

# Harvard Medical School Curriculum Vitae

**Date Prepared:** January 8, 2024  
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## Summary:

I am a Harvard and Cornell trained internal medicine physician with over 30 years of clinical experience mainly in ambulatory primary care and urgent care, and more recently in telehealth. I was Associate Professor of Medicine and Harvard Medical School and Massachusetts General Hospital and held various leadership positions, investigator roles, and clinician-educator positions over my years there and at Cornell. My research and teaching seek to improve clinical quality by improving doctor-patient communication and relationships especially in culturally and linguistically diverse settings.

I have extensive experience in teaching, publishing, grant writing, and working with industry to improve patient experience and outcomes. I developed an internet-based education program that improves medical care by teaching clinicians and other health care professionals how to communicate better with diverse patient populations.

As an expert witness, I provide unbiased evaluations of the quality of medical care. I evaluate carefully whether there was a doctor-patient relationship and a duty to care, whether the standard of care was breached, and whether any breaches caused harm. My opinions are objective, and do not differ according to whether I am retained by the defense or the plaintiff. As an expert witness, I strive to serve not only as a diligent and objective expert witness, but also as a responsive consultant who helps attorneys develop their strategy for each case.

## Education

09/1986 - 06/1990	Bachelor of Arts, Magna Cum Laude	Physiology, Psychology, Dramatic Literature	University of California San Diego
09/1990 - 06/1994	Doctor of Medicine (MD)		University of California, San Diego School of Medicine
09/2003 - 06/2005	Master's in Public Health (MPH)	Clinical Effectiveness	Harvard School of Public Health

## Postdoctoral Training

07/1994 - 06/1997	Resident	Internal Medicine	New York Hospital-Cornell Medical Center
09/2003 – 06/2005	Fellow	Harvard Medical School Faculty Development and Fellowship Program in General Internal Medicine	Beth Israel Deaconess Medical Center

## Faculty Academic Appointments

09/1997 - 11/2000	Instructor	Medicine	Weill-Cornell School of Medicine
11/2000 - 09/2002	Assistant Professor	Medicine	Weill-Cornell School of Medicine
05/2006 - 07/2008	Instructor	Medicine	Harvard Medical School
07/2008 - 07/2012	Assistant Professor	Medicine	Harvard Medical School
07/2012 – 03/2022	Associate Professor	Medicine	Harvard Medical School

### Appointments at Hospitals/Affiliated Institutions

#### **Past**

09/1997 - 09/2002	Assistant Attending	Medicine	Weill-Cornell School of Medicine
09/2003 - 06/2005	Clinical and Research Fellow	General Internal Medicine	Beth Israel Deaconess Medical Center, Harvard Medical School
04/2011 - 07/2013	Director of Cultural Competence	HMS Office for Diversity and Community Partnership (ODCP)	Harvard Medical School
11/2005 - 06/2016	Assistant Attending Physician	Internal Medicine Associates	Massachusetts General Hospital
07/2005 - 03/2008	Senior Faculty	The Disparities Solutions Center	Massachusetts General Hospital
03/2008 - 07/2016	Associate Director	The Disparities Solutions Center	Massachusetts General Hospital
09/2005 – 07/2017	Senior Scientist	Mongan Institute for Health Policy	Massachusetts General Hospital
07/2017 – 03/2022	Investigator	Division of General Internal Medicine	Massachusetts General Hospital

#### **Present**

01/2017 - present	Physician	The Family Health Center of Worcester	University of Massachusetts Medical Center
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### **Other Professional Positions**

07/1998 - 07/2000	Fellow, Region II – The National Health Service Corps		The Family Health Center of Western Queens
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### Major Administrative Leadership Positions

#### **Local**

1999–2002	Associate Director, Primary Care Internal Medicine Residency Program		Weill-Cornell School of Medicine
2007- 2016	Co-Director, The Disparities Leadership Program		Massachusetts General Hospital
2008-2011	Affiliated Faculty, Harvard Pediatric Health Services Research Fellowship Program		Harvard Medical School

2015-2016 Theme Director for Health Equity and Cross-Cultural Care Harvard Medical School

**Regional**

2001 Conference Organizer/Cross-Cultural Medical Education and Practice: Imperatives for Medical Educators in the 21<sup>st</sup> Century Philadelphia, PA

**National and International**

2005, 2006 Program Faculty Leader/Health Resources and Education Trust (HRET) Cultural Competence Leadership Fellowship Tucson, AZ

Committee Service

**Local**

1997–2002	Internal Medicine Residency Interview Committee	New York Presbyterian Hospital – Weill Cornell Center Member
1998–2002	Medical Management Committee	New York Presbyterian Hospital Community Health Plan Member
2001–2002	International Committee	Weill-Cornell School of Medicine Member
2001–2002	David Rogers Health Policy Colloquium Advisory Board	Weill-Cornell School of Medicine Member
2002	James F. Oates Program in Communication Skills	Weill-Cornell School of Medicine Member
2003–2008	Holmes Society	Harvard Medical School Senior Fellow
2005-2008	Latino Advisory Board	Joslin Diabetes Center Latino Initiative Member
2005-2009	Comprehensive Exam Steering Committee	Harvard Medical School Member
2003-2016	Cross-Cultural Care Committee	Harvard Medical School
	2003-2006	Co-Chair, Faculty Development
	2007-	Chair
2006-2013	Quality and Safety Measurement Committee	Massachusetts General Hospital Member
2010	Harvard Catalyst – the Harvard Clinical and Translational Science Center Advisory Board	Harvard Medical School Member
2010-2015	Mongan Institute for Health Policy Advisory Board	Massachusetts General Hospital Member

2010-2015	Mongan Institute for Health Policy Disparities Recruitment Committee	Massachusetts General Hospital
2010-2015	Disparities Committee	Massachusetts General Hospital Member
2011-2012	Communication Skills and Cross-Cultural Care Taskforce	Harvard Medical School Co-chair
2013-2019	Academy Interest Group on Health Equity and Cross-Cultural Care	Harvard Medical School Leader 2013-2016 Member and senior advisor 2016-present
2013-2014	Practice of Medicine design Group	Harvard Medical School Member
2014-2015	Practice of Medicine Communication Skills Subgroup	Harvard Medical School Chair
<b>Regional</b>		
2002-2004	Health Disparities Workgroup	Greater New York Hospital Association Member
<b>National and International</b>		
1999- 2012	Northeast Consortium for Cross-Cultural Medical Education Steering Committee	New York, NY Member
2000–2002	Merck Northeast Medicaid Managed Care Advisory Board	Merck, Inc., New York, NY Member
2001–2002	Cultural Competence Assessment Project Panel of Experts	National Center For Cultural Competence, Washington, DC Member
2001–2003	National Advisory Counsel for Cultural Competency Curricula	U.S. DHHS Office Of Minority Health, Washington, DC Member
2003-2006	Achieving Diversity In Dentistry And Medicine: Cultural Competence Curriculum Committee	The American Medical Student Association, Reston, VA Member
2004- 2011	Disparities Taskforce	Society of General Internal Medicine Member
2006–2007	Hospitals, Language And Culture Technical Advisory Panel	The Joint Commission On Accreditation Of Health Care Organizations (JCAHO), Oakbrook Terrace, IL Member
2009-2012	ACTION Technical Advisory Committee	The California Endowment, San Francisco, CA Member

2017- Movement is Life Advisory Council New Haven, CT  
Council Member

Professional Societies

1997-2018	Society of General Internal Medicine	
2000-2006	Society of General Internal Medicine	Co-Leader, Cross-Cultural Communication and Medical Practice Interest Group
2001-2002	Society of General Internal Medicine	Co-Chair, Disparities Workshop Subcommittee
2001-2006	Society of General Internal Medicine	Reviewer, Disparities Abstract and Workshop Subcommittee
1998- current	Member, Association of Clinicians for the Underserved	
1999- current	Member, Physicians for a National Health Program	
1997–2000	Member, American College of Physicians	
2000–2002	Member, International Health Medical Education Consortium	
2000–2003	Member, Academy of Health Services Research and Health Policy	
2002–2003	Fellow, New York Academy of Medicine	
2008- current	International Medical Interpreters Association	Boston, MA Advisory board member

Editorial Activities

*Peer Reviewer*

2001-	Journal of General Internal Medicine
2002-	Western Journal of Medicine
2002-	Academic Medicine
2002-	Journal of the National Medical Association
2003-	American Journal of Preventive Medicine
2003-	Public Health Reports
2003-	Cleveland Clinic Journal of Medicine
2004-	Social Science and Medicine
2006-	Health Affairs
2006-	Journal of the American Medical Association
2009-	New England Journal of Medicine
2013-	Joint Commission Journal of Quality and Patient Safety

2016- Health Equity

### Honors and Prizes

1990	Research Scholar Award	The University of California, San Diego, CA
1997	The Zucker Award for International Health	Cornell University Medical College
2008, 2012	Partners in Excellence Award	Massachusetts General Hospital
2008	Harold Amos Diversity Award	Harvard Medical School
2012	Annual Provider of the Year Award	International Medical Interpreters Association
2013	Arnold P. Gold Professorship Award for Humanism in Medicine	Arnold P. Gold Foundation
2017	Recognized as one of best topic authors in primary care	UpToDate

### **Report of Funded and Unfunded Projects**

#### Funding Information

##### **Past**

1999 *Development of Cross-Cultural Curriculum Patient Simulation Videos*  
Merck, Inc  
Co-Project Leader (\$20,000)  
Created a cross-cultural communication video for teaching medical students and residents using scripts and professional actors.

1999 *Research Study on Limitations of Disease Management Programs in Medicaid Managed Care Members*  
Schering Plough  
Co-Principal Investigator  
Examined the limitations of developing disease management programs among Medicaid Managed Care Members, and evaluated a culturally competent asthma program

1999-2002 *Hispanic Health Services Utilization: Defining and Exploring Disparities*  
Health Care Financing Administration  
Co-Principal Investigator (\$200,000)  
Through use of quantitative and qualitative methods, explored disparities in the use of diagnostic and treatment services for cerebrovascular disease between Hispanics and non-Hispanic whites.

2000-2002 *Cultural Competence in Health Care*  
Commonwealth Fund  
Co-Principal Investigator (\$200,000)  
Through the use of a literature review, key informant interviews and case studies; set out to develop taxonomy for different levels of cultural competence in health care.

