



SOUTH CENTRAL KENTUCKY Area Health Education Center

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Darren Murphy
101 Rural Avenue
Nashville, TN 37209

Dear Darren:

I want to take this opportunity to thank you for the program you developed on Multicultural Communication. Your presentation of this program to the Barren River District Health Department staff on June 21st convinced me your approach to this topic is superior to all others I have attended.

I have recognized the importance of this topic to health care professionals for several years. And I have attended several workshops on Cultural Competence. I always came away frustrated because I do not believe it is possible to be *culturally competent* in any culture but your own. In fact, I believe this term is insulting. I also noticed other participants reacted to these programs with anger or indifference. The anger stemmed from the perception that we as health care workers are responsible for becoming *competent* in every culture represented by our patients and the indifference was the result of failing to help the participants understand their own culture and how it impacts their health status.

I applaud the extensive research you did in preparation for this presentation. The posters you placed in the conference room, your fun and interactive presentation style, and your research on the Barren River District Health Department in terms of their achievements were an asset to the presentation. But what I liked the best was the emphasis you placed on cross cultural communication. It is not important to be *culturally competent* but it is imperative to be able to communicate with different cultures and this involves both communication and respect. Your presentation helped the participants understand the difference between competence and communication and the importance of providing health care in a culturally appropriate context. At the end of your presentation, participants understood culture in a much broader context and valued the importance it plays in the provision health care for all patients not just patients who speak a different language.

I understand the program I attended was an abbreviated version of your Multicultural Communication series and I am looking forward to participating in the full length program. I am also interested in offering this program for the Glasgow Family Practice Residency, health professions students at Western Kentucky University, and health care professionals in the South Central AHEC service area.

Cordially,

Lucy Juett
Director