

“With the increased flexibility of people’s movement around the world, we’re finding some rather marked changes in the makeup of the populations, both locally and nationally. This increased diversification can be really quite exciting, but at the same time very challenging, even frustrating at times.

As health care professionals, we really need to learn and understand about the people that we’re seeing: their health beliefs, their traditions of getting health care, and the differences that they’re facing here in the United States.”

*Warren Ferguson, MD, Vice Chair,  
Department of Family Medicine and Community Health,  
University of Massachusetts Medical School*

Offering culturally appropriate care requires the knowledge and understanding of the changes that are taking place in the way healthcare services are provided, the makeup of all those individuals providing such services, and how the population in the United States is changing. Additionally, being aware and understanding commonly used concepts in an essential part of cross-cultural connections with patients.

The purpose of the **Culture and Connexions** materials is to help enhance knowledge and understanding of the complexities and difficulties involved in caring for patients from diverse cultures and backgrounds. One intention of this effort is to guide and improve communications during the process of healthcare delivery, by using the information contained in these materials, in conjunction with information obtained from patients and their families.

It is essential to keep in mind that every patient is an individual who is both influenced by his or her culture and who possesses a unique individual perspective about health and illness. The information contained in these tools is intended for healthcare providers working with patients of culturally diverse backgrounds.

The following chapters are part of the DVD and manual:

- Chapter 1 – Complexities of Culture in Health Care
- Chapter 2 – The Power of Belief
- Chapter 3 – Traditional Practices
- Chapter 4 – Making the Connection – Doctor/Patient Relationship
- Chapter 5 – Insuring Patient Adherence
- Chapter 6 – Connecting Through Medical Interpreters

This project was made possible by a grant from



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