2000-2003 *“Worlds Apart” Cross-Cultural Documentary Video Project*  
Commonwealth Fund  
Consultant

Consulted on the creation of a documentary film project on cross-cultural health care led by a filmmaker at Stanford University School of Medicine, and developed a Facilitator's Guide to accompany the videos

- 2001 *Development of a Program on Health Disparities and Cross-Cultural Health Care*  
Pfizer  
Principal Investigator (\$40,000)  
Developed a Minority Visiting Professor Program and sponsored several student research projects.
- 2001-2002 *Assessing Management of Hyperlipidemia in a Clinic Serving Low-Income Patients: A Survey of Patient Perceptions*  
Consultant  
National Heart, Lung and Blood Institute  
Explored low income patients of hyperlipidemia and its management.
- 2003-2006 *Hypertension Control and Therapy Adherence*  
National Heart, Lung and Blood Institute  
Consultant  
To understand reasons for non-adherence to hypertension treatment among minority patients.
- 2004-2005 *The Impact of Unconscious Biases on Physician Decision-Making About Thrombolysis in Acute Myocardial Infarction*  
The Esther B. Khan Fund  
Principal Investigator (\$25,000)  
To measure unconscious biases among resident physicians and determine whether correlated to differences in treatment decisions in treatment decisions by race.
- 2005-2006 *Are residents in HRSA Title VII funded residency programs better prepared to provide culturally competent health care to diverse populations?*  
The Health Resources and Services Administration  
Principal Investigator (\$23,000)  
To measure residents' self-rated preparedness and skills in cross-cultural care and determine if correlated to HRSA Title VII funding status.
- 2006 *The State of Cultural Competence Training*  
The Robert Wood Johnson Foundation  
Project Director (\$15,000)  
Conducted training on the state of cultural competence training and evaluation to the Robert Wood Johnson Foundation Disparities Team
- 2005-2007 *Cultural Competence, Quality and Disparities Policy Briefs Project*  
The California Endowment

Principal Investigator (\$15,000)

Co-authored policy briefs on cultural competence, quality, and disparities

2006

*The State of Cultural Competence Training*

The Robert Wood Johnson Foundation

Project Director (\$15,000)

Conducted training on the state of cultural competence training and evaluation to the Robert Wood Johnson Foundation Disparities Team

2006-2009

*Developing Strategies to Address Racial/Ethnic Disparities in Prevention, Chronic Disease Management, and Mental Health*

Jane's Trust

Principle Investigator (\$300,000)

Helped develop oversee interventions to address disparities in diabetes, colorectal cancer screening, and mental health

2006-2009

*Culture and Communication in Hypertension Management*

National Institute of Health

Consultant

To explore differences in doctor-patient communication patterns for black, Hispanic, and white patients with hypertension.

2007-2009

*The Aetna Disparities Fellowship and National Disparities Summit Project*

The AETNA Foundation

Principal Investigator (\$250,000)

To lead year-long disparities fellowship program and host a National Disparities Summit.

2007-2008

*The Disparities Leadership Program*

Merck

Project Co-Director (\$45,000)

Oversee the development and conduct of a disparities program training program targeting hospital, health plan, and health center leaders from around the country.

2007-2009

*Moving Hospitals to Action: Setting the Stage and Creating Tools to Address Disparities*

The Robert Wood Johnson Foundation

Project Co-Director (\$500,000)

Oversaw the development of guidebooks for hospital leaders focused on disparities and equity, and delivered several national web seminars on various related topics.

2007-2009

*Measuring Cultural Competence and Racial Bias Among Physicians*

National Institutes of Health

Consultant

To design and test a tool to measure conscious and unconscious racial bias among physicians.

- 2008-2009 *The Disparities Leadership Program*  
Merck  
Project Co-Director (\$45,000)  
Oversee the development and implementation of a disparities training program targeting hospital, health plan, and health center leaders from around the country.
- 2008-2010 *Revere Diabetes Project*  
Tufts Health Plan  
Co-Project Director (\$250,000)  
Oversee the development of a diabetes program targeting disparities within the Cambodian population
- 2009-2010 *The Disparities Leadership Program*  
National Committee for Quality Assurance/Merck Company Foundation  
Co-Principal Investigator (\$76,342)  
To train participants in the Disparities Leadership Program. The DLP is a year-long executive education program designed for leaders from hospitals, health plans, and community health organizations who want to develop a strategic plan or advance a project to eliminate racial and ethnic disparities in health care.
- 2009-2011 *Training New Leaders in the Field of Ethnic and Racial Disparities: The Aetna Healthcare Disparities Fellowship*  
The AETNA Foundation  
Principal Investigator (\$199,200)  
To lead a one-year disparities fellowship program mentoring one fellow and/or junior faculty member to develop expertise in the Disparities Solutions Center's action oriented approach to addressing disparities in health care and to develop their leadership skills.
- 2009-2012 *Improving Patient Safety System Implementation for Limited English Proficiency Patients Agency for Healthcare Research and Quality (AHRQ)*  
Co-Principal Investigator (\$240,000)  
To develop a new TeamSTEPPS training module, focused on team behaviors to improve Safety in LEP and culturally diverse patient populations and develop and implement a guide for hospitals on preventing medical errors due to language barriers and cross-cultural communication problems.
- 2011-2012 Center of Excellence in Minority Health and Health Disparities  
Health Resources and Services Administration (HRSA)  
Sub-contractor (\$30,966)  
Develop and evaluate the impact of a workshop on cross-cultural care for the Patient-Doctor II course and integrate this and other components of cross-cultural care and communication into the new integrated two-year Practice of Medicine course
- 2009-2013 *Disparities Leadership Program: Empowering Leaders*  
Amgen Foundation  
Co-Principal Investigator (\$108,433)

To train participants in the Disparities Leadership Program. The DLP is a year long executive education program designed for leaders from hospitals, health plans, and community health organizations who want to develop a strategic plan or advance a project to eliminate racial and ethnic disparities in health care.

- 2009-2013 *Assessing Medical Students Preparedness and Skills to Provide Cross-Cultural Care*  
BlueCross/Blue Shield  
Principal Investigator (\$43,478)  
Funding for the Cross-Cultural Care Committee activities at HMS including development, implementation and analysis of an annual medical student survey on preparedness and skills in cross-cultural care
- 2009-2013 *Improving quality and Safety for Diverse Populations: An Innovative Multidisciplinary Curriculum*  
Macy Foundation  
Principle Investigator (\$289,779)  
Develop, pilot and evaluate an innovative, multidisciplinary training curriculum for health professional students on medical error prevention among culturally diverse patients and patients with limited English proficiency (LEP). The curriculum will include an internet-based platform along with small group, interactive sessions and case studies and will be piloted with HMS students and nurse practitioner students at the MGH Institute for Health Professions.
- 2014-2015 *The Healthcare Equity Seminar Series*  
One Step Forward Education Foundation  
Principle Investigator (\$23,000)  
The aim of the project is to create a curriculum for our research assistants on Health Equity and Culturally Competent Health Care Systems.
- 2013-2016 *Gold Foundation*  
Principle Investigator (\$150,000)  
Explore the “hidden curriculum”, the unofficial learning of behaviors and attitudes that occur as students are socialized into organized medicine and promote humanism and professionalism in the care of patients with limited English proficiency.
- 2015-2017 *Harvard Medical School*  
Theme Director for Health Equity and Cross-Cultural Care (\$10,000/year)  
Integrate teaching on health equity and cross-cultural care into the new HMS curriculum
- 2016-2017 *Cultural dexterity in surgery: Provider Awareness and Cultural Dexterity Toolkit for Surgeons (PACTS)*  
Co-Investigator (\$30,099)  
Design cultural dexterity curriculum for surgical residents, pilot it, and help write a grant to NIMHD
- 2016-2017 *Jesse B. Cox Foundation*  
Co-Investigator (\$290,000)

Evaluate the impact of a program using medical interpreters as health navigators at the Family Health Center of Worcester

- 2017-2019 An Innovative Model for a Comprehensive Physician Wellness Program  
The Physicians' Foundation  
Principle Investigator (\$150,000)  
Design, implement and disseminate a model program involving both systems and educational interventions for improving physician wellness at community health centers and related practice environments
- 2018-2022 Evaluation of a Cultural Dexterity Training Program for Surgeons: The PACTS Trial  
National Institute of Minority Health and Health Disparities  
Co-investigator (\$3,500,000) – 20% salary support per year  
Test the effectiveness in a multicenter trial of an innovative educational curriculum in 'cultural dexterity' for surgical residents that is designed to improve cross-cultural communication and care and reduce surgical disparities.

## **Report of Local Teaching and Training**

### Teaching of Students in Courses

#### ***Weill Medical College of Cornell University***

1997	Physical Diagnosis II	2 <sup>nd</sup> Year Medical Students	3 hours a week for 12 weeks
1998–2002	Primary Care Clerkship	3 <sup>rd</sup> Year Medical Students	2-hour sessions, bi-monthly for one year
1999–2002	Cross-Cultural Ethics in Death and Dying - Patients and Society III Course	3 <sup>rd</sup> Year Medical Students	1.5-hour sessions, bi-monthly for one year

#### ***Harvard Medical School***

2003	Classroom to Clerkship Course	2 <sup>nd</sup> Year Medical Students	1 hour session
2003 – 2006	Introduction to Cross-Cultural Health	Visiting German Medical Students	2 hours per year
2003 – 2006	Introduction to Cross-Cultural Health	Visiting Medical Students from Japan	2 hours per year
2004 - 2005	The Institute of Medicine Report "Unequal Treatment."	1 <sup>st</sup> Year Medical Students	2 hours per year
2004 - 2015	Cross-Cultural Communication in Chronic Disease Care Patient-Doctor II	2 <sup>nd</sup> Year Medical Students	7 two-hour sessions per year

2004 - 2010	Observed Structured Clinical Examination (OSCE) Patient-Doctor II	2 <sup>nd</sup> Year Medical Students	2 four-hour sessions per year
2006 - 2009	Comprehensive Examination (OSCE)	4 <sup>th</sup> Year Medical Students	2 four-hour sessions per year
2006 - 2008	Patient-Doctor I	Lecturer to Medical Students	4 three-hour sessions per year
2007 - 2009	Second-year endocrinology block – Cross-Cultural Care diabetes case studies	2 <sup>nd</sup> Year Medical Students	1 hour per year
2009 - 2010	Dental Health Care Delivery/Ethics	3 <sup>rd</sup> Year Medical Students	3 hours per year
2015- 2016	Practice of Medicine – Cross-Cultural Communication and Care	First Year Medical Students	4 hour session per year
2015-2016	Practice of Medicine – Identity Session	First Year Medical Students	2 hour session per year
2015- 2016	Practice of Medicine – Foundational Continuity Clinic (FCC) preceptor	First Year Medical Students	Four hours per week (four students)
2015-2016	Crimson Care Collaborative - preceptor	First to third year medical students and second and third year nurse practitioner students	Three hours every other week
2008-2016	Minority Health Policy Course - Harvard School of Public Health Seminar on Cross-Cultural Health Care – Challenges and Solutions	Post Graduate Minority Health Policy Fellows and HMS students	1.5 hours per year contact time and 1.5 hours planning (also see Harvard School of Public Health teaching)
2014- 2018	Capstone Course - Cross-Cultural Negotiation and Care in Internship and Beyond	4 <sup>th</sup> Year Medical Students	2 contact hours per year plus 4 hours preparation/planning
2007 - 2016	Introduction to the profession – Lecture, small group facilitator and coordinator of faculty for Introduction to Health Equity and Cross-Cultural Care	1 <sup>st</sup> Year Medical Students	8 contact hours per year plus 4-8 hours of preparation/ coordination

