

## **A Needs Assessment: Community Pharmacists' Communication with Spanish-Speaking Patients**

**PI: Jasmine Gonzalvo, PharmD, BCPS**  
**Department of Pharmacy Practice**  
**College of Pharmacy, Nursing and Health Sciences**  
**Purdue University**

### **Abstract**

Published literature suggests that non-English-speaking patients in the United States endure negative health outcomes as a result of linguistic barriers with healthcare professionals. The Hispanic population is of particular concern, because this population is estimated to expand exponentially over the next decade. Many Hispanics suffer from common chronic disease states such as diabetes, hypertension, and hypercholesterolemia, thereby requiring complicated prescription regimens, a plethora of disease-state education, dietary counseling, and management by multiple healthcare providers. Current communication strategies with non-English-speaking patients in a variety of healthcare settings are suboptimal and require tremendous efforts aiming to improve patient outcomes.

Community pharmacists are faced with the challenge of communicating essential medication information effectively to non-English-speaking patients. As the Hispanic population grows, community pharmacists throughout the U.S. will need to adapt in order to provide care to Spanish-speaking patients. Currently, limited data are available to characterize the prevalence of community pharmacists who have the ability to communicate in Spanish. This information is essential to identify potential disparities in care that result in poor patient outcomes.

This 2-phase needs assessment will estimate the prevalence of community pharmacists who communicate in Spanish with Hispanic, Spanish-speaking customers. The phase I needs assessment will serve as a pilot for Phase II by identifying the prevalence of Spanish-speaking community pharmacists throughout the State of Indiana, a state with an intermediate Hispanic density in comparison to the rest of the United States. Phase II will estimate the prevalence of Spanish-speaking community pharmacists throughout the United States. Both Phase I and II will apply standardized protocols for telephone interviews with licensed pharmacists in randomly-selected community pharmacies. The primary goal of this study is to estimate the need for development of Spanish language educational initiatives for pharmacy students and pharmacists.