PM **Concurrent Workshops—Session 4**
Tracks A4, B4, C4, D4, E4, F4*
- 3:00 PM – 3:30 PM **Break**
- 3:30 PM – 5:00 PM **Concurrent Workshops—Session 5**
Tracks A5, B5, C5, D5, E5, F5*

*Please see Attachment A for workshop topics.

ATTACHMENT A

Concurrent Afternoon Workshops (topics, speakers, & time slot may change)

TRACK A – STRATEGIES FOR ADDRESSING HEALTH DISPARITIES IN DIVERSE POPULATIONS

- A1 Healing by Heart: Cross-Cultural Ethical Issues in Clinical Care and Medical Education**
Kathleen Culhane-Pera, MD, MS
*Director of Cross-Cultural Family Medicine, Ramsey Family and Community Medicine Residency
Associate Professor, Department of Family Practice and Community Health, University of Minnesota*
- A2 “The Doctor Grabbed My Noob Qes”: Immigrant & Refugee Perspectives on Trust and the American Health Care System**
Tou Ger Xiong
Diversity Consultant
- A3 Issues and Resources in Ethnogeriatric Education and Research**
Gwen Yeo, PhD
*Co-Director, Stanford Geriatric Education Center
Coordinator, Collaborative on Ethnogeriatric Education*
Jerry C. Johnson, MD
Chief, Geriatric Medicine Division, Director, Center of Excellence for Diversity in Health Education and Research Institute in Aging, University of Pennsylvania
- A4 High Touch High Tech: Using Distance Learning to Improve Cross-Cultural Provider-Patient Interactions**
Gail Price, MS
Senior Program Associate, Management Sciences for Health
James Wolff, MD
*Senior Fellow for Electronic Communications, Management Sciences for Health
Adjunct Associate Professor, International Health, Boston University School of Medicine*
Jeffrey B. Caballero, MPH
Executive Director, Association of Asian Pacific Community Health Organizations
- A5 Conceptualizing and Implementing a Cultural Competence Program in a Mental Health System**
William Vega, PhD
*Director of Research, Behavioral and Research Training Institute, University Behavioral HealthCare
Professor of Psychiatry, UMDNJ-RWJMS*
Peter Guarnaccia, PhD
*Professor, Institute for Health, Health Care Policy & Aging Research
Rutgers, The State University of New Jersey*
Paulette Hines, PhD
*Clinician Administrator, Office of Prevention Services and Research
University Behavioral HealthCare, UMDNJ*
- ### TRACK B – EDUCATION AND TRAINING TO ENHANCE CULTURALLY COMPETENT HEALTH CARE
- B1 Teaching Quality Care for Diverse Populations**
Jeannette South-Paul, MD
Professor and Chair, Department of Family Medicine, University of Pittsburgh
Evelyn L. Lewis, MD
*Associate Chair, Research, Department of Family Medicine
Uniformed Services University of Health Sciences*
Kim Bullock, MD, FAAFP
*Vice Chair, Education, Providence Hospital
Clinical Assistant Professor, Department of Family Medicine, Georgetown Medical Center*
Robert C. Like, MD, MS
- B2 Cultural Competency Education for Residents in Training: Best Practices**
Jeffrey M. Ring, PhD
*Director of Behavioral Sciences, Family Practice Residency Program
White Memorial Medical Center*
- B3 Cultural Competence Standards for Health Professions Education and Training – Designing, Implementing and Assessing Curricula for Culturally Appropriate Care: Standards and Evaluation**
Jean Gilbert, PhD
Visiting Professor in Anthropology, California State University, Long Beach
Deborah Danoff, MD
Associate Vice President, Division of Medical Education, Association of American Medical Colleges

B4 The Northeast Consortium on Cross-Cultural Medical Education and Practice: Innovative Models of Collaboration on Cultural Competency Curriculum Development

Edward Poliandro, PhD

Assistant Clinical Professor in Community Medicine
Director, Cultural Diversity in Medicine Program, Mount Sinai School of Medicine