**Harvard University**

2006	Historical Problems in Modern Medicine	Lecturer to Undergraduate Students	2-hour session
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**Health Careers Connection**

2011-2015	Cultural Competency in Clinical Care	Lecturer to Undergraduate Students	1.5 hours per year
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**New York Presbyterian Hospital – Cornell University Medical College**

1998-1999	Ambulatory Care Curriculum - Critical Appraisal of Medical Literature	2 <sup>nd</sup> Year Medicine Residents	2-hr session
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1998-2002	Ambulatory Care Curriculum - Evaluation of Knee Pain	3 <sup>rd</sup> Year Medicine Residents	6 1-hr sessions per year
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1999-2002	Primary Care Curriculum - Evidence-based Case Discussions	Lecturer to Primary Care Medicine Residents	1.5 hours a week per year
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1998-2002	Ambulatory Care Curriculum – A Patient-Based Approach to Cross-Cultural Care	1 <sup>st</sup> and 3 <sup>rd</sup> Year Medicine Residents	2 hours a week per year
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**Massachusetts General Hospital**

2006-2016	MGH Internal Medicine Residency - Ambulatory Block Seminar	Internal Medicine Residents	1 hour sessions, 3 times a year
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**Cambridge Health Alliance**

2007	Racial and Ethnic Disparities in Health Care Challenges and Solutions Workshop for Health Advocacy elective	Internal Medicine Residents	1.5 hours
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**Harvard Medical School**

2009-2014	Serving the Underserved Retreat Implications of Cultural Competency for Patient-related Health Services Research	General Medicine, Pediatrics, and Complementary/Alternative Medicine Fellows	3 hour sessions per year
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### ***Harvard School of Public Health***

2008- 2016	Minority Health Policy Course - Harvard School of Public Health Seminar on Cross-Cultural Health Care – Challenges and Solutions	Post Graduate Minority Health students	1.5 hours per year (also see HMS teaching)
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### Clinical Supervisory and Training Responsibilities

#### **Prior to Harvard Appointment**

1997-2002	Department of Medicine Ward Attending	New York Presbyterian Hospital-Cornell	120 hours per year
1997-2000	Department of Medicine Resident Precepting Ambulatory Care	The Family Health Center of Western Queens	500 hours/year
2000-2002	Department of Medicine Resident Precepting Ambulatory Care	Cornell Internal Medicine Associates	500 hours/year
2003-2005	Department of Medicine Resident Precepting/Ambulatory Care	Beth Israel Deaconess Medical Center	40 hours/year

#### **During current Harvard Appointment**

2006-2016	Department of Medicine Resident Precepting/ Ambulatory Care	Massachusetts General Hospital	10-20 hours/year
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### Formally Supervised Trainees and Faculty

1998	Cornell University Urban Semester Program Mentor for student community outreach projects, Queens, NY		
1999-2002	New York Presbyterian Hospital Residency Program in Primary Care Internal Medicine Mentor for 24 Primary Care Internal Medicine Residents over this period, NY, NY		
2000	United States-European Union Medical Education Exchange Mentored Swedish medical student in project comparing health systems by following a single patient. Funded by FIPSE and The European Union		
2001	Elina Kari Mentoring and oversight of medical student doing work on patient beliefs about asthma		
2004	Rebecca Wilson Mentored premedical student at Bowdoin College in research on medical education and qualitative methods. Coauthor of an abstract for a national conference and a peer-reviewed article.		

- 2007 Jose Figueroa  
Summer Research Training Program (SRTP) for minority students at Massachusetts General Hospital
- 2007 - 2008 Jesse Kimbrough-Sugick, MD, MPH/ Disparities Solutions Center fellow  
Mentorship to develop leadership skills in health care disparities through programs, education, and community-based research.
- 2008 - 2016 Darshan Mehta, MD, MPH/ Instructor in Medicine/Assistant Professor of Medicine, Harvard Medical School and Massachusetts General Hospital  
Career mentorship in medical education
- 2008 - 2009 Lenny Lopez, MD, MPH, MDiv/ Disparities Solutions Center fellow  
Mentorship to develop leadership skills in health care disparities through programs, education, and community-based research.
- 2008 - 2011 Luis Ticona / HMS student  
Kennedy School of Government Practicum Project and on-going career mentorship
- 2008 - 2011 Fatima Rodriguez / HMS student  
HMS Summer Clinical and Translational Research Program and HSPH Practicum Project and on-going career mentorship
- 2009-2010 Lina Pabon-Nau, MD, MPH/ Disparities Solutions Center fellow  
Mentorship to develop leadership skills in health care disparities through programs, education, and community-based research.
- 2010-2011 Alden Landry, MD, MPH/ Disparities Solutions Center fellow  
Mentorship to develop leadership skills in health care disparities through programs, education, and community-based research.
- 2010 - 2011 Gibran Minero / HMS student  
Mentored clinical casebook project
- 2011 - 2012 Phillip Rico Martinez / HMS student  
Mentored clinical casebook project
- 2013 - 2015 Tiffany Kenison/ HSPH student  
Mentoring Gold Foundation project
- 2016-2018 Nidhi Udyavar MD/ Brigham and Women's Fellow – Center for Surgery and Public Health  
Research mentorship - R01 Proposal Evaluation of a Cultural Dexterity Training Program for Surgeons: The PACTS Trial
- 2015-2017 Chijioke Nze/ HMS MS4/HSPH student  
Mentoring Gold Foundation project

2016-2018 Daniele Olveczky/ Assistant Professor of Medicine, HMS/BIDMC  
 Career mentorship in medical education, health equity and cross-cultural care

Formal Teaching of Peers (e.g., CME and other continuing education courses)

2003	Strategies for Cross-Cultural Care and Education Harvard Medical School Education Day	Lecture Cambridge, MA
2004	Faculty Development Session OSCE, Harvard Medical School	Lecture Cambridge, MA
2004	Cultural Competence in Primary Care Practice Pri-Med	Lecture Philadelphia, PA
2004	Cultural Competence in Primary Care Practice Pri-Med	Lecture Miami, FL
2005	Cultural Competence Faculty Development Harvard Medical School	Lecture Cambridge, MA
2007	Racial/Ethnic Disparities in Health Care: Challenges and Solutions Massachusetts General Hospital	Lecture Online teleconference
2007	Teaching and Role Modeling Cultural Competency Massachusetts General Hospital	Lecture Boston, MA
2008	Thinking Outside the Box – A Framework for Cross-Cultural Care Harvard Medical School	Lecture Cambridge, MA
2009	Recognizing and Overcoming Unconscious Bias Harvard Medical School CME conference <i>Getting to Equal</i>	Lecture Cambridge, MA
2011	Healing Health Care Disparities through Education: An Interactive Faculty Development Program Harvard Medical School/Speaker	Lecture/workshop Boston, MA
2012	Healing Health Care Disparities through Education: An Interactive Faculty Development Program Harvard Medical School/Speaker	Lecture/workshop Boston, MA
2013	Healing Health Care Disparities through Education: An Interactive Faculty Development Program Harvard Medical School/Speaker	Lecture/workshop Boston, MA
2014	Healing Health Care Disparities through Education: An Interactive Faculty Development Program Harvard Medical School/Co-Director/Speaker	Lecture/workshop Boston, MA
2015	Healing Health Care Disparities through Education: An Interactive Faculty Development Program Harvard Medical School/Co-Director/Speaker	Lecture/workshop Boston, MA
2016	Compassionate Care Across Cultures: Finding Common Ground HMS CME Course: Compassion in Practice: Achieving Better Outcomes by Maximizing Communication, Relationships and Resilience	Workshop Boston, MA

Local Invited Presentations

1998 An Introduction to Cross-Cultural Medicine/Lecture Series  
 Albert Einstein Lecture Series on Diversity in Medicine, Bronx, NY

- 1998 Cross-Cultural Medicine/Seminar  
Jacobi Primary Care Internal Medicine Program, Community Oriented Primary Care Curriculum, Bronx, NY
- 1998 Cross-Cultural Medicine/Seminar  
Montefiore Social Medicine Program, Ambulatory Curriculum, Bronx, NY
- 1998 Training Clinicians in Cultural Competence/Seminar  
The National Conference on Quality Health Care for Culturally Diverse Populations, New York, NY
- 1998 Cross-Cultural Primary Care/Lecture  
The National Boricua-Latino Health Organization Conference, New York, NY
- 1999 Cross-Cultural Primary Care: A Patient-Based Approach/Lecture  
General Internal Medicine Conference, New York Presbyterian Hospital, New York, NY
- 1999 Addressing Racial and Ethnic Disparities through Provider Training: Cross-Cultural Medical Education/Workshop  
Office of Civil Rights Conference, New York, NY
- 1999 Cross-Cultural Primary Care: A Patient-Based Approach/Lecture  
Gouverneur Hospital, New York, NY
- 1999 Delivering Culturally Competent Treatment Services/Lecture  
Inter-American College of Physicians and Surgeons' Conference, New York, NY
- 1999 A New Approach to Cross Cultural-Care/Grand Rounds  
NY Downtown Hospital, New York, NY
- 1999 Cross-Cultural Primary Care: A Patient-Based Approach/Invited Lecture  
Center for Special Studies, NY Presbyterian Hospital
- 1999 Eliminating Racial and Ethnic Disparities in Health: Federal Approaches and Collaborations/Lecture  
General Internal Medicine Conference, NY Presbyterian Hospital
- 1999 Cross-Cultural Primary Care: A Patient-Based Approach/  
Greater New York Hospital Association, New York, NY
- 2000 Cultural Competence in Graduate Medical Education/Lecture  
The Council on Graduate Medical Education, New York, NY
- 2000 Teaching Cultural Competence in Graduate Medical Education/Lecture  
The Greater New York Hospital Association, New York
- 2000 Fundamentals of Cross-Cultural Medical Care/Medical Grand Rounds  
North General Hospital New York, NY
- 2001 Cross-Cultural Primary Care and HIV/AIDS/Lecture  
AIDS Society of New York, New York, NY
- 2001 Communication and Cooperation: Treating Hypertension in Diverse Populations/Grand Rounds  
Beth Israel Medical Center, New York, NY
- 2001 Cross-Cultural Health Care: A Patient Centered Approach/Grand Rounds  
Saint Barnabus Hospital, Bronx, NY
- 2001 Concepts of Illness, Pain and Death: Cultural Competency in the Clinical Transaction (Module 2)/Lecture  
The New York Academy of Medicine—Pilot Curriculum, New York, NY
- 2001 Communication and Cooperation: Challenges of Health Care in Diverse Populations/Grand Rounds  
Beth Israel Medical Center, New York, NY
- 2001 Exploring Patients' Health Beliefs/Workshop  
Albert Einstein Course on Cultural Diversity in Clinical Practice, New York, NY
- 2001 Implementing a Curriculum in Cross-Cultural Medicine/Seminar

