

# Engaging Your Hispanic Population

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Community Connected

CPESN USA

# Objectives

1. Describe the history of the Hispanic Community in America.
2. Identify the population distribution by state and national statistics of the Hispanic population.
3. Describe how a pharmacy owner can better engage with the Hispanic employees.
4. Describe how a pharmacy owner can better engage with the Hispanic patients.
5. Identify the stakeholders in the community committed to Hispanic health and explain how a pharmacy owner can expand his/her services.
6. Identify, explain, and debunk the stereotypes that pharmacy staff should be aware of when interacting with the Hispanic population.

# Setting the Stage

- A community pharmacy owner living in south Texas has Hispanic population living within 5 miles of his pharmacy. However, he notices that he has not had many Hispanic patients get their prescriptions filled at his store. What can he do to become a trusted member in his community and increase his store sales?

# A QUICK BREAKDOWN

## HISPANIC

Hispanic is defined as relating to Spain or Spanish-speaking countries. It typically classifies people based on language.



## LATINO

Latino refers to geography and says nothing about your race.

## LATINX/LATINE

Latinx/Latine are gender-neutral forms of the word Latino or Latina.



<https://www.universityofcalifornia.edu/news/choosing-the-right-word-hispanic-latino-and-latinx>

<https://www.hispanicstar.org/toolkit>

# History of Latinos in America

- Mexican American history begins after the annexation of Northern Mexico in 1848 to the U.S territory and they are the oldest inhabitants in the country of Mexican origin. On the other hand, we have Mexican immigrants who are the newest group that came to the country during the 20th and 21st centuries.
- U.S history has been influenced and shaped by Mexican American history for centuries through language, culture, politics and food. One of the most influential movements was the Chicano movement in the 1960s.
- The Chicano movement activists created a pro-barrio movement to address to civil right struggles that had preceded in the Mexican American culture.
- There are 62.1 million Hispanics in the U.S, according to the 2020 census data. Mexicans are the largest Hispanic subgroup as 61.6% of Hispanics in the U.S.
- Latinos have been contributing to the U.S. since the 16th century!

# History of Latinos in America

**The U.S. as we know it would not exist without Hispanics.**

- The first U.S. colony was Hispanic - San Agustín, Florida, in 1567.
- Hispanics invented the saddle and brought cattle and large-scale ranching.
- Business: We invented delivery services like UPS or Fedex.
- Politics: The first Hispanic, Dominique de Bouligny, served in the House of Representatives from 1807. Today 47 Hispanics serve in Congress.
- Hispanics are the most condecorated minority. We have fought to defend our freedom in every single war.
- Sports: First Hispanic to play in a major league of baseball Luis Miguel Castro in 1902! Ignacio Molinet was the first Hispanic player of the NFL in 1927.

Source: History Channel How St. Augustine Became the First European Settlement in U.S (2020) ,

National Geographic, Ranching ( 2022)

The Wall Street Journal - Small Package- Delivery Companies Grow as Businesses Seek Alternatives to UPS, FedEx (2023)

The Hispanic Heritage Baseball Museum Hall of Fame- The First Hispanic Baseball Player in Major League Baseball (2021)

ESPN- A pioneer largely forgotten: Ignacio Molinet was NFL's first Hispanic player (2016)

The Center Square- 14 new Hispanic Americans sworn into Congress on Tuesday (2023)

NBC News - Military veterans: We need to recognize Latinos' long history of service (2022)



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# HISPANIC PROGRESS

2060

2050

Hispanics under 18 years of age will be **31.9% of the total youth** population.

**1 in 3 women** in the U.S. will be Latina.

2030

2020

By 2025, Hispanics will likely contribute more to US GDP growth than non-Hispanics.

Latina Nurses are expected to grow from 18% to 25% of the population by 2025.

College enrollment of Latinos will increase 26% between 2015 and 2026.

Latinos are projected to make up **22.4%** of the **U.S. labor force**.

The Hispanic **voter population is expected to grow to 18% by 2036** from 12 percent in 2016.

In **Nevada and Florida**, Hispanics are projected to become **more than one-quarter** of the eligible electorate in 2036.

The projected U.S. Hispanic population **is 132.8 million** people or **30.2%** of the total.

Latinos will be the **largest voting segment in the top 3 States** in terms of electoral college votes

By 2050 **53 million** Latinos will be **NFL fans**.

By 2050 **2 out of 5 MLB players** will be Latinos.

Source: Forbes- Hispanic not trump are the biggest engine of us economic growth (2019)

US. Bureau of labor of statistics - A look at the future of the us labor force to 2060 (2016)

Peterson Institute for international economics - The Economic Benefits of Latino Immigration: How the Migrant Hispanic Population's Demographic Characteristics Contribute to US Growth (2019)

CAP- America's Electoral Future (2018)

Census.gov - Demographic Turning Points for the United States: Population Projections for 2020 to 2060 (2020)

L'attitude- The economy Consumer Buying Power Business (2021)



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# 2020 CENSUS - HISPANICS ARE THE PEOPLE & DIVERSE

## 2020 CENSUS (+2021 updates)

**19%**

Total U.S. population is now comprised of more than **62M Hispanics**.