Debbie Salas-Lopez, MD

Assistant Professor, Chief of Academic Medicine, Geriatric and Community Programs
Hispanic Center of Excellence, UMDNJ-New Jersey Medical School

Ana E. Núñez, MD

Associate Professor of Medicine
Director, Center of Excellence in Women's Health
Director, Women's Health Education Program, Drexel University College of Medicine

Alexander Green, MD

Beth Israel Deaconess Medical Center, Harvard Medical School

B5 Cultural Competency Curriculum Modules for Family Physicians—A Start to the Journey

Guadalupe Pacheco, MSW

Special Assistant to the Director, Office of Minority Health
US Department of Health and Human Services

Ann S. Kenny, MPH, BSN

Project Director, American Institutes for Research

Robert M. Pallay, MD

TRACK C—CARING FOR MULTICULTURAL POPULATIONS IN MANAGED CARE SETTINGS

C1 Reflections on the CLAS Standards: Best Practices, Innovations, and Horizons

Ira SenGupta, MA

Director, Cultural Competency Training and Assessment, The Cross Cultural Health Care Program

C2 Kaiser Permanente's Institute of Culturally Competent Care and National Linguistic Competence Programs Major Initiatives

Nilda Chong, MD, MPH, DrPH

Director, Institute for Culturally Competent Care, Kaiser Permanente

Gayle Tang, MSN, RN

Director, National Linguistic and Cultural Programs, Kaiser Foundation Health Plan, Inc.

C3 Managed Care and Cultural Competence Initiatives at the Alameda Alliance for Health

Miguel Tirado, PhD

Dean of Graduate Studies
Professor, Health and Human Services, California State University, Monterey Bay

Kelvin P. Quan, JD, MPH

Interim CEO, Alameda Alliance for Health

C4 A Descriptive Snapshot of Culturally and Linguistically Appropriate Services (CLAS) Provided by Managed Care Organizations (MCOs) in the United States

Angela Ware, PhD

Vice President, COSMOS Corporation

C5 Culturally Competent Managed Care Organizations: Making the Quality and Business Case

Barrie Baker, MD, MBA

Regional Medical Director, Keystone Mercy Health Plan

Dirk Schroeder, ScD, MPH

Associate Professor of International Health, Emory University
Executive VP & Cofounder, DrTango Inc

TRACK D—ASSESSING AND DEVELOPING ORGANIZATIONAL CULTURAL COMPETENCE

D1 Cultural Competence Self-Assessment Implications for Organizations and Practitioners

Tawara D. Goode, MA

Director, National Center for Cultural Competence & Associate Director for Community Planning
Georgetown University Center for Child and Human Development
University Center for Excellence in Developmental Disabilities
Department of Pediatrics, Georgetown University Medical Center

D2 Beyond Strategies: Addressing the Human Side of Cultural Competence

Joyce St. George, MA

Co-Director, PACT Training LLC

D3 Assessing Cultural Competence in Health and Mental Health Care Settings

Karen Linkins, PhD

Vice President, The Lewin Group

Sharrie McIntosh, MHA

Program Manager, The Lewin Group

- D4 Becoming a Culturally Competent Health Care Organization: Operationalizing the CLAS Standards**
Suzanne Salimbene, PhD
President, Inter-Face International
- D5 Organizational Cultural Competence Assessment and Implementing the CLAS Standards: A Community Health Center's Experience**
Anthony E. Munroe, MBA, FACHE
President and CEO, Economic Opportunity Family Health Center (EOFHC), Inc.
Patti R. Rose, MPH, EdD
Vice President, Behavioral Health Services, EOFHC, Inc.