- Lutheran Hospital, Brooklyn, NY
- 2001 Cultural Competency in Medical Practice/Lecture  
International Health Medical Education Consortium, New York, NY
- 2002 Cross-Cultural Health Care: A Patient and Family Based Approach/Keynote  
Improving Childhood Asthma Care and Pediatric Preventive Services Collaborative, New York City Department of Health, Brooklyn, NY
- 2002 “Worlds Apart” Cultural Competence in Healthcare/Workshop  
Commonwealth Fund Staff Retreat, New York Academy of Medicine, New York, NY
- 2002 Cultural Competency in Clinical Education/Lecture  
Arthur Ashe Institute for Urban Health/SUNY Downstate, Brooklyn, NY
- 2002 Teaching Cultural Competence: “Do we practice what we preach?”/Workshop  
Albert Einstein College of Medicine, NY
- 2004 Using Documentary Film to Teach about Cross-Cultural Health Care/Grand Rounds  
Cambridge Hospital
- 2004 Cultural Competence in Health Care/Lecture  
Harvard Fellows Retreat—Serving the Underserved
- 2005 Teaching Cultural Competence through an OSCE: Lessons Learned from Interviews with Students/Grand Rounds  
Harvard Medical School
- 2005 Cross-Cultural Issues in Chronic Disease Care: A Patient-Based Approach/Lecture  
Clinical Diabetes Conference, Joslin Diabetes Center
- 2006 The MGH Palliative Care Service “Worlds Apart: Cross Cultural Issues in End of Life Care and How to Teach About Them”/Grand Rounds  
Massachusetts General Hospital
- 2006 Providing Medical Care in Health Care Community Serving the Underserved/Panelist  
Harvard Medical School
- 2007 Resident Preparedness to care for Diverse Patients: Implications for Cross-Cultural Education at HMS/Grand Rounds  
Harvard Medical School
- 2007 Unconscious Biases and Clinical Decision-Making/MGH Disparities Solutions Center  
*Keeping Current* Seminar Series – Inaugural Seminar/Invited Lecture  
Massachusetts General Hospital
- 2008 Thinking Outside the Box: A Practical Framework for Cross-Cultural Care/Faculty Development Session  
Mount Auburn Hospital
- 2008 Measuring Physicians’ Unconscious Biases: A new approach to studying root causes of racial/ethnic disparities in health care/Annual Board Meeting  
Mongan Institute for Health Policy, Massachusetts General Hospital
- 2008 Implicit Bias among Physicians and its Prediction of Thrombolysis Decisions for Black and White Patients/General Pediatrics Division Meeting  
Division of General Pediatrics, Massachusetts General Hospital
- 2008 Thinking Outside the Box: A Practical Framework for Cross-Cultural Care/Nursing Grand Rounds  
Massachusetts General Hospital
- 2008 Thinking Outside the Box: A Practical Framework for Cross-Cultural Care/Keynote Speaker  
Partners Fellows Retreat, Brigham and Women’s Hospital and Massachusetts General Hospital
- 2009 A Culturally Competent Coaching Model for Chronic Disease Management/Invited Lecture

- Chelsea Community Health Team, MGH Chelsea HealthCare Center
- 2010 Cross Cultural Care/Lecture  
4<sup>th</sup> Annual Partners in Diabetes Care Conference
- 2010 Health Policy Course/Speaker  
MGH IHP School of Nursing
- 2011 Implications of Cultural Competency for Patient-Based Health Services Research  
Serving the Underserved: The Responsible Conduct of Research for the Underserved  
Harvard Medical School/Speaker
- 2011 Cultural Competency in Clinical Care  
Massachusetts General Hospital/Speaker
- 2012 Culturally Competent Health Care: Confronting Disparities and Achieving Equity □ Cross  
Cultural Health Care Seminar Series/Speaker □ Beth Israel Deaconess Medical Center,  
Office of Multicultural Affairs
- 2013 Racial and Ethnic Disparities in Health Care: Challenges and Solutions/Keynote Speaker  
Health and Equity Leadership Conference, Harvard Medical School and Harvard School  
of Public Health
- 2013 Unconscious Bias in Residency Recruitment/Lecture  
Residency Recruitment, Massachusetts General Hospital
- 2013 Unconscious Bias in Residency Recruitment/Lecture  
Departmental Diversity Leaders Meeting, Massachusetts General Hospital
- 2013 Obesity and Diabetes in the Latino Population/Panelist  
Latino Heritage Month Educational Event, Massachusetts General Hospital
- 2013 A Framework for Cross Cultural Education/Organizer, Opening Speaker, Facilitator  
Academy Interest Group Symposium - Cross Cultural Care, Harvard Medical School
- 2014 Worlds Apart: Lessons in Crossing the Cultural Divide and Managing Chronic  
Illness/Lecture  
General Medicine Division Frontline Case Conference, Massachusetts General Hospital
- 2014 Population Health: One Size Won't Fit All/ Panel Facilitator  
Disparities in Healthcare; The Patient's Story/Panel Facilitator  
New Tools and Interprofessional Teams: Preventing Medical Errors in Patients with  
Limited-English Proficiency/ Panelist  
Making the Connection: Oral Health and the Link to Population Health  
Management/Panel Facilitator  
Healthcare Quality and Equity Action Forum, Disparities Solutions Center, Massachusetts  
General Hospital
- 2014 Through the Veil of Language: Providing Safe, Effective and Humanistic Care for Patients  
with Limited English Proficiency/Invited Lecturer  
Mongan Institute for Health Policy Advisory Board Meeting, Boston, MA
- 2015 Cross Cultural Care: Unconscious Bias Course/Presenter  
Massachusetts Capstone Course, Boston, MA
- 2015 Cross Cultural Primary Care: Disparities in Health and Health Care in the U.S./Presenter  
Massachusetts General Global Primary Care Curriculum, Boston, MA
- 2015 Session on Health disparities and cultural competency  
Knight Journalism Fellowship – Health Care
- 2015 Stereotyping & Unconscious Bias in Health Care: A Stand Against Racism Presentation  
One Step Forward Foundation, Boston, MA
- 2015 A Dialogue on Racism and Its Role in Cancer Control/Panelist  
The Cancer Risk and Disparities Program of Dana-Farber, Boston, MA
- 2015 Through the Veil of Language: Safe, Effective and Humanistic Care for Patients with  
Limited English Proficiency

- 2015 MGH Radiology Grand Rounds  
Viewpoints on the Future:  
Health equity and culturally competent care  
Healthcare and the Gordian Knot: Preparing to lead through unprecedented change,  
challenge and complexity - Boston, MA
- 2016 Cultural Competency and  
Health Equity: Why pharma should care...  
Biogen Annual Town Hall Meeting
- 2016 A practitioner model: A presentation of the  
Cross Cultural Care Interest Group, The Academy, Harvard Medical School  
Inclusive Teaching: Questions, Models, Responses. Harvard Faculty Club
- 2018 From *Blink to Think*: Understanding and Mitigating the Impact of Unconscious Bias in  
Health Care Leadership  
Half-day Workshop for Department of Medicine Leadership. Beth Israel Deaconess  
Medical Center. Boston, MA

## **Report of Regional, National and International Invited Teaching and Presentations**

### Invited Presentations and Courses

#### **Regional**

- 1999 Physician Tools for Communication and Compliance: A Cross-Cultural Approach/Invited  
Lecturer  
Merck Medicaid Managed Care Advisory Board Meeting, Saybrook, CT
- 2000 Eliminating Racial/Ethnic Disparities in Health: Exploring the Role of Academic Health  
Centers/Panel Leader  
The Society of General Internal Medicine Annual Conference, Boston, MA
- 2000 Cross-Cultural Primary Care/Grand Rounds  
Brown University—Memorial Hosp, Pawtucket, RI
- 2004 Challenges in Cross-Cultural Healthcare: A workshop based on the documentary films  
“*Worlds Apart*”/ Invited Lecturer  
Professional Development Course for 1<sup>st</sup> Year Students. Providence, RI
- 2006 Cultural Competency in Action/Invited Lecturer  
Physicians for Human Rights Annual student conference, Tufts Medical School, Boston,  
MA
- 2006 Cross-Cultural Issues in Chronic Disease Care: A Patient-Based Approach/Keynote  
Massachusetts Health Disparities Collaborative, Shrewsbury, MA
- 2006 Cross-Cultural Issues in Hypertension Management/Lecture  
Boston Medical Center Primary Care Seminar, Boston, MA
- 2007 Racial and Ethnic Disparities in Health Care: Challenges and Solutions/Lecture  
Blue Cross Blue Shield of Massachusetts Foundation Health Coverage Fellowship for  
Journalists, Boston, MA
- 2008 Cultural Competence: A Critical Approach in Health Care/Invited Lecturer  
Neighborhood Health Plan, Providence, RI
- 2009 Cultural Competence: A Critical Approach in Health Care/Invited Lecturer  
Memorial Hospital, Pawtucket, RI
- 2011 Diversity Speaker Series: Cultural Competency in Health Care  
Blue Cross-Blue Shield of Massachusetts, Boston, MA

- 2011 Health Equity and Quality of Care: They ARE Connected  
Connecticut State Medical Society, New Haven, CT
- 2012 Culturally Competent Health Care: Confronting Disparities and Achieving  
Equity/Plenary Lecture □ Connecticut Hospital Association, Wallingford, CT
- 2014 Cultural Competence Training for Behavioral Health Navigators – Part 1 and Part 2  
Norwood Hospital, Norwood, MA
- 2014 Divide and Conquer Cutting Edge Health Challenges/Invited Panelist  
East Boston Neighborhood Community Health Center, East Boston, MA
- 2014 Cultural Competency in Health Care and Health Systems/Keynote  
MA Department of Public Health Conference, Framingham, MA
- 2014 Thinking Outside the Box/Keynote  
MGH Annual Fellows Retreat: Cross-Cultural health Care, Boston, MA
- 2015 Keynote presentation: Culturally competent care and an expanded role for navigators and  
community health workers  
MA DOPH, Patient Navigator/Community Health Worker Conference – Norwood, MA
- 2016 Grand Rounds: A Person-Centered Approach to Cultural Competency in Health Care –  
Thinking Outside of the Box  
Cooley-Dickenson Medical Center, Northampton, MA
- 2016 Cultural Competency in Health Care Navigation - A Person Centered Framework  
MA DOPH, Patient Navigator/Community Health Worker Conference – Norwood, MA
- 2016 Strategies for Delivering Culturally Competent Health Care. Keynote, Stoughton, MA