**51%**

Hispanic-Americans contributed over half of total **population growth** within the U.S.

Non-minority population growth was **negative**.

**67%**

**Hispanics are US born**, while 13% are Foreign born but naturalized, with 20% being Foreign born non-Citizens.

**50%**

Traditional gender split (male/female) is **50/50**.

**32%**

**Gen Z** is the largest audience within the Hispanic community.

**25%**

<https://www.hispanicstar.org/toolkit>

**¾ children** in the US are Hispanic <https://www.pewresearch.org/race-and-ethnicity/fact-sheet/latinos-in-the-us-fact-sheet/>

## WE ARE DIVERSE!

**21**

countries where **Spanish** is the official language.

**14.4M**

Latinos identify as **Afro-Latino**.

**1/4**

consider themselves **indigenous** or **Native American**.

**22%**

of Latino Millennials are more likely to identify as **LGBTQ**.

The breadth of people and cultures that are covered under the term "Hispanic":

- People with roots in Spain, Central America, South America, and Spanish speaking nations of the Caribbean
- Sometime **Brazilians** prefer to be included under the "Latino" denomination, instead of the "Hispanic" one.



**MORE**

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Source: U.S. Census Bureau 2021

# Population Search

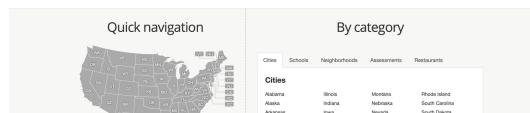
Searching your county or zip code to view the demographic data of the patients that live around your pharmacy.

US census, Centers for Disease Control (CDC), state health department or another source

- <http://www.city-data.com/>
- <https://www.census.gov/>
- <https://www.countyhealthrankings.org/explor-e-health-rankings>



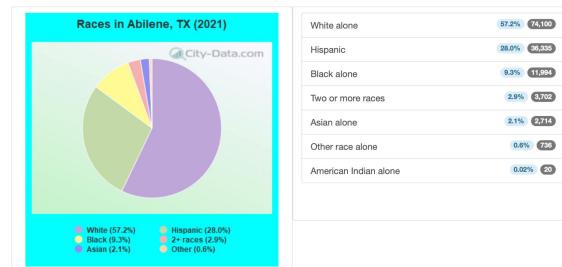
**Step 1:**  
Go to  
[www.citydata.com](http://www.citydata.com)



**Step 2:**  
Type in your city of concern



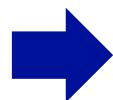
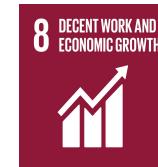
or search by category here



**Step 3:**  
Scroll down to see the demographic

# SYSTEMIC BARRIERS OF HISPANICS

H-SDGS: A master plan for The Community Anchored on The Sustainable Development Goals.



1

2

3

<i>In-language</i> Health education focus.	Support programs to navigate education system.	Reduce Latina pay gap by raising awareness and transparency.	Apprenticeship and Internship programs (link from school to workforce).
Increase representation of Latino healthcare workers.	Assure high quality early childhood education.	Mentorship programs to help Latinas advance.	Training programs on soft skills. (problem-solving, working in diverse teams).
<i>In-language</i> Mental health support.	Increase preparation for STEM and Healthcare careers.	Change perception campaign highlighting Latina role models.	Unconscious bias & anti-racism training.

# Engagement

## Employees, Patients, Community Stakeholders

Creating a business proposition around a niche market

# Engaging Your Employees

## Organize event or initiatives that celebrate Mexican Culture

- The biggest holiday in Mexico is the **Mexican Independence Day in September 15th**. It is a significant and widely celebrated holiday to celebrate the anniversary of the country's independence from Spain and it kickstarts Hispanic Heritage Month which is also a celebration for other Latino countries' independence all the way **until October 15th**.
- It is a time for:
  - Celebration
  - Traditional foods and drinks
  - Traditional dances

# Engaging Your Employees

## Hispanic Heritage Month

Here are a few things that Latino employees are likely to appreciate:

1. Food catering during lunch: Hispanic people often show appreciation through food. This is a patriotic month that allows Latinos to embrace their culture and roots and food is one of the best ways to celebrate Hispanic Heritage Month.
1. Decorations: It is customary to decorate spaces with Latin countries flags, sombreros, ponchos, and colorful papel picado banners.

Takeaway: decorate your pharmacy to show inclusivity!



<https://www.hispanicheritagemonth.gov/>

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# Engaging Your Employees

3. Collaborative Playlist: music is a huge part of Latin Culture. Music could be played during working hours and everyone could add their favorite songs in Spanish to the playlist.
4. Learn: not everyone celebrates Hispanic Heritage Month. There is many different traditions and celebrations particular to the Latin culture. Dia de Muertos and Cinco de Mayo are not celebrated during Hispanic Heritage Month and Cinco de Mayo is not Mexico's Independence Day.

