



UNIVERSITY of
HOUSTON
COLLEGE OF PHARMACY

Bridging the Disparity Gap

"Cultural competency is one the main ingredients in closing the disparities gap in health care. It's the way patients and (healthcare professionals) can come together and talk about health concerns without cultural differences hindering the conversation, but enhancing it. Quite simply, health care services that are respectful of and responsive to the health beliefs, practices and cultural and linguistic needs of diverse patients can help bring about positive health outcomes.

Culture and language may influence:

- Health, healing, and wellness belief systems;
- How illness, disease, and their causes are perceived, both by the patient/consumer and
- The behaviors of patients/consumers who are seeking health care and their attitudes toward health care providers; and
- The delivery of services by the provider who looks at the world through his or her own limited set of values, which can compromise access for patients from other cultures."

-- U.S. Department of Health and Human Services, Office of Minority Health

About the University of Houston College of Pharmacy

Founded in 1946, the University of Houston College of Pharmacy combines the opportunities and experiences of the Texas Medical Center's world-class healthcare community with resources of the University of Houston, Texas' premier urban teaching and research university, to offer its students the best possible education.

The UH College of Pharmacy aspires to foster a commitment to lifelong learning and an environment where students develop the knowledge, attitudes and skills consistent with the high standards of their profession and/or scientific field. Our college is accredited by the Accreditation Council for Pharmacy Education and holds membership in the American Association of Colleges of Pharmacy.

The University of Houston is an Equal Opportunity/Affirmative Action institution.

HISPANIC HEALTHCARE INITIATIVE

Translating Cultural,
Linguistic Competency
into Healthier Communities



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University of Houston College of Pharmacy is developing a multifaceted approach to improve patient health outcomes and safety within the Hispanic community by training the next generation of pharmacists to provide **culturally and linguistically competent pharmacy care services**.

The initiative serves as a highly focused complement to the Pharm.D. curriculum's emphasis on patient counseling and effective communication techniques, technical screening skills, and advanced pharmacotherapeutics.

Foundation

Numerous published studies and recognized best practices support the impact of pharmacist-led initiatives and projects in:

- Decreasing adverse drug reactions and avoiding drug interactions;
- Improving medication adherence; and
- Decreasing hospitalizations, readmissions and health care expenditures.

Among the patient care services and evidence-based research projects that can be implemented by pharmacists and pharmacy students are:

- Disease state management, especially in diabetes, hypertension, lipids/cholesterol, asthma, COPD, and smoking cessation;
- Medication Therapy Management (MTM), including medication reviews/interventions and medication counseling;
- Immunizations; and
- Population/epidemiological studies.

Phase 1 - Certificate and Experiential Training

The first phase of the initiative comprises traditional classroom-based certificate program and experiential training in ambulatory outpatient clinic and retail pharmacy settings. In cooperation with the UH Department of Hispanic Studies, the certificate portion involves 6 credit hours of advanced Spanish language and Hispanic culture coursework.

Upon completion of the certificate portion, UH pharmacy students complete two 6-week rotations of Advanced Pharmacy Practice Experiences (approximately 40 hours per week) at Federally Qualified Health Centers (FQHCs) and retail pharmacies in predominantly Hispanic neighborhoods.

The first cohort of students completed the certificate program in December 2012, and will begin their APPE assignments in Summer 2013.

Phase 2 - FQHC Faculty and Hispanic Healthcare Minor

The second phase of the initiative will include:

- Establishing a pharmacist-led referral clinic by a Spanish-fluent UH faculty member in collaboration with medical staff and residents at an FQHC site;
- Expanding the certificate/experiential program into a full-fledged Hispanic Healthcare Minor to include a third APPE based in a predominately Hispanic community and an enhanced immersion opportunity for students to live with a Spanish-speaking family; and
- Early experiential training for pharmacy students at the FQHC partner site through wellness events, patient education/seminars, and other activities.