#### **National**

- 1998 Cross-cultural Medicine—an approach to teaching residents and medical students/Lecture  
National Hispanic Medical Association Conference, Washington, DC
- 1999 Cross-Cultural Primary Care: A Patient Based Curriculum/Workshop  
The Society of General Internal Medicine Annual Conference, San Francisco, CA
- 2000 Developing a Cultural Competence Curriculum/Lecture  
Conference on Delivering Quality Care to Culturally Diverse Populations, Los Angeles,  
CA
- 2000 Cross-Cultural Primary Care: A Patient-Based Approach/Grand Rounds  
Emory University, Atlanta, GA
- 2001 Teaching About Racial and Ethnic Disparities in Health Care/Seminar  
The Society of General Internal Medicine Annual Conference, San Diego, CA
- 2001 Working Group on Model Programs in Cross-Cultural Medical Education/Workshop  
Cross-Cultural Medical Education and Practice Conference, Philadelphia, PA
- 2002 Evaluating Cultural Competence/Lecture  
6<sup>th</sup> Annual Congress on Medicare and Medicaid, Washington, DC
- 2002 Creating Cross-cultural Medical Education and Practice from Diverse  
Perspectives/Plenary Lecture  
Group on Student Affairs Concurrent Session. Association of American Medical  
Colleges Annual Meeting, San Francisco, CA
- 2002 Cultural Competency in Clinical Education/Lecture  
Center for Child Health Outcomes, San Diego, CA
- 2002 Cultural Competence in Healthcare: Emerging Frameworks and Practical  
Approaches/Lecture  
Quality Health Care for Culturally Diverse Populations Chicago, IL
- 2002 Cross-Cultural Medicine Across the Continuum/Workshop  
Quality Health Care for Culturally Diverse Populations, Chicago, IL

- 2002 The IOM Report of Racial/Ethnic Disparities: Findings, Recommendations, and Concrete Next Steps/Panelist  
The Society of General Internal Medicine Annual Conference, Atlanta, GA
- 2002 Cultural Competence in Health Care: Academia, Government, Managed Care, and Community/Lecture  
White Memorial Hospital Family Medicine Conference, Los Angeles, CA
- 2003 Cross-Cultural Medicine Train-the-Trainer/Lecture  
Wykoff Medical Center Department of Family Medicine, Brooklyn, NY
- 2003 Cross-Cultural Medicine Faculty Development Workshop—Part 1 and 2/Workshop Leader  
Lincoln Hospital Graduate Medical Education Reform Project, Bronx, NY
- 2003 Cross-Cultural Health Care Faculty Training/Lecture/Workshop  
Children’s Hospital and Clinics, Minneapolis, MN
- 2003 Patient Centered Cultural Competence: Sociocultural Issues in Clinical Practice/Lecture  
University of Kentucky Conference on Cultural Competence, Lexington, KY
- 2003 Innovations and Collaborations in Cross-Cultural Medical Education/Lecture  
Fourth UMDNJ/RWJMS Conference on Culturally Competent Care, Philadelphia, PA
- 2003 Improving Clinical Care and Reducing Health Disparities Through Education of Medical Professionals/Panelist  
The New York Academy of Medicine, New York, NY
- 2003 Teaching Cultural Competence in Introduction to Clinical Medicine (ICM)/Lecture/Seminar  
Roundtable discussion of Einstein ICM facilitators, Bronx, NY
- 2004 Cultural competence training: Utilizing the "Worlds Apart" films and facilitator's guide/ Workshop Leader  
Quality Health Care for Culturally Diverse Populations Conference
- 2004 Using the “Worlds Apart” films and facilitator’s guide to teach about cultural competence in health care/Workshop Leader  
University of Kentucky, KY
- 2004 Developing Culturally Competent Care/ Program Leader  
American Association of Medical Colleges Annual Meeting
- 2004 The Power and Impact of Narrative—Health Affairs/Plenary Talk  
Health Affairs “Telling Stories About Health Disparities” Conference Airlie, VA
- 2004 Innovations in Cultural Competence Education for Health Professionals/Grand Rounds  
University of Kentucky, Lexington, KY
- 2004 Educational Approaches to Address Racial/Ethnic Disparities in Health Care/Grand Rounds  
Mayo Clinic, Scottsdale, AZ
- 2004 “Worlds Apart”: Using documentary films to teach cross-cultural healthcare/Workshop Leader  
The Society of General Internal Medicine Annual Conference, Chicago, IL
- 2004 Interpreter use versus language concordance in Asian-American outpatients/Lecture  
The Society of General Internal Medicine Annual Conference, Chicago, IL
- 2004 A screening and discussion of the documentary films *Worlds Apart*/Seminar  
Society of General Internal Medicine National Meeting, Chicago, IL
- 2005 Fundamentals of Cross-Cultural Care in Medical Education: A faculty development workshop based on the *Worlds Apart* film series/Workshop Leader  
Midwestern University of Osteopathic Medicine, Phoenix, AZ
- 2005 Confronting Racial/Ethnic Disparities in Health Care: Is There a Role for Medical Education?/Panelist

- 2005 SGIM - Society in Clinical Epidemiology and Healthcare Research Symposium  
Transforming Clinical Practice to Eliminate Racial/Ethnic Healthcare  
Disparities/Workshop
- 2005 Society of General Internal Medicine National Meeting New Orleans, LA  
Subconscious Bias: What We Don't Now Can Hurt Our Patients/Lecture/Seminar  
Third Annual Conference on Cultural Competence in Health Care—University of  
Kentucky, Lexington, KY
- 2005 Fred Friendly Seminars: A Dialogue on Health Disparities and Culturally Competent  
Care/Panelist  
Kaiser Permanente Annual Diversity Conference—San Francisco, CA
- 2006 A Patient-Based Approach to Cross-Cultural Care/Lecture  
Carolinas Health Care Conference, Charlotte, NC
- 2006 Medication Adherence, Cooperation and Cultural Competence: A Patient-Based  
Approach/Keynote Lecture  
American Association of Colleges of Pharmacy, San Diego, CA
- 2006 Delivering Quality Health Care for All - Does Cultural Competence Matter? Workshop:  
Stereotypes and biases and their effect on clinical care/Keynote  
Annual Cultural Competency Conference - University of Kentucky, KY
- 2006 Organizational Efforts to Address Disparities for Latino Patients/Lecture  
Quality Health Care for Culturally Diverse Populations Conference, Seattle, WA
- 2007 Public Health Challenges and Health Disparities, Integrating Health Literacy into  
Training - Panel Moderator/Plenary Talk  
Florida Department of Health Conference, Jacksonville, FL
- 2007 Toward Effective Cross-Cultural Communication: A Primer for Clinicians/Lecture  
TriHealth, Cincinnati, OH
- 2007 Hospitals, Language, and Culture: A Discussion of the Joint Commission's Survey of  
Culturally Competent Practices/Online Presenter  
Web Seminar with 600 registered participants
- 2007 Cultural Competence and Health Care Disparities: Emerging Frameworks and Practical  
Approaches/Plenary Talk  
Office of Minority Health, Minority Health Disparities Summit, Tampa, FL
- 2007 Culturally Competent Care: A Critical Approach Cardiovascular Disease  
Management/Lecture  
National Conference of State Legislatures. Boston, MA
- 2008 Disparities and Cardiovascular Risk Stratification in Minority Populations – Working  
Towards Cross-Cultural Competency/Lecture  
National Medical Association Annual Conference. Atlanta, GA
- 2008 Culturally Competent Care: A Critical Approach in Health Care/Lecture  
Highmark Blue Cross Blue Shield, Harrisburg and Pittsburgh, PA
- 2008 Navigators, Coaches and Community Health Workers/Panel Discussant and Panelist  
Quality Health Care for Culturally Diverse Populations, Minneapolis, MN
- 2008 Approaches and Standards for Cross-Cultural Education/Lecture/Seminar  
Quality Health Care for Culturally Diverse Populations, Minneapolis, MN
- 2008 Using Multi-Disciplinary Teams to Address Disparities: Navigators, Health Coaches and  
Community Health Workers/Online Presenter
- 2008 Unconscious Bias: How What We Don't Can Hurt Our Patients/Keynote Lecture  
Kaiser Permanente National Diversity Conference, Los Angeles, CA
- 2008 Recognizing and overcoming unconscious biases/Presenter  
Kaiser Permanente National Diversity Conference, Los Angeles, CA

2008 Improving Quality and Addressing Disparities: Accreditation Standards, Market Strategies and Levers for Action/Online Presenter

2008 Improving Quality and Achieving Equity: A Guide for Hospital Leaders/Online Presenter

2009 Cultural Competence in Clinical Care/Program Co-Leader  
New York Presbyterian Hospital – Columbia Campus, New York, NY

2009 Cultural Competence in Clinical Care/Lecture  
Holy Name Hospital, Teaneck, NJ

2009 Unconscious Bias: How What We Don't Know Can Hurt Our Patients/Lecture  
Kaiser Primary Care CME Conference, Lake Tahoe, CA

2009 Regulations Addressing Cultural Competence in Health Care: How Health Plans Can Help/Lecture  
Blue Cross-Blue Shield National Diversity Conference, Atlanta, GA

2009 Unconscious Bias: How What We Don't Know Can Hurt Our Patients/Lecture  
Kaiser Primary Care Transplant Coordinators National Meeting, San Diego, CA

2009 Cultural Competence in Clinical Care/Lecture  
Blue Cross-Blue Shield, Chapel Hill, NC

2009 Cultural Competence in Clinical Care/Lecture  
North Carolina Academy of Family Practice, Raleigh, NC

2010 Delivering Quality Care to Diverse Populations/Grand Rounds  
University of Florida College of Medicine, Gainesville, FL

2010 Delivering Quality Care to Diverse Populations/Lecture  
Barnes Jewish Hospital, St. Louis, MO

2010 Delivering Quality Care to Diverse Populations/Lecture  
St. John's Mercy Medical Center, St. Louis, MO

2010 Delivering Quality Care to Diverse Populations/Lecture  
University of Missouri School of Medicine, Columbia, MO

2010 Delivering Quality Care to Diverse Populations/Lecture  
Esse Health Corporate Office, St. Louis, MO

2010 Delivering Quality Care to Diverse Populations/Lecture  
Esse Health, Creve Ceour, MO

2010 Delivering Quality Care to Diverse Populations/Lecture  
AP IPA, Phoenix, AZ

2010 Delivering Quality Care to Diverse Populations/Lecture  
AP IPA, Phoenix, AZ

2010 Delivering Quality Care to Diverse Populations/Lecture  
Christiana Care Hospital, Newark, DE

2010 A Patient-Based Approach to Cross-Cultural Care/Lecture  
Baylor Health Care System, Dallas, TX

2010 Delivering Quality Care to Diverse Populations/Lecture  
Temple University, Harrisburg, PA

2010 Delivering Quality Care to Diverse Populations/Lecture  
Wildwood Conference Center, Harrisburg, PA

2010 Delivering Quality Care to Diverse Populations/Lecture  
South Eastern Long Island Clinics, Bayport, NY

2010 Delivering Quality Care to Diverse Populations/Lecture  
University of Tennessee Health Science Center, Memphis, TN

2010 Delivering Quality Care to Diverse Populations/Lecture  
Memphis Medical Society, Memphis, TN

2010 Cultural Competency in Clinical Care/Lecture

- Chief Resident Case Conference, Monroe Carell, Jr. Children's Hospital at Vanderbilt, Nashville, TN
- 2010 Approaches to System-wide Cultural Competency Training for Large Health Care Organizations/Panelist  
National Conference on Quality Health Care for Culturally Diverse Populations, Baltimore, MD
- 2011 Delivering Quality Care to Diverse Populations/Lecture  
Eric P. Newman Education Center at Washington University School of Medicine, St. Louis, MO
- 2011 Delivering Quality Care to Diverse Populations/Lecture  
Barnes Jewish/Washington University, St. Louis, MO
- 2011 Delivering Quality Care to Diverse Populations/Lecture  
Schaller Anderson, an AETNA Company, Phoenix, AZ
- 2011 Delivering Quality Care to Diverse Populations/Lecture  
Mercy Care Plan, Administered by Schaller Anderson, an Aetna Company, Phoenix, AZ
- 2011 Delivering Quality Care to Diverse Populations/Lecture  
SE PA Family Planning Council, Philadelphia, PA
- 2011 Cultural Competency in Health Care: A Technology Based Approach/Keynote  
9th Annual GHSU Tech Fair, Georgia Health Sciences University, Augusta, GA
- 2011 Health Equity Film Series: Stereotyping & Unconscious Bias in Health Care/Lecture  
Highmark, Pittsburgh, PA
- 2011 HYPERLINK  
"javascript: \_\_doPostBack('LLCPanel3\$ctl00\$trvProcessProposal','s66\\4197')"  
Understanding and Addressing Bias in Medicine: Implications for Clinical Care, Education, Research and Policy/Panelist  
SGIM 34th Annual Meeting, Phoenix, AZ
- 2012 Unconscious Bias: How What We Don't Know Can Hurt Our Patients/Keynote Lecture  
Movement is Life National Caucus, Washington, D.C.
- 2012 Recognizing and Overcoming Unconscious Biases/Workshop  
Movement is Life National Caucus, Washington, D.C.
- 2012 Tools for Identifying and Preventing Medical Errors in Patients with LEP/Web Presenter  
IMIA Leadership Academy, Web Seminar
- 2012 Patient-Centered Care: A Cross-Cultural Approach/Web Panelist  
HealthSciences Institute Web Seminar, Washington D.C.
- 2012 The Disparities Leadership Program: Implementing Strategies to Address Disparities/Workshop  
Institute for Healthcare Improvement National Forum, Orlando, FL
- 2013 Roundtable on Strategies to Ameliorate the Effect of Bias and Stereotyping on Health Outcomes/Panelist  
The National Conference on Quality Healthcare for Culturally Diverse Populations, Oakland, CA
- 2013 Creating Equity Dashboards to Monitor Racial, Ethnic and Linguistic Disparities in Health Care: Lessons from the Disparities Leadership Program/Panelist  
The National Conference on Quality Healthcare for Culturally Diverse Populations, Oakland, CA
- 2013 Implicit Bias and Clinical Decisionmaking/Visiting Professorship  
University of Nevada, Reno Campus, Reno, NV
- 2013 What can you do to address disparities and how can we teach about that?/Visiting Professorship  
University of Nevada, Reno Campus, Reno, NV
- 2013 Implicit Bias and Clinical Decisionmaking/Visiting Professorship

- University of Nevada, Las Vegas Campus, Las Vegas, NV
- 2013 What can you do to address disparities and how can we teach about that?/Visiting Professorship
- University of Nevada, Las Vegas Campus, Las Vegas, NV
- 2013 The Relevance of Unconscious Bias in Cultural Competency/Speaker  
National Association of Public Hospitals and Health Systems Web Seminar, Washington DC
- 2013 Improving Patient Safety for Limited English Proficient Populations Using TeamSTEPPS/Panelist  
Integrating Quality Meeting: Improving Value and Educating for Quality, Association of American Medical Colleges, Rosemont, IL
- 2013 Racial and Ethnic Disparities in Oral Health Care Challenges and Solutions/Keynote  
DentaQuest Foundation Grantee Gathering: Oral Health Connection, Indianapolis, IN
- 2013 Racial and Ethnic Disparities in Oral Health Care Challenges and Solutions: Interactive Workshop/Workshop  
DentaQuest Foundation Grantee Gathering: Oral Health Connection, Indianapolis, IN
- 2014 Health Equity Series III - Improving Care for Limited English Proficient Patients/Presenter  
Essential Hospitals Engagement Network (EHEN) Web Seminar
- 2014 Structure, Freedom, or Both?:Using Jazz to Explore the Improvisational Aspects of Medical Communication./ Presenter  
Society of General Internal Medicine Annual Meeting, San Diego, CA
- 2014 Patient safety issues for patients with limited English proficiency: a TeamSTEPPS training/Facilitator  
AREHQ/HRET/AHA /New York City Health and Hospitals Corporation, New York, NY
- 2014 Humanism in the Care of Patients with Limited English Proficiency/Workshop Leader  
Gold Humanism Honor Society Biennial National Conference, Atlanta, GA
- 2014 Improving Quality, Achieving Equity and Pursuing Value: Delivering Care to Diverse Populations in a Time of health Care Transformation  
The Better Tomorrow Summit: Leveraging Diversity, Sustainability and Wellness for Success, Torrance, CA
- 2014 Moving to Action: Making Health Equity a Reality/Panelist  
The CMS Healthcare Quality Conference, Baltimore, MD
- 2015 Developing Interventions to Address Disparities  
2014-2015 Disparities Leadership Program/Facilitator
- 2015 Measuring the Efficacy of Cultural Training: Challenges & Opportunities/Presenter  
Cross Cultural Health Care Conference, Honolulu, HI
- 2015 Keynote Presentation: Through the Veil of Language: Providing Safe, Effective and Humanistic Care for Patients with Limited English Proficiency  
International Medical Interpreters Association Annual Conference, Rockville, MD
- 2015 Worlds Apart Film & Discussion  
2015-2016 Disparities Leadership Program/Presenter
- 2015 Population Health: Developing Strategies to Address Disparities  
2015-2016 Disparities Leadership Program/Facilitator
- 2015 Patient Experience and Making Systems Responsive to the Needs of Diverse Populations  
2015-2016 Disparities Leadership Program/Presenter
- 2015 Workshop: Exploring and Addressing Unconscious Bias
- Movement is Life: 2015 National Caucus on Arthritis and Musculoskeletal Health Disparities. Anaheim, CA

- 2015 Opening Plenary Session: Culturally Competent Care for Health Professionals and Health Systems  
Pathways to Health Equity: Success Means Getting There Together  
Oregon Health Authority Office of Equity and Inclusion 2015 Conference  
Portland, OR
- 2016 University of North Carolina Wilmington Visiting Professorship: 3 Presentations  
Keynote: Cultural Competency in Health Care - Thinking Outside of the Box  
Focus Session 1: Stereotypes and biases in health care  
Focus Session 2: Culturally based perspectives on health and illness
- 2016 Keynote Presentation: Health Care Reform and the Expanding Role of Medical Interpreters  
International Medical Interpreters Association Annual Conference, Boston, MA
- 2016 The step-back model – workshop to help participants hone research questions on humanism in medicine  
Gold Foundation Annual Meeting: *Mapping the Landscape*, Chicago, IL
- 2016 Unconscious Bias: Are You Giving Safe Care to All of Your Patients?  
Panel and Workshop: Association of Operating Room Nurses Annual Conference
- 2016 Compassionate Care Across Cultures: Finding Common Ground  
Schwartz Center for Compassionate Care: National Webinar
- 2017 Measuring the Efficacy of Cultural Training: Challenges & Opportunities/Presenter  
Cross Cultural Health Care Conference, Honolulu, HI
- 2017 Jazz and the Art of Medicine Workshop  
Gold Foundation Annual Meeting: *Mapping the Landscape*, Chicago, IL
- 2017 Stepping Forward to Step Back – workshop to help participants hone research questions on humanism in medicine  
Gold Foundation Annual Meeting: *Mapping the Landscape*, Chicago, IL
- 2017 Unconscious Bias: Are You Giving Safe Care to All of Your Patients? Half-day pre-course  
National Association of Hispanic Nurses, Annual Meeting, Phoenix, AZ
- 2018 Cross-Cultural Cancer Care: Thinking Outside the Box  
George Washington Cancer Center  
TEAM (*Together, Equitable, Accessible, Meaningful*) Conference  
Washington, DC
- 2019 Visiting Professorship - University of Puerto Rico Medical School – Recinto Ciencias Médicas, San Juan, Puerto Rico  
3 presentations  
Medical Grand Rounds - Thinking Outside of the Box: A Person Centered Approach to Health Care Across Cultures  
Ethnical case studies in cross-cultural care - Student Roundtable discussion for AOA Honor Society  
Keynote Address - AOA Honor Society induction ceremony
- International**
- 2003 Integrating Socio-cultural Issues into Clinical Teaching: Moving beyond the classroom/  
Workshop Leader  
The Society of General Internal Medicine Annual Conference, Vancouver, BC
- 2007 3<sup>rd</sup> Rendez-vous Sante en Francais: Making a difference!/Keynote  
The Impact of Language Barriers on Health Care, Ottawa, Canada

- 2007 Introduction to Research on Health Care Disparities/Lecture  
Health Services Research Workshop, University of Puerto Rico
- 2007 The Impact of Language Barriers on Health Care/Keynote Lecture  
Prince Edward Island French Language Health Services Network. University of Prince  
Edward Island, Charlottetown, Prince Edward Island, Canada
- 2007 The presence of implicit bias in physicians and its prediction of thrombolysis decisions  
for black and white patients/Lecture  
The Society of General Internal Medicine Annual Conference, Toronto, ON
- 2008 Cultural Competency Education – The U.S. Perspective/Lecture  
European Union Migrant Friendly Hospitals Task Force Meeting □ Barcelona, Spain
- 2010 Unconscious Biases Among Health Care Providers  
Perspective Internationale: Clinique, Enseignement, Recherche, Lausanne, Switzerland
- 2011 2011 IMIA International Conference on Medical Interpreting/Panelist  
Client Education Everyone’s Responsibility, Harvard Medical School
- 2013 The Importance of Training in Transcultural Competences/Plenary Speaker  
First National Conference of the Swiss Migrant Friendly Hospitals, Bern, Switzerland
- 2013 Towards Diversity Management in Health Care/Panelist  
First National Conference of the Swiss Migrant Friendly Hospitals, Bern, Switzerland
- 2013 Patient Safety: What’s Language Got to Do With It?/Web Instructor  
2013 IMIA Language Access Leadership Program, Web Seminar
- 2016 Kaohsiung Medical University: Taiwan - Visiting Professorship: 3 Presentations  
Keynote Presentation: Integrating teaching on cross-cultural care and health equity in to  
the Harvard Medical School curriculum  
Presentation: Language barriers, patients safety and an expanded role for medical  
interpreters  
Presentation: Evaluating the impact of education in cross-cultural care and health equity
- 2017 Health equity and culturally competent  
care in a changing health care landscape  
Web seminar to international group of Executive MBA students, Sheffield College,  
Greece
- 2018 Visiting professor – Polyclinique Médicale Universitaire, CHUV: Centre hospitalier  
universitaire Vaudois. 3 presentations  
Lausanne, Switzerland.  
Measuring and monitoring health equity: The sixth pillar of quality  
Difficult Encounters in Cross-Cultural Medicine  
Cross-cultural health care and health equity: A roundtable discussion and Q&A

## **Report of Clinical Activities and Innovations**

### Current Licensure and Certification

- 11/1997 - present American Board of Internal Medicine
- 09/2003 - present Massachusetts Medical License

### Practice Activities

09/1997 - 08/2000	Department of Medicine Ambulatory care and in-patient duties	The Family Health Center of Western Queens Long Island City, NY	8 clinical sessions per week (3 of these supervising residents)
08/2000 - 06/2002	Department of Medicine Ambulatory care and in-patient duties	Cornell Internal Medicine Associates New York, NY	7 clinical sessions per week (3 of these supervising residents)
09/2003 - 06/2005	Department of Medicine Ambulatory care	Beth Israel Deaconess Medical Center Boston, MA	1 clinical session per week
09/2005 – 07/2016	Primary Care Internal Medicine and Urgent Care	MGH Internal Medicine Associates Boston, MA	3-5 clinical sessions per week; inpatient responsibilities year-round
01/2017 - present	Urgent Care and internal medicine	Family Health Center of Worcester Worcester, MA	40 hours per month 1/2017-3/2020 80 hours per month telemedicine 3/2020-present

## **Report of Technological and Other Scientific Innovations**

### **1. Quality Interactions E-Learning Program: A Patient-Based Approach to Cross-Cultural Care.**

[www.qualityinteractions.org](http://www.qualityinteractions.org)

**Program co-developer with Drs. Joseph R. Betancourt and J. Emilio Carrillo**

*Quality Interactions: A Patient-Based Approach to Cross-Cultural Care* is an interactive, case-based e-learning program based on the patient-based approach to cross-cultural care (see publications, Green et al., journal, year). *Quality Interactions* includes a pre- and post-test, background information on cultural competence in health care (including frequently asked questions), and real patients that learners interact with as if in a real clinical setting. At each step of the case, learners are presented the key concepts and skills of cross-cultural care, and at the end are provided with personalized feedback and practical tools—including links to evidence-based guidelines for the management of diabetes, chest pain, and hyperlipidemia, among others—to print and use in their daily practice. Ultimately, this approach builds a framework to help clinicians master how to integrate clinical and cross-cultural information from the individual patient to improve quality of care and reduce disparities. Cases have been developed for disciplines including geriatrics, orthopedics, pediatrics, obstetrics-gynecology, hematology-oncology, and surgery, among others. Programs have also been developed for nurses, case managers, and healthcare staff (including clerks and medical assistants).

To date, this program has been used to train over 150,000 physicians, nurses and other healthcare professionals nationwide in a variety of settings. The program is used at major health plans including Aetna, Cigna, Wellpoint, and Humana; hospitals, such as the Mayo Clinic and Massachusetts General Hospital; and medical schools including Harvard Medical School and Johns Hopkins Medical School. The average pre-test score is 37% and the average post-test score 83%. Feedback has shown that 89% of users report a better understand racial/ethnic disparities and cross-cultural care; 86% report the program will improve the care they provide to patients; and 85% report they would recommend the program to colleagues.

### **2. Worlds Apart: A Four-Part Video Documentary on Cross-Cultural Healthcare**

**Film lead consultant and Facilitator Guide lead developer**

*Worlds Apart* is a four-part video documentary series that explores culturally diverse patients' and families' experiences with the American health care system. Filmed and directed by Dr. Maren Monsen, *Worlds Apart*

captures many of the conflicts that arise when patients and health care professionals bring together their different perspectives on health, illness, and medicine. The videos aim to shed light on how these conflicts arise and how they can affect health decisions and outcomes. The documentary style of the videos captures live clinical interactions as they happened, as well as interviews with patients, family, and medical staff. They highlight a variety of important and challenging cross-cultural issues in medicine that physicians should be aware of and should be competent to manage in a respectful, open-minded manner. The *Worlds Apart* videos and facilitator's guide are designed to be used as a major component of a teaching curriculum on cross-cultural medicine, racial/ethnic disparities in health care, and diversity. The videos present the types of issues that are most important in cross-cultural medicine in a moving format. The goal of these videos and accompanying facilitator guide is to give physicians-in-training and other health care professionals an engaging experience in which they can explore ideas about cross-cultural issues in health care from the perspectives of both patients and physicians.

*Worlds Apart* is being used in over 75 medical schools in the country, including Harvard Medical School. It is also used in a variety of other health professions schools, including nursing schools and schools of pharmacy, among others, as well as in training targeting community based health and advocacy organizations

## **Report of Education of Patients and Service to the Community**

### **Activities**

- |             |  |
|-------------|--|
| 1998        | Western Queens Community Health Fair, Queens, NY/ Presenter  |
| 1998        | Asthma/blood pressure screening and health information - Bryant High School Annual Health Fair, Queens, NY/ Presenter  |
| 2000        | Asthma Screening and STD Education Astoria Evangelical Church, Queens, NY/Presenter  |
| 2001 – 2002 | Diabetes and hypertension screening and general health education Cornell Internal Medicine Associates: Patient Education Center, New York, NY/Director<br>Organization and implementation of a multimedia patient education center |
| 2002        | A New Generation in Medicine: Teaching Doctors to Consider Social and Cultural Issues in Healthcare, New York City Baha'i Center, New York/Speaker   |
| 2002        | Drugs in Sarntal, Drugs in New York, Sarntal, Italy/Presenter - Community presentation and discussion forum  |
| 2005        | Healing the Community Symposium, San Diego, CA/Presenter - Panel on opportunities for minority high school and college students in the health professions  |

### **Education of Patients and Service to the Community**

- |      |                                     |                                   |
|------|-------------------------------------|-----------------------------------|
| 2010 | Refuge Media Project Advisory Board | Ben Achtenberg, Jamaica Plain, MA |
|------|-------------------------------------|-----------------------------------|

### **Educational Material for Patients and the Lay Community**

- |      |  |                                   |
|------|--|-----------------------------------|
| 2012 | Where is the Equity in Health Care a Decade Later? | Post on the Equity of Care weblog |
|------|--|-----------------------------------|

### **Recognition**

2007-present	Publicity on 2007 Journal of General Internal Medicine article <i>Implicit bias and its prediction of thrombolysis decisions</i>	Boston Globe - <i>Tests of trainee doctors find signs of race bias in care</i> , Stephen Smith Good Morning America - interview The Today Show – interview National Public Radio - interview
2018	Publicity on 2017 AMA Journal of Ethics article <i>Language-Based Inequity in Health Care</i> and 2016 Academic Medicine article <i>Translation, Through the Veil of Language</i> , Sheila Mulrooney Eldred.	Undark magazine - <i>Where Interpreters Are Scarce, Immigrant Health Care Is Lost in Care</i>

## **Report of Scholarship**

### Peer reviewed publications in print or other media

1. Carrillo JE, **Green AR**, Betancourt JR. Cross-cultural primary care: a patient-based approach. *Ann Intern Med* 1999; 130: 829-834.
2. Betancourt JR, Carrillo JE, **Green AR**. Hypertension in multicultural and minority populations: linking communication to compliance. *Current Hypertension Reports* 1999; 1: 482-488.
3. Betancourt JR, **Green AR**, Carrillo JE. The challenges of cross-cultural health care: perspectives on diversity, ethics, and the medical encounter. *Bioethics Forum* 2000; 16: 27-32.
4. **Green AR**, Carrillo JE, Betancourt JR. Integrating social factors into cross-cultural medical education. *Acad Med* 2002; 77: 193-197.
5. **Green AR**, Carrillo JE, Betancourt JR. Why the disease-based model of medicine fails our patients. *West J Med* 2002; 176: 141-143
6. Betancourt JR, **Green AR**, Carrillo JE. Defining cultural competence: a practical framework for addressing racial/ethnic disparities in medical care. *Public Health Reports* 2003; 118: 293-302.
7. **Green AR**. The human face of health disparities. *Public Health Reports* 2003; 118: 303-8.
8. Betancourt JR, Carrillo JE, **Green AR**, Maina. Barriers to health promotion and disease prevention in the Latino population. *Clin Cornerstone* 2004; 6: 16-26.
9. David SP, Taylor JS, Monroe A, Goldman R, **Green AR**, Boss J, Sagatias D. Evaluation of an Educational Intervention for Medical Students to Promote Competency in Social and Community Determinants of Health. *Annals of Behavioral Science and Medical Education* 2004; 10: 68-73.
10. Betancourt JR, **Green AR**, Carrillo JE. Cultural Competence, Quality, and Disparities in Health Care: Recent Trends and Key Perspectives from Managed Care, Government, and Academia. *Health Affairs* 2005; 24: 499-505.

11. **Green AR**, Ngo-Metzger Q, Legedza AT, Massagli MP, Phillips RS, Iezzoni LI. Interpretation, Language Concordance, and Quality Healthcare: Experiences of Asian Americans with Limited English Proficiency. *J Gen Intern Med* 2005; 20: 1050-6.
12. **Green AR**, Miller E, Krupat E, White A, Taylor WC, Hirsh DA, Wilson RP, Betancourt JR. Designing and Implementing a Cultural Competence OSCE: Lessons Learned from Interviews with Medical Students. *Ethnicity and Disease* 2007; 17: 338-44.
13. Miller E, **Green AR**. Student Reflections on Learning Cross-Cultural Skills through a 'Cultural Competence' OSCE. *Medical Teacher* 2007; 29: e76-e84.
14. Greer JA, Park ER, **Green AR**, Betancourt JR, Weissman JS. Primary Care Resident Perceived Preparedness to Deliver Cross-Cultural Care: An Examination of Training and Specialty Differences. *J Gen Intern Med* 2007; 22: 1107-13.
15. **Green AR**, Carney DR, Pallin DJ, Ngo L, Raymond K, Iezzoni LI, Banaji MR. Implicit Bias among Physicians and its Prediction of Thrombolysis Decisions For Black and White Patients. *J Gen Intern Med* 2007; 22: 1231-8.
16. Ho MJ, Lee KL, **Green AR**. Can Cultural Competency Self-Assessments Predict OSCE Performance? *Medical Education*. *Med Educ* 2008; 42: 525.
17. **Green AR**, Peters-Lewis A, Percac-Lima S, Betancourt AR, Richter JM, Janairo MR, Gamba GB, Atlas SJ. Barriers to screening colonoscopy in Latino and white non-Latino patients in an urban community health center. *J Gen Intern Med* 2008; 23: 834-40
18. King RK, **Green AR**, Tan-McGrory A, Donahue EJ, Kimbrough-Sugick JK, Betancourt JR. A Plan for Action: Key Perspectives from the Racial/Ethnic Disparities Strategy Forum. *Milbank Q* 2008; 86: 241-72.
19. Pallin DJ, Goldstein JN, Moussally JS, Pelletier AJ, **Green AR**, Camargo CA. Seizure visits in US emergency departments: epidemiology and potential disparities in care. *Int J Emerg Med* 2008; 1: 97-105.
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21. **Green AR**. The globalization of cross-cultural medical education and patient-centered care. *Bratisl Lek Listy*. 2008; 109(5): 238.
22. **Green AR**, Betancourt JR, Park ER, Greer JA, Donahue EJ, Weissman JS. Residents in HRSA Title VII Funded Residency Programs are Better Prepared to Provide Culturally Competent Care. *Acad Med* 2008; 83: 1071-9.
23. Bloch MJ, Betancourt JR, **Green AR**. Overcoming Racial and Ethnic Disparities in Blood Pressure Control - A Patient-Centered Approach to Cross-Cultural Communication (Invited Editorial). *J Clin Hypertens* 2008; 10: 589-91

24. Percac-Lima S, Grant RW, **Green AR**, Ashburner JM, Gamba GB, Oo S, Richter JM, Atlas SJ. A Patient-Tailored Navigator Program for Colorectal Cancer Screening in a Community Health Center: A Randomized Controlled Trial. *J Gen Intern Med.* 2009; 2: 211-7.
25. Park ER, Chun MB, Betancourt JR, **Green AR**, Weissman JS. Measuring residents' perceived preparedness and skillfulness to deliver cross-cultural care. *J Gen Intern Med.* 2009;24(9):1053-6.
26. Betancourt JR, **Green AR**. Commentary: linking cultural competence training to improved health outcomes: perspectives from the field. *Acad Med.* 2010; 85(4):583-5.
27. López L, Wilper AP, Cervantes MC, Betancourt JR, **Green AR**. Racial and sex differences in emergency department triage assessment and test ordering for chest pain, 1997-2006. *Acad Emerg Med.* 2010; 17(8):801-8.
28. **Green AR**, Tan-McGrory A, Cervantes MC, Betancourt J. Leveraging Quality Improvement to Achieve Equity in Health Care. *Jt Comm J Qual Patient Saf.* 2010; 36(10):435-442.
29. Althaus F, Hudelson P, Domenig D, **Green AR**, Bodenmann P. Compétences cliniques transculturelles et pratique médicale: Quels besoins, quels outils, quel impact? *Forum Médical Suisse.* 2010; 10(5):79-83.
30. Rodriguez F, Cohen A, Betancourt JR, **Green AR**. Evaluation of Medical Student Self-Rated Preparedness to Care for Limited English Proficiency Patients. *BMC Med Educ.* 2011;11(1):26.
31. Teal CR, Gill AC, **Green AR**, Crandall SJ. Educational Strategies for Helping Medical Learners Recognize and Manage Unconscious Bias. *Med Educ.* 2011; 46(1):80-88.
32. López L, **Green AR**, Tan-McGrory A, King R, Betancourt JR. Bridging the digital divide in health care: the role of health information technology in addressing racial and ethnic disparities. *Jt Comm J Qual Patient Saf.* 2011; 37(10):437-45.
33. Lapatin, S. Goncalves, M. Nillni, A. Chavez, L. Llerena Quinn, R. **Green, A.** Alegria, M. Lessons from the Use of Vignettes in the Study of Mental Health Service Disparities. *Health Serv Res.* 2012 Jun; 47(3 Pt 2): 1345–62. Published online 2011 Dec 8. doi: 10.1111/j.1475-6773.2011.01360.x
34. Rodriguez F, Peralta CA, **Green AR**, López L. Comparison of C-reactive protein levels in less versus more acculturated Hispanic adults in the United States (from the National Health and Nutrition Examination Survey 1999-2008). *Am J Cardiol.* 2012;109(5):665-9.
35. Bokhour BG, Cohn ES, Cortés DE, Solomon JL, Fix GM, Elwy AR, Mueller N, Katz LA, Haidet P, **Green AR**, Borzecki AM, Kressin NR. The role of patients' explanatory models and daily-lived experience in hypertension self-management. *J Gen Intern Med.* 2012 Dec;27(12):1626-34. doi: 10.1007/s11606-012-2141-2. Epub 2012 Jul 21.
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37. Rodriguez F, Hong CS, Chang Y, Oertel LB, Singer DE, **Green AR**, Lopez L. Limited English Proficient Patients and Time Spent in Therapeutic Range in a Warfarin Anticoagulation Clinic. *JAHA*. 2013; 2(4).
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40. Percac-Lima S, López L, Ashburner JM, **Green AR**, Atlas SJ. The longitudinal impact of patient navigation on equity in colorectal cancer screening in a large primary care network. *Cancer*. 2014; 120 (13):2025-31.
41. Casillas A, Paroz S, **Green AR**, Wolff H, Weber O, Faucherre F, Ninane F, Bodenmann P. Is the Front Line Prepared for the Changing Faces of Patients? Predictors of Cross-Cultural Preparedness Among Clinical Nurses and Resident Physicians in Lausanne, Switzerland. *Teach Learn Med*. 2015; 27(4):379-86
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43. **Green AR**, Chun MBJ, Cervantes MC, Nudel JD, Duong JV, Krupat E, Betancourt JR. Measuring medical students' preparedness and skills to provide cross-cultural care, *Health Equity*: 2017; 1(1). 15-22, doi: 10.1089/heq.2016.0011.
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Non-peer reviewed scientific or medical publications/materials in print or other media

*Reviews, Chapters and Editorials*

**Green AR**, Betancourt JR, Carrillo JE. Guest Essay: Cross-Cultural Medical Education, *GME Central*: Fall 2000—a quarterly publication of the Greater New York Hospital Association

**Green A**, De La Cancela V. Cultural Issues in Substance Abuse Treatment, *Article consultants, Patient Care* 2000; 34(9):28-48.

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**Green AR**. Teaching outside of the box: Dealing with bias, stereotypes, and racism in medicine. *SGIM Forum*. September 2003.

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Betancourt, JR. and **Green, AR**. "The Cost of Inaction: Developing a Business Case for Addressing Racial and Ethnic Disparities in Health and Health Care." *Harvard Health Policy Review* 2010;11(1): 9-12.

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Disparités en santé: réalités locales et défis futurs. Bodenmann P, **Green AR**. In: *Vulnérabilités, Équité et Santé*. Patrick Bodenmann, Yves Jackson et Hans Wolff, eds. Chêne-Bourg, Suisse: RMS éditions / Médecine et Hygiène; 2018: 352-360.

#### *Books, Monographs, and Text Books*

**Green AR**, Betancourt JR. Latino Environmental Scan: Latino Access to Primary and Preventive Care. Tertiary Barriers to Care: The Provider-Patient Encounter. Commissioned Report to the Robert Wood Johnson Foundation, November 2000.

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#### *Letters to the Editor*

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**Green, AR**. Digging deeper on unconscious biases (online letter), *Ann Fam Med*. 2013; 11(1):43-52.

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Rodriguez F, Cohen A, **Green AR**. Medical student preparedness to care for limited English proficiency patients. Poster Presentation at the American College of Physicians (ACP) MA Annual Scientific Meeting, Waltham, MA. November 2010.

Rodriguez F, Peralta C, **Green AR**, Lopez L. The effect of acculturation on C-reactive protein levels among Hispanic adults in the US. Oral Presentation at the Society of General Internal Medicine New England Regional Meeting, Boston, MA, March 2011.

**Green, AR**, Gall G, Kenst KS, Betancourt JR. Improving Quality and Safety for Diverse Populations: An Innovative Interprofessional Curriculum. Poster Presentation. AAMC Integrating Quality Meeting: Increasing Value and Educating for Quality. 2013. Rosemont, IL.

Kenst KS, Gall G, Betancourt JR, **Green, AR**. Improving Quality and Safety for Diverse Populations: An Innovative Interprofessional Curriculum. Poster Presentation. Center for Primary Care, Harvard Medical School Innovations Conference 2013. Cambridge, MA.

Kenst KS, Gall G, Betancourt JR, **Green, AR**. Improving Quality and Safety for Diverse Populations: An Innovative Interprofessional Curriculum. Poster Presentation. Harvard Medical School Education Day. 2013. Cambridge, MA.

#### *Educational Materials*

**Green AR**, Betancourt JR, Carrillo JE. Worlds Apart: Study Guide for a Four-Part Documentary Video on Cross-Cultural Healthcare. Fanlight Productions, Boston, MA. 2003. In collaboration with the Stanford University Center for Biomedical Ethics

Web Based Geriatric Teaching Modules, Harvard Geriatric Education Center. Developed/edited on-line cases to integrate a focus on cultural competence

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