**ASK :** You may ask employees what kind of celebrations do they have and how do they celebrate their culture? Hispanic culture is very diverse and there is many different ways to celebrate heritage and culture.

# Engaging Your Employees

## Cinco de Mayo

- Cinco de Mayo is a celebration of Mexico's victory over the Second French Empire at the Battle of Puebla in 1862. It is a bigger celebration in the U.S than it is in Mexico and the first celebration took place in Columbia California. This holiday is bigger in the U.S. than it is in Mexico as it gained more popularity during the Chicano Movement.

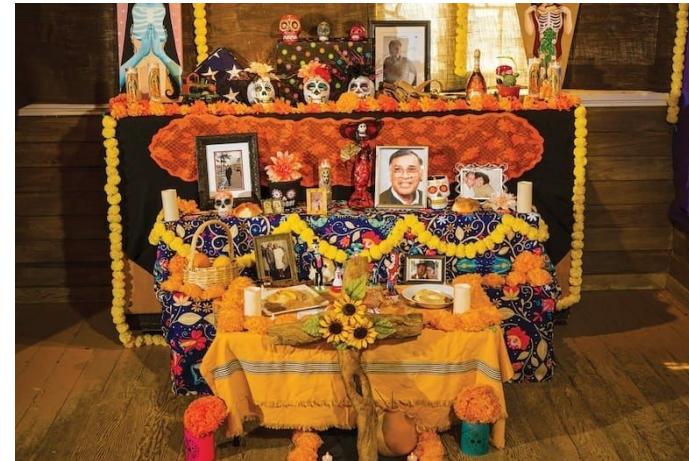


<https://www.britannica.com/topic/Cinco-de-Mayo>

# Engaging Your Employees

## Día de Muertos

- Día de Muertos is another colorful celebration in the Hispanic culture where we celebrate death by honoring it through remembering those who have passed and celebrate their legacy through sharing memories. It is one of the biggest celebrations in Mexico and the celebration consists of creating home altars to remember those who have passed, it is also a holiday for prayer and remembrance. There is also traditional dishes that are prepared during the holiday such as pan de muertos and sugar skulls that are colorfully decorated.



# Engaging Your Employees

The specific dates of Hispanic holidays vary by country as different countries celebrate on different days but the celebrations are similar across the countries.

**Hispanic Heritage Month - September 15th-October 15th**

**Cinco de Mayo - May 5th**

**Día de Muertos - November 1st and 2nd (varies by country)**

- Hispanic holidays are widely celebrated by all Latinos, hence employees may appreciate:
  - Incorporating those celebrations at work through food and music
- People might not ask for a day off because it is more of a celebration time

**Key Takeaway: As an employer knowing when these days are will help in creating a more inclusive work culture**

<https://www.englishtospanishraleigh.com/blog/festive-hispanic-holidays>

<https://www.hispanicheritagemonth.gov/>

# HISPANIC VALUES

**HARD WORK** - Eight-in-ten of young latinos say that most people can get ahead in life if they work hard.

**AMBITIOUS** - Young Latinos have higher aspirations for career success. 89% say it is very important in their lives, compared with 80% of the full population of 18- to 25-year-olds.

**FIGHTERS** - Hispanics know how to overcome difficult situations: 45% of Hispanics who grew up in the lowest income quintile made it to the middle class or even higher, compared to 46% of whites and 25% of blacks.

**OPTIMISTIC**- Young Latinos are optimistic about their futures. More than seven-in-ten (72%) expect to be better off financially than their parents.

**FAMILY AND FRIENDS**- Latinos are family oriented and value connection and communication.

## SUPPORTING EACH OTHER IS THE LATINO WAY

**LATINO FAMILIES**  
Are .....  
**44% LARGER THAN THE REST**

**50% LIVE IN**   
multigenerational  
**HOUSEHOLDS**

84% say spending  
**TIME WITH FAMILY**  
IS A TOP PRIORITY

**HISPANICS**  
**LIKE LIVING TOGETHER**  
49% LIVE IN  
7 states, 30 counties

**48% HAVE CHILDREN**  
↓ ↓ ↓ **UNDER ↓ ↓ ↓**  
**18 YEARS OLD**  
(vs. 28% non-latino)

.....  
**IN THE LAST 6 MONTHS**  
**49% HAVE SUPPORTED**  
a Latino owned business.