TRACK E—INNOVATIVE INTERVENTIONS TO IMPACT SELECTED HEALTH AND ILLNESS CONDITIONS

- E1 Cultural Competence and Depression in Diverse Populations**
Annelle Primm, MD, MPH
Associate Professor of Psychiatry, Johns Hopkins School of Medicine
Roberto Lewis-Fernandez, MD
*Assistant Professor of Clinical Psychiatry
 Columbia University College of Physicians & Surgeons*
- E2 Cardiovascular Disease/Cultural Competency Initiative**
B. Waive Kong, PhD, JD and Morehouse
CEO, Association of Black Cardiologists
- E3 Emergent Quality: Primary Care and Complexity Science in the 21st Century**
Benjamin Crabtree, PhD
Professor & Research Director, Department of Family Medicine, UMDNJ-RWJMS
Alfred F. Tallia, MD, MPH
Associate Professor and Vice Chairman, Department of Family Medicine, UMDNJ-RWJMS
Reuben R. McDaniel, Jr., EdD
*Professor, Department of Management Science and Information Systems
 The University of Texas at Austin*
- E4 Addressing Health Literacy Issues in Diverse Populations**
Fred Kobylarz, MD, MPH
Assistant Professor, Department of Family Medicine, UMDNJ-RWJMS
Jo Ann Kairys, MPH
Aracely Rosales
President, Plain Language and Culture, Inc.
- E5 Translating Research into Action in Diabetes—2003**
David S. Kountz, MD
Associate Professor of Medicine, Associate Dean for Postgraduate Education, UMDNJ-RWJMS
Dorothy Caputo, MA, APRN, BC-ADM, CDE
*Director of Special Initiatives
 Continuing and Outreach Education Professional Center, UMDNJ-RWJMS*
*Assistant Professor, UMDNJ School of Health Related Professions
 Project Director & Co-Investigator, TRIAD*

TRACK F—PUBLIC AND PRIVATE PARTNERSHIPS TO CLOSE THE GAP IN HEALTH DISPARITIES

- F1 Partnering to Eliminate Health Disparities: How Minority Health Data is Being Collected and Used to Tell the Story in One State**
Linda Holmes, MPA
*Executive Director, Office of Minority and Multicultural Health
 New Jersey Department of Health and Senior Services*
- F2 National Conference for Community and Justice (NCCJ) Health Disparities and Cultural Competency Initiatives**
Brian Foss, NCCJ (Invited)
- F3 Culturally Competent Community Based Intervention: A Recipe for Success**
Francesca Gany, MD, MS
Founder and Director, Center for Immigrant Health, New York University School of Medicine
Jyotsna Changrani, MD, MPH
Assistant Director, Center for Immigrant Health, New York University School of Medicine
- F4 Ohio Commission on Minority Health: Health Disparities Initiatives**
Cheryl A. Boyce, MS
Executive Director, Ohio Commission on Minority Health
- F5 Cultural Competency/Health Disparities Initiatives in Australian Medical Education and Research: An International Perspective**
Maurice Eisenbruch, MD
*Director, Centre for Culture and Health
 University of New South Wales, Sydney, Australia*

“Multicultural Health Care: A Mosaic For The New Millennium”

PLEASE PRINT

First Name _____ MI _____

Last Name _____

Day Phone Number _____ Evening Phone Number _____

Fax _____ E-mail _____

Degree _____ Specialty _____

Affiliation _____

Mailing Address _____

Mailing Address _____

City _____ State _____ Zip _____

Please enroll me for the following day(s):

(indicate all that apply)

- Thursday, September 18th Friday, September 19th
 Saturday, September 20th Full Conference

WORKSHOP PREFERENCES

(indicate your 1st, 2nd, and 3rd choices in the spaces provided)

Thursday – 3:30 PM (Concurrent Workshops – Session 1)

____ A1 ____ B1 ____ C1 ____ D1 ____ E1 ____ F1

Friday – 1:30 PM (Concurrent Workshops – Session 2)

____ A2 ____ B2 ____ C2 ____ D2 ____ E2 ____ F2

Friday – 3:30 PM (Concurrent Workshops – Session 3)

____ A3 ____ B3 ____ C3 ____ D3 ____ E3 ____ F3

Saturday – 1:30 PM (Concurrent Workshops – Session 4)

____ A4 ____ B4 ____ C4 ____ D4 ____ E4 ____ F4

Saturday – 3:30 PM (Concurrent Workshops – Session 5)

____ A5 ____ B5 ____ C5 ____ D5 ____ E5 ____ F5

METHOD OF PAYMENT: Physicians in Practice and Corporate Attendees \$325 (\$125 daily fee); Residents, Nurses, and other Health Care Professionals \$275 (\$95 daily fee).

- Check enclosed for \$ _____ payable to Advanced Health Media
 MasterCard VISA American Express Discover

Card #: _____

Expiration Date: _____ Amount \$ _____

Card Holder's Signature: _____

Internet Registration: www.multiculturalhc.com**Return by Mail:** Advanced Health Media

Attn: Mail Box 121

2840 Morris Avenue

Union, New Jersey 07083

Return by Fax: Fax completed form with your credit card information to 646-349-1038

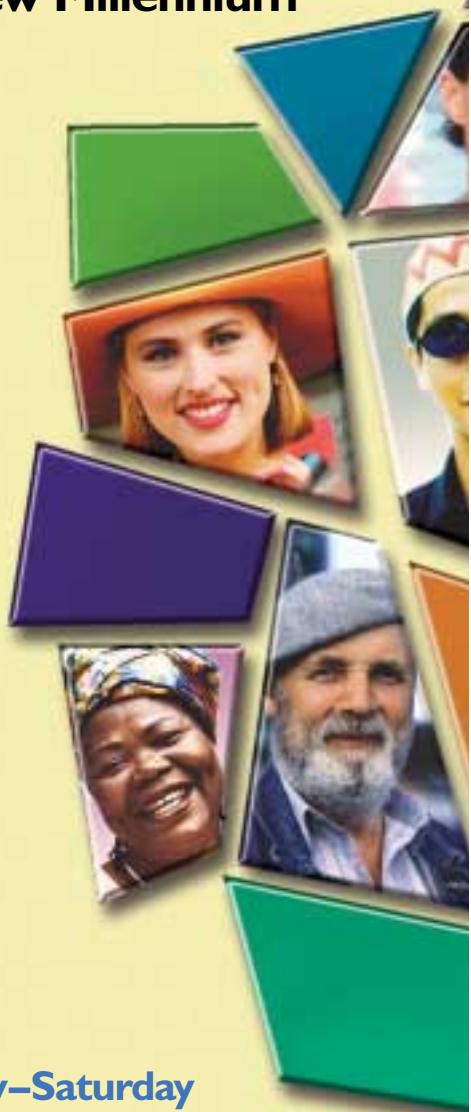
Please use one form per person; photocopies are acceptable. All registrations and fees must be received by AHM no later than Friday, September 12, 2003.

If you require special accommodations or services which may make your learning environment more effective, please contact AHM at (866) 700-9294.

4th UMDNJ/RWJMS

Conference on Culturally Competent Care

“Multicultural Health Care: A Mosaic For The New Millennium”



**Thursday–Saturday
September 18–20, 2003**

Loews Philadelphia Hotel
1200 Market Street
Philadelphia, PA 19107

4th UMDNJ/RWJMS Conference on Culturally Competent Care

“Multicultural Health Care: A Mosaic For The New Millennium”

This exciting conference will focus on innovative strategies and resources to help eliminate racial and ethnic health disparities through the utilization of culturally responsive quality improvement activities.

A large graphic on the left side of the slide, composed of various colored triangles (purple, blue, green, red, orange) arranged in a mosaic pattern. Some of the triangles contain small, square photographs of diverse individuals, including a man in a suit, a woman in a red top, and a woman in a blue top.

GOALS:

THURSDAY-SATURDAY, SEPTEMBER 18-20, 2003

- Increase the understanding of health care professionals on cultural competence as a key strategy for addressing and eliminating racial and ethnic health disparities
- Share critical information about how managed care plans and health care organizations can improve the quality of their services provided to diverse populations for selected health and illness conditions
- Encourage networking and collaborative partnerships among health professionals and organizations in the delivery of culturally and linguistically appropriate care