

**BACKGROUND**

- Number of foreign language speakers in the United States nearly tripled between 1980 to 2019, from 23.1 million to 67.8 million
- In major cities such as Chicago and St. Louis, the rates of foreign languages spoken are even higher.
- Limited English Proficiency: individuals who do not speak English as their primary language and have a limited ability to read, write, or understand English

**OBJECTIVES**

- Identify the languages most commonly spoken in community pharmacies in Chicago and St. Louis
- Assess ways in which pharmacy staff members mitigate language barriers with patients
- Determine the need for language-based interventions in community pharmacies

**METHODS**

- Study Design
- An online qualtrics survey was created and distributed manually by physically going to a number of pharmacies in both cities and handing out papers with QR links to the survey.

- Study Population
- Community pharmacy personnel in the Chicago and St. Louis metro areas were included in the study.
  - Pharmacy staff included pharmacists, pharmacy technicians, and pharmacy students

- Survey
- 10 question survey, combination of objective and subjective questions
  - After data collection period ended in September, results were interpreted and evaluated trends in the answers. General consensus of what the most used strategy against language barriers was found and what pharmacy staff believe would be optimal going forward to mitigate language barriers.

**RESULTS**

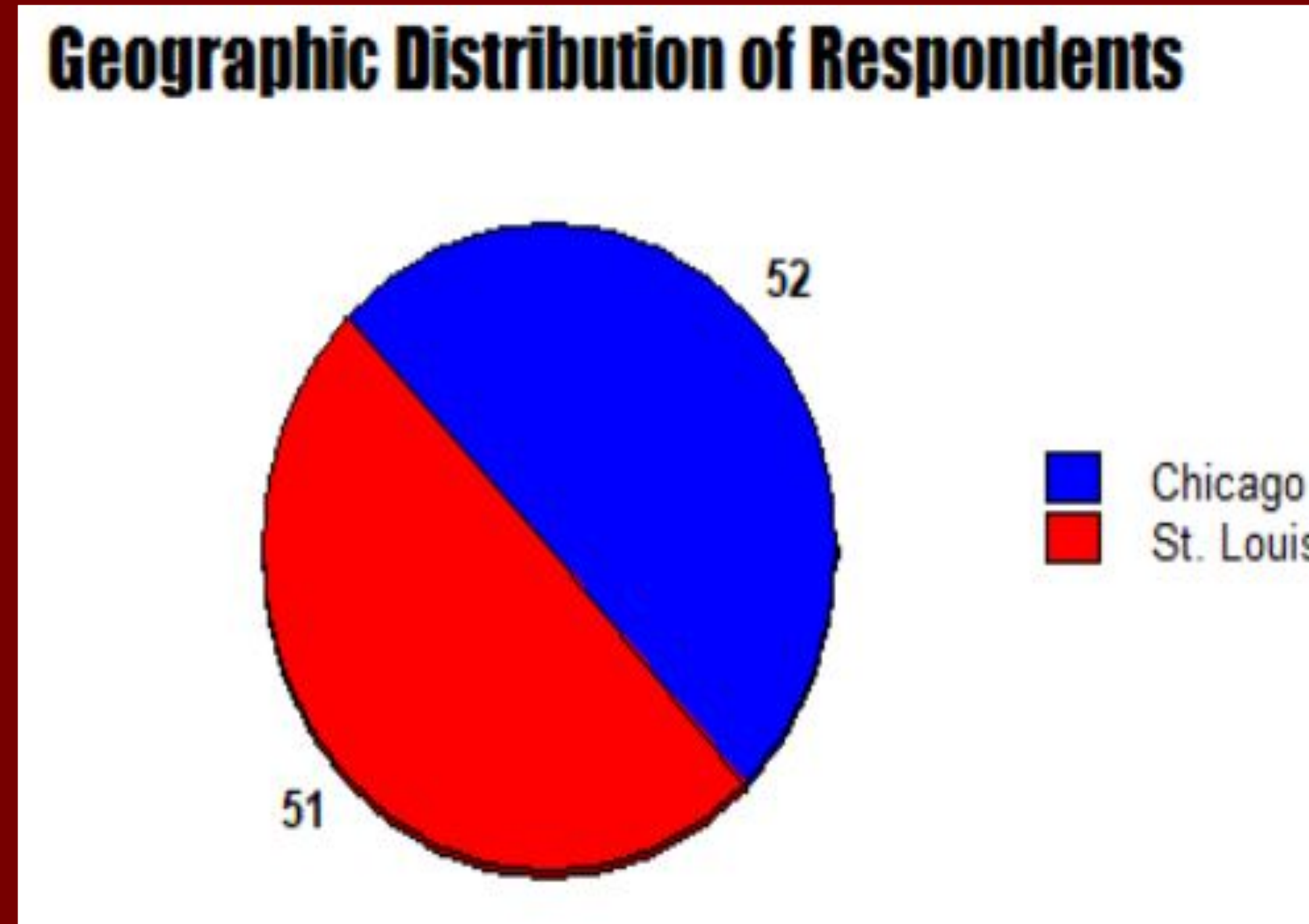


Figure 1

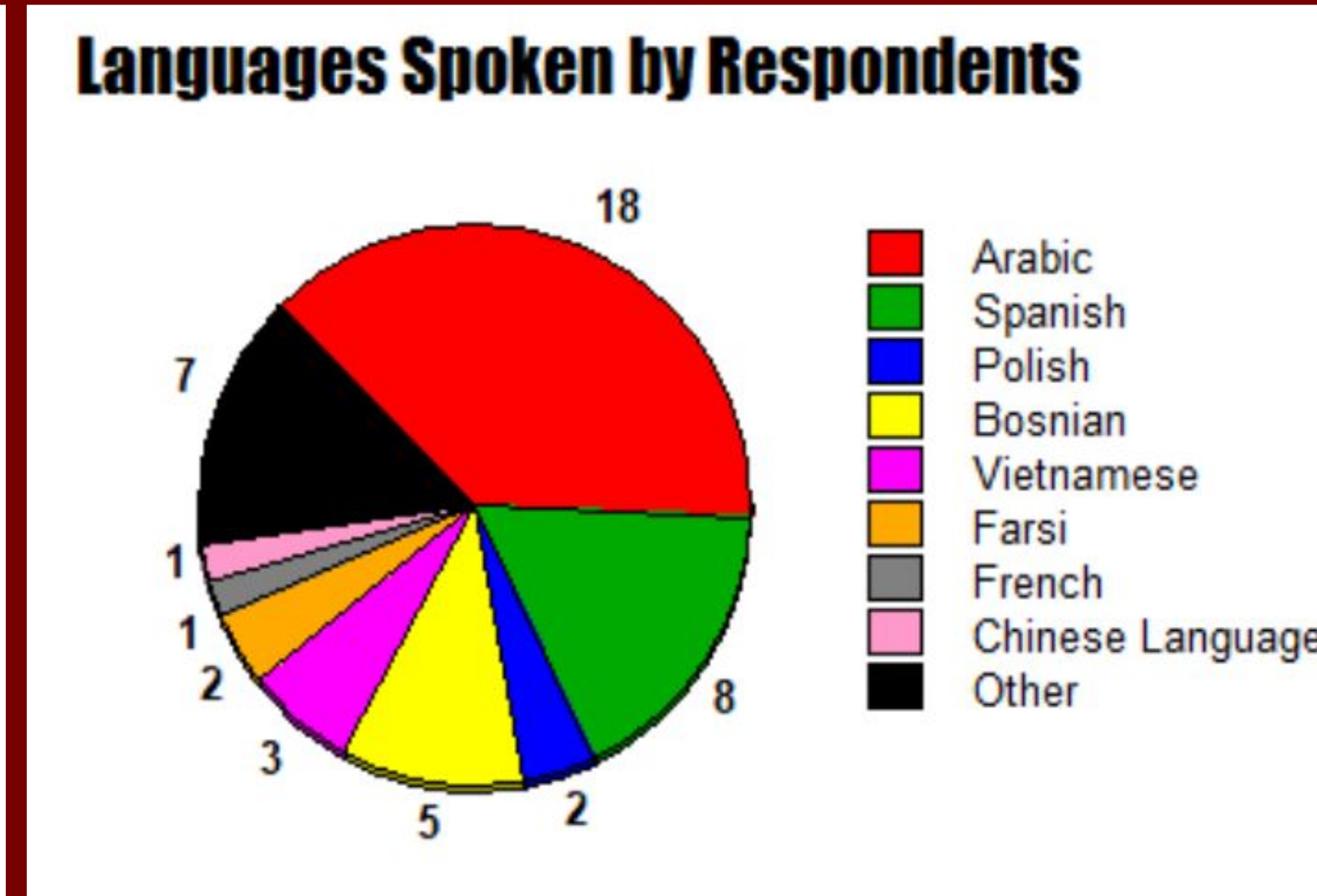


Figure 2

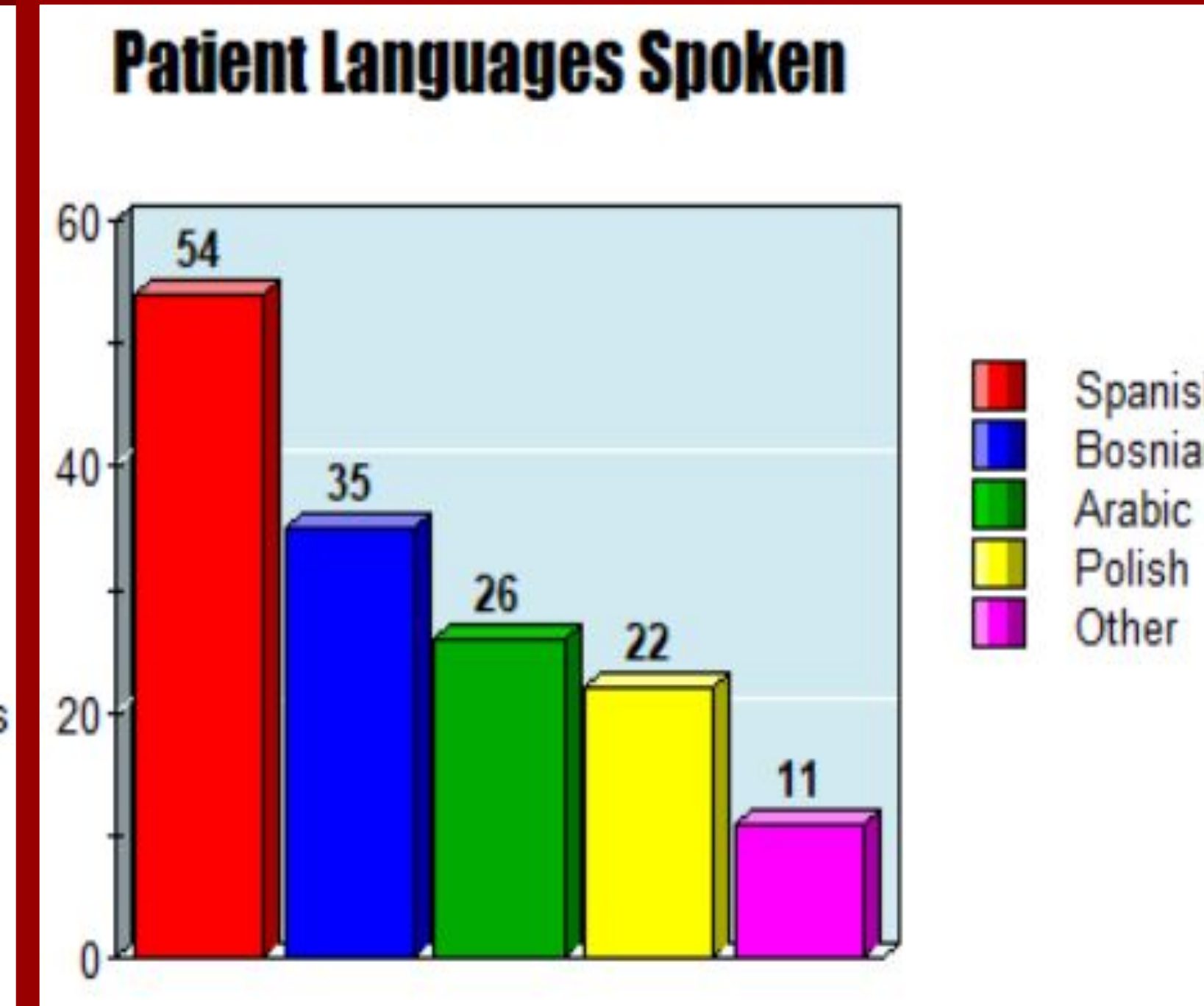


Figure 3