 They represent a disproportionately large percentage of  
**HEALTH WORKERS & CAREGIVERS**

**TWO THIRDS**  
of the population would  
*trust* **Latinos** with  
 **THEIR CHILDREN**

**THEY ARE AN ACTIVE & TRUSTED**  
part of the community

 For more info go to  
[hispanicstar.org](https://hispanicstar.org)



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# Engaging Your Employees

## Incentives

- Bilingual employees are highly valued in a specific demographic. Hispanics are currently the largest minority group in the United States. And yet, that population is underrepresented in health care fields, including pharmacy, with Hispanics making up only 4.5 percent of the 342,000 employed pharmacists across the country.
- Bilingual employees often don't get incentivised for the additional skill

<https://www.hispanicstar.org/toolkit>

<https://www.census.gov/library/stories/2024/10/american-pharmacists-month.html>

# Engaging Your Employees

## Latinas: the minority within the minority

### UNDERREPRESENTED

- At Entry level Latinas represent 18% of employees while white men represent 35%.
- For every 100 men promoted to manager only 71 Latinas are promoted.
- In the senior level positions Latinas represent 3% while white men represent 66%

<https://www.hispanicstar.org/toolkit>

<https://www.bls.gov/blog/2024/employment-trends-of-hispanics-in-the-us-labor-force.htm>

# Engaging Your Employees

## Latinas: the minority within the minority

### MISREPRESENTED

- Despite their exceptional contributions as smart women who work in many fields and lead the charge in the creation and growth of small businesses, non-Hispanics only define Latinas by physical stereotypes such as being beautiful, sexy, and loud.

<https://www.hispanicstar.org/toolkit>

<https://www.verywellmind.com/6-harmful-stereotypes-about-latin-americans-5113358>

# Engaging Your Employees

## Latinas: the minority within the minority

### UNDERVALUED - LATINA EQUAL PAY DAY

- On Average Latinas in the US make 53 cents of every dollar earned by white, non-Hispanic men.
- Latinas have to work twice as hard or nearly twice as long to take home the same paycheck.
- Hispanic women make less than white non-Hispanic men at every education level.
- Latinas negotiate for a raise as often as white men do, but they're not getting the same results.
- Latina nurses earn 70% of what white men nurses earn.

# Engagement Increasing Your Sales

How to “Market” to Your Hispanic  
Population

# Engaging Your Patients

## Pharmacy Staff Greetings

Hispanics greet each other with the following

- Instead of Hello - Hola - Click [Here](#) to learn how to pronounce
- Instead of Hello, another way of greeting - Buenos días/tardes/noches - Meaning “Good Morning/Afternoon/Evening” - Click [Here](#)/[Here](#)/[Here](#) to learn how to pronounce
- Instead of Thank you – Gracias - Click [Here](#) to learn how to pronounce
- Instead of Goodbye – Buen día - Click [Here](#) to learn how to pronounce

**Buen día!**: It is a very warm and kind greeting to display inclusivity, comfort and build trust at your pharmacy and it can mean hello and goodbye.

# Engaging Your Patients

## Pharmacist Counselling

- Hispanic holidays are typically celebrated over the night and some over a couple of consecutive days.
- Medication supply: Some customers may stock up on necessary medications after or during the holiday. They also often travel to visit their relatives, so ensure that the pharmacy has an adequate supply to meet their needs.
- Language and cultural sensitivity: Hispanic customers may come to the pharmacy with their cultural customs. Greeting them with “Buen día” is a respectful way to acknowledge their culture.
- Salty & sweet food, alcohol and medication adherence: traditional Hispanic foods and increased alcohol consumption are common practice. It is important to educate patients about the potential health implications.
- Travel vaccination recommendations: hepatitis A, hepatitis B, malaria, measles, rabies and typhoid.

Customized counseling points for your Hispanic population



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<https://www.hispanicstar.org/toolkit>

<https://chaindrugreview.com/cvspharmacy-reaches-out-to-hispanics/>

# Engaging Your Patients Decorations

Your customers would appreciate and be pleasantly surprised by the inclusivity through decorations. Colorful flags or Latin Countries flags would make them feel welcomed and appreciated.

Here are some ideas:



Amazon has all the decorations



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<https://www.amazon.com/Pieces-Decorations-Mexican-Colorful-Flowers/dp/B07RFRRCGN>

# Engaging Your Patients Social Media

Posting something in celebration of Hispanic Heritage Month or any of the other holidays on your pharmacy social media pages would be appreciated by your customers are you are being inclusive and advocating for their culture.

- Hispanics are very digital
- 75% of Latinos are active users versus 68% for the total population.
- Latinos lead in the use of Twitter with 11.1% vs. 6.7% of non-Hispanics, spending nearly 6 hours a day on social media.
- 17% more likely to access the web. More through their phone than a computer.

<https://civicscience.com/key-social-media-insights-among-u-s-hispanic-adults/>

# Engaging Your Patients Social Media

Recommended hashtags:

#HispanicHeritageMonth2023

Recommended posts: refer to the toolkit! [HERE](#)

# Engaging Your Patients

## Religious Considerations

Hispanics are also very religious; among the Hispanic community in the United States, Christianity is the predominant religion, and fasting practices during lent vary from person to person.

- While some people may observe fasting practice during lent, others may choose to not fast or fast on specific days of the week or just abstain from red meat during this time.
- It is important to provide advice regarding gelatin capsules.
- Stocking vegetable or plant-based capsules if you do compounding at your pharmacy will be important for the Christian clientele
- Stocking OTC products or prescription products that contain vegetable derivatives versus gelatin derivatives

<https://www.hispanicstar.org/toolkit>

<https://www.pewresearch.org/religion/2014/05/07/chapter-1-religious-affiliation-of-hispanics/>



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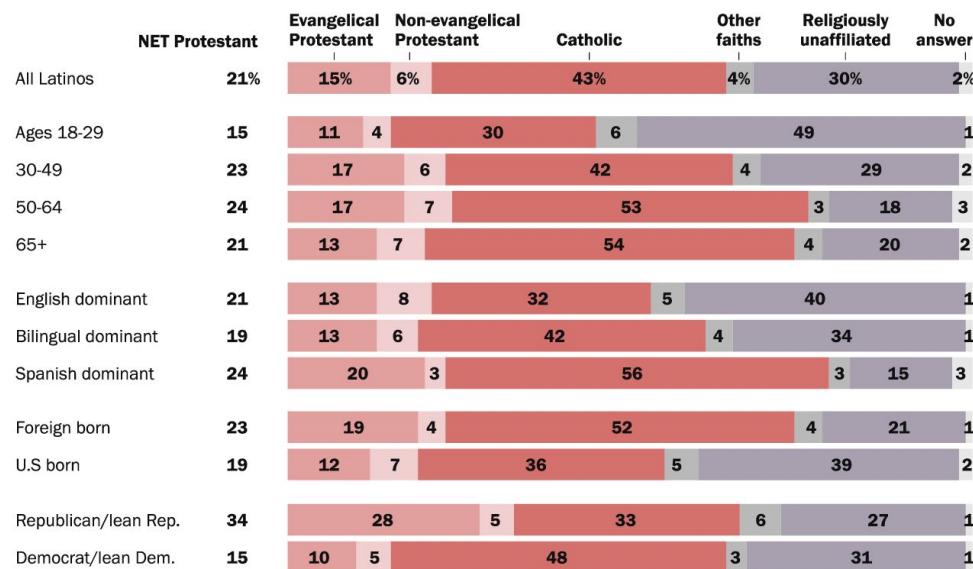
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# Engaging Your Patients

## Religious Considerations

Young U.S. Hispanics are less Catholic and more likely to be religiously unaffiliated than older Hispanics

% of U.S. Latino adults who identify as ...



Note: Figures may not add to 100% due to rounding. Religious affiliation for Latinos is weighted to targets drawn from the 2021 National Public Opinion Reference Survey.

Source: National Survey of Latinos conducted Aug. 1-14, 2022.

"Among U.S. Latinos, Catholicism Continues to Decline but Is Still the Largest Faith"

PEW RESEARCH CENTER

According to Pew Research Center, Catholicism is the largest faith among Latinos.

Similar to American Christians, they largely share the same principles, beliefs, and holidays.

# Engaging Your Patients

## Places of Interest

- Sharing information regarding Mass service in Spanish or Hispanic Churches/Temples in your area could engage your Christian patients as you take their religious preferences into consideration.
- Additionally, familiarizing yourself with common places that your patients might visit could help you bring more cultural awareness into your practice.
  - Bazaars
  - Traders Village/Pulga
  - Mexican grocery stores

<https://www.hispanicstar.org/toolkit>

# OTC Inventory

Adding a small OTC section of products that are commonly used by Hispanics would create inclusivity and representation at your pharmacy; you can order them from your supplier.

The following are some of the common products used by Hispanics:



- Arnica: pain relief and bruise healing
- Bedoyecta: Multivitamin with B12 for energy
- Derman: antifungal
- Tukol: cough suppressant
- Picot: effervescent antacid/nausea/indigestion relief



<https://pmc.ncbi.nlm.nih.gov/articles/PMC4121528/>

# Travel Vaccinations - Immunization updates



Search



## Travelers' Health

Travelers Health > Mexico

Travelers Health

Destinations (244)

Mexico

Healthy Travel Packing List

Travel Notices

Advice for Travelers

Find a Clinic

Disease Directory

Clinician Resources

CDC Yellow Book

Research and Surveillance

## Mexico



## Travel Health Notices

[Hide](#)



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<https://www.hispanicstar.org/toolkit>

# Engagement Community Stakeholders

Networking- Going outside your comfort  
zone

# Engaging Community Stakeholders

- National Hispanic Pharmacist Association
- Proyecto Inmigrante
- TPA - Chris Alvarado

# Church

## “A Place of Worship for Catholicism and Christianity”

Iglesia

The Church is a community Hub and serves its people.

- Sunday classes for learning the Spanish language, culture, and traditions are commonly offered in many Hispanic churches. They also host mass in Spanish.
- These classes are a way for first-generation Hispanic parents to pass on their language and heritage to their children, helping them maintain a connection with their cultural roots.
- Churches often organize social events, support groups, educational programs, and charitable activities that foster a sense of community and provide assistance to its members.
- The Church serves as a place for cultural preservation, education, and community building.

# Church

## “A Place of Worship for Catholicism and Christianity”

- The Priest in a Catholic Church in Spanish is called “Padre”- Father
- The Priest in a Christian Church in Spanish is called “Pastor” - Sheppard
- There are also various events that are celebrated throughout the year

**Networking Opportunity**: A pharmacy owner can ask to be a part of these events and be put on the invitation list to meet with the community members in his area.

# Museums & Art

Museums dedicated to Latin American Culture in the U.S.

- Museum of Latin American Art - Long Beach
- The Mexican Museum - San Francisco
- Gary Nader Latin American Art Centre - Miami
- Mexic-Arte Museum - Austin
- And more!

# Hispanic Heritage Month

September 15th - October 15th 2023

**CONNECT GENUINELY WITH HISPANICS AS EMPLOYEES, CONSUMERS AND AS A COMMUNITY**

This ready-to-go toolkit contains a messaging framework, datasets, and branding & communication assets to send a strong and unified message about the positive contributions of Hispanics.

[Hispanic Heritage Month Toolkit 2023](#)

Avoiding, Debunking, Demystifying

# Stereotypes

# A QUICK BREAKDOWN

## HISPANIC

Hispanic is defined as relating to Spain, or Spanish-speaking countries. It typically classifies people based on language.

## LATINO

Latino refers to geography and says nothing about your race.

## LATINX/LATINE

Latinx/Latine are gender-neutral forms of the word Latino or Latina.

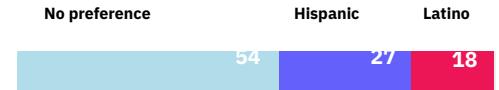
## LABELS ARE DISTRACTING

Hispanics have mixed views on how they describe their identity

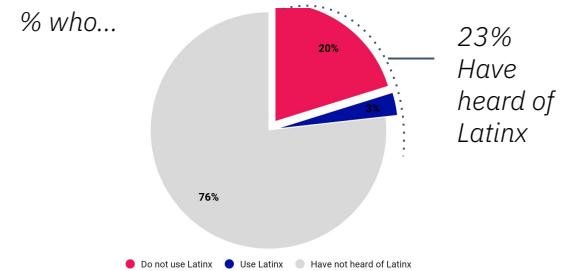
% of Hispanics saying they describe themselves most often as...



Do you prefer the term "Hispanic" or "Latino"?



Most Latino adults have not heard of the term Latinx; few use it



# WE HAVE A PERCEPTION CRISIS

The reality doesn't match the data. We need to own and change our narrative.  
Let's set the record straight.

FOR MEDIA/EVERYONE

cowboy hats      **lazy**      ponchos  
  
**overtly sexualized**      dusty desert  
  
drug dealers      exotic lovers      poor  
  
illegal immigrants  
  
gang members      loud  
  
automatically mexican

2020 CENSUS



**PROGRESS  
GROWTH**

# Stereotype

## Are Hispanics...?

- Hispanics are usually reported on in crime, immigration, or drug-related stories than in accomplishments
- Stereotypes differ between men and women.
- Hispanic and Latino men are more likely to be stereotyped as unintelligent, comedic, aggressive, sexual, and unprofessional, earning them titles as "Latin lovers," buffoons, or criminals.
- Hispanic and Latina women, similarly, are typically portrayed as lazy, verbally aggressive, and lacking work ethic.

# Other Stereotypes

- Gang members, illegal aliens, homogeneous origin (everyone is Mexican), uneducated, hard labor worker, latin lovers/fiery/hot
- The “limited English proficiency” stereotype: This stereotype overlooks the fact that many Hispanics are bilingual and they work in various fields, including education, business, healthcare.

**Stereotype Sensitivities:** As a pharmacist, it is important to understand and recognize stereotypes for providing equitable and patient care.

# Did You Know?

McKesson Wholesaler has Spanish labeled products to stock your OTC section.

[The Hispanic Heritage Month Briefing Book](#) contains information that brings out awareness about the culture.

# Post-Test Questions

1) Isabella is the owner of a new community pharmacy located near a neighborhood with a large Hispanic population. However, he notices that he has not had many Hispanic patients fill their prescriptions at his store. Which of the following is the best method for him to become a trusted member in his community and increase his store sales?

- a) Offer discounts on medications to new patients.
- b) Send a survey to current patients asking why Hispanic patients are not visiting the pharmacy.
- c) Host a health fair featuring free health screenings and educational sessions in Spanish.
- d) Focus solely on advertising the pharmacy through social media

## Post-Test Questions (cont'd)

2) Isabella owns a community pharmacy in Texas and wants to connect with the local Hispanic community during the celebration of Mexican Independence Day on September 15th, which also marks the beginning of Hispanic Heritage Month. What is the best strategy for Isabella to engage with the community and promote her pharmacy during this period?

- a. Distribute flyers with prescription discounts on September 15th.
- b. Organize a month-long series of health events and educational workshops focused on common health issues in the Hispanic community.
- c. Offer a one day sale on all OTC medications during the Mexican Independence Day celebration.
- d. Increase inventory of Spanish language books and magazines

## Post-Test Questions (cont'd)

3) Isabella owns a pharmacy in a diverse community and wants to combat negative stereotypes about Hispanic individuals, especially those often portrayed in media. What is the best strategy for Isabella to promote positive engagement and inclusivity within her pharmacy?

- a. Host a community health fair featuring Hispanic healthcare professionals who can share their expertise and success stories.
- b. Avoid discussing cultural topics and focus solely on promoting her pharmacy's products and services.
- c. Distribute flyers that highlight common stereotypes about Hispanics to raise awareness.
- d. Offer discounts exclusively to Hispanic customers to encourage more visits to her pharmacy.

## Post-Test Questions (cont'd)

4) Isabella wants to create an inclusive environment by offering products that cater to her Hispanic customers. Which strategy would best help Isabella achieve this goal?

- a. Stock a small OTC section with products commonly used by Hispanics, such as Arnica for pain relief, Bedoyecta for energy, Derman for antifungal treatment, Tukol for cough suppression, and Picot for antacid/nausea/indigestion relief.
- b. Focus solely on generic OTC products that are popular with the general population without considering specific cultural preferences.
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# Post-Test Questions

1) Isabella is the owner of a new community pharmacy located near a neighborhood with a large Hispanic population. However, he notices that he has not had many Hispanic patients fill their prescriptions at his store. Which of the following is the best method for him to become a trusted member in his community and increase his store sales?

- a) Offer discounts on medications to new patients.
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- d) Focus solely on advertising the pharmacy through social media

## Post-Test Questions (cont'd)

2) Isabella owns a community pharmacy in Texas and wants to connect with the local Hispanic community during the celebration of Mexican Independence Day on September 15th, which also marks the beginning of Hispanic Heritage Month. What is the best strategy for Isabella to engage with the community and promote her pharmacy during this period?

- a. Distribute flyers with prescription discounts on September 15th.
- b. Organize a month-long series of health events and educational workshops focused on common health issues in the Hispanic community.
- c. Offer a one day sale on all OTC medications during the Mexican Independence Day celebration.
- d. Increase inventory of Spanish language books and magazines

## Post-Test Questions (cont'd)

3) Isabella owns a pharmacy in a diverse community and wants to combat negative stereotypes about Hispanic individuals, especially those often portrayed in media. What is the best strategy for Isabella to promote positive engagement and inclusivity within her pharmacy?

- a. Host a community health fair featuring Hispanic healthcare professionals who can share their expertise and success stories.
- b. Avoid discussing cultural topics and focus solely on promoting her pharmacy's products and services.
- c. Distribute flyers that highlight common stereotypes about Hispanics to raise awareness.
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- d) Focus solely on advertising the pharmacy through social media

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## Post-Test Questions (cont'd)

5) Isabella owns a community pharmacy in a neighborhood with a significant Hispanic population. She wants to engage with her Christian patients by considering their religious preferences and increasing cultural awareness. What is the best strategy for Isabella to achieve this?

- a. Offer health information without considering the specific cultural and religious practices of her patients.
- b. Focus on increasing inventory of general health products without adding any culturally relevant items.
- c. Promote her pharmacy's services exclusively through social media advertisements.
- d. Share information about Mass services in Spanish or Hispanic churches/temples and familiarize herself with common places her patients might visit, such as bazaars, Traders Village/Pulga, and Mexican grocery stores.

## Post-Test Questions (cont'd)

6) Maria owns a pharmacy in a community with a significant Hispanic population and wants to ensure he meets the needs of his customers during Hispanic holidays. What strategies should Maria implement to best serve his patients during these times?

- a. Focus only on stocking up on medications without addressing cultural customs or travel health needs.
- b. Increase medication supply to accommodate potential stock-ups during the holidays, greet customers with “Buen día” to show cultural respect, and provide education on the health implications of traditional foods and alcohol consumption.
- c. Disregard cultural greetings and focus solely on promoting health products and services.
- d. Offer discounts on medications and travel-related products without considering the cultural and health needs of the patients.

## Post-Test Questions (cont'd)

7) Maria is the manager of a pharmacy in an area with a large Hispanic population. Given the underrepresentation of Hispanics in the healthcare field and the value of bilingual employees, what is the best approach Maria can take to support her bilingual staff and enhance service to her Hispanic patients?

- a. Focus solely on recruiting more pharmacists without addressing the needs of existing bilingual staff.
- b. Provide language training to all staff members but do not offer additional incentives or support for bilingual employees.
- c. Reduce staffing costs by hiring fewer bilingual employees and relying on translation services instead.
- d. Recognize and incentivize bilingual employees for their additional language skills and consider implementing programs to recruit and support more Hispanic pharmacists.

## Post-Test Questions (cont'd)

8) In order to enhance communication and inclusivity at her pharmacy, Isabella wants to implement culturally sensitive greetings. Which of the following strategies would best help Isabella create a welcoming environment for her Hispanic patients?

- a. Implement a sign that says "Hello" and "Thank you" in Spanish but do not offer any additional language support.
- b. Replace standard English greetings with "Buenos días/tardes/noches" for morning, afternoon, and evening, and use "Gracias" for thank you and "Buen día" for goodbye.
- c. Continue using only English greetings and phrases.
- d. Only use "Hola" for all interactions and "Gracias" for expressing thanks.

## Post-Test Questions (cont'd)

9) True or False: Offering travel vaccinations for diseases like hepatitis A and B is relevant for patients traveling during Hispanic holidays.

10) True or False: It is necessary to provide bilingual support in a pharmacy even if the majority of patients speak only English.

# Answers to Post-Test Questions

1) Isabella is the owner of a new community pharmacy located near a neighborhood with a large Hispanic population. However, he notices that he has not had many Hispanic patients fill their prescriptions at his store. Which of the following is the best method for him to become a trusted member in his community and increase his store sales?

- a) Offer discounts on medications to new patients.
- b) Send a survey to current patients asking why Hispanic patients are not visiting the pharmacy.
- c) **Host a health fair featuring free health screenings and educational sessions in Spanish.**
- d) Focus solely on advertising the pharmacy through social media

# Answers to Post-Test Questions (cont'd)

2) Isabella owns a community pharmacy in Texas and wants to connect with the local Hispanic community during the celebration of Mexican Independence Day on September 15th, which also marks the beginning of Hispanic Heritage Month. What is the best strategy for Isabella to engage with the community and promote her pharmacy during this period?

- a. Distribute flyers with prescription discounts on September 15th.
- b. **Organize a month-long series of health events and educational workshops focused on common health issues in the Hispanic community.**
- c. Offer a one day sale on all OTC medications during the Mexican Independence Day celebration.
- d. Increase inventory of Spanish language books and magazines

# Answers to Post-Test Questions (cont'd)

3) Isabella owns a pharmacy in a diverse community and wants to combat negative stereotypes about Hispanic individuals, especially those often portrayed in media. What is the best strategy for Isabella to promote positive engagement and inclusivity within her pharmacy?

- a. Host a community health fair featuring Hispanic healthcare professionals who can share their expertise and success stories.**
- b. Avoid discussing cultural topics and focus solely on promoting her pharmacy's products and services.
- c. Distribute flyers that highlight common stereotypes about Hispanics to raise awareness.
- d. Offer discounts exclusively to Hispanic customers to encourage more visits to her pharmacy.

# Answers to Post-Test Questions (cont'd)

4) Isabella wants to create an inclusive environment by offering products that cater to her Hispanic customers. Which strategy would best help Isabella achieve this goal?

- a. **Stock a small OTC section with products commonly used by Hispanics, such as Arnica for pain relief, Bedoyecta for energy, Derman for antifungal treatment, Tukol for cough suppression, and Picot for antacid/nausea/indigestion relief.**
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# Answers to Post-Test Questions (cont'd)

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- a. Offer health information without considering the specific cultural and religious practices of her patients.
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5) Isabella owns a community pharmacy in a neighborhood with a significant Hispanic population. She wants to engage with her Christian patients by considering their religious preferences and increasing cultural awareness. What is the best strategy for Isabella to achieve this?

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## Post-Test Questions (cont'd)

6) Maria owns a pharmacy in a community with a significant Hispanic population and wants to ensure he meets the needs of his customers during Hispanic holidays. What strategies should Maria implement to best serve his patients during these times?

- a. Focus only on stocking up on medications without addressing cultural customs or travel health needs.
- b. Increase medication supply to accommodate potential stock-ups during the holidays, greet customers with “Buen día” to show cultural respect, and provide education on the health implications of traditional foods and alcohol consumption.
- c. Disregard cultural greetings and focus solely on promoting health products and services.
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## Post-Test Questions (cont'd)

7) Maria is the manager of a pharmacy in an area with a large Hispanic population. Given the underrepresentation of Hispanics in the healthcare field and the value of bilingual employees, what is the best approach Maria can take to support her bilingual staff and enhance service to her Hispanic patients?

- a. Focus solely on recruiting more pharmacists without addressing the needs of existing bilingual staff.
- b. Provide language training to all staff members but do not offer additional incentives or support for bilingual employees.
- c. Reduce staffing costs by hiring fewer bilingual employees and relying on translation services instead.
- d. Recognize and incentivize bilingual employees for their additional language skills and consider implementing programs to recruit and support more Hispanic pharmacists.

## Post-Test Questions (cont'd)

8) In order to enhance communication and inclusivity at her pharmacy, Isabella wants to implement culturally sensitive greetings. Which of the following strategies would best help Isabella create a welcoming environment for her Hispanic patients?

- a. Implement a sign that says "Hello" and "Thank you" in Spanish but do not offer any additional language support.
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- c. Continue using only English greetings and phrases.
- d. Only use "Hola" for all interactions and "Gracias" for expressing thanks.

## Post-Test Questions (cont'd)

9) True or False: Offering travel vaccinations for diseases like hepatitis A and B is relevant for patients traveling during Hispanic holidays.

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# Answers to Post-Test Questions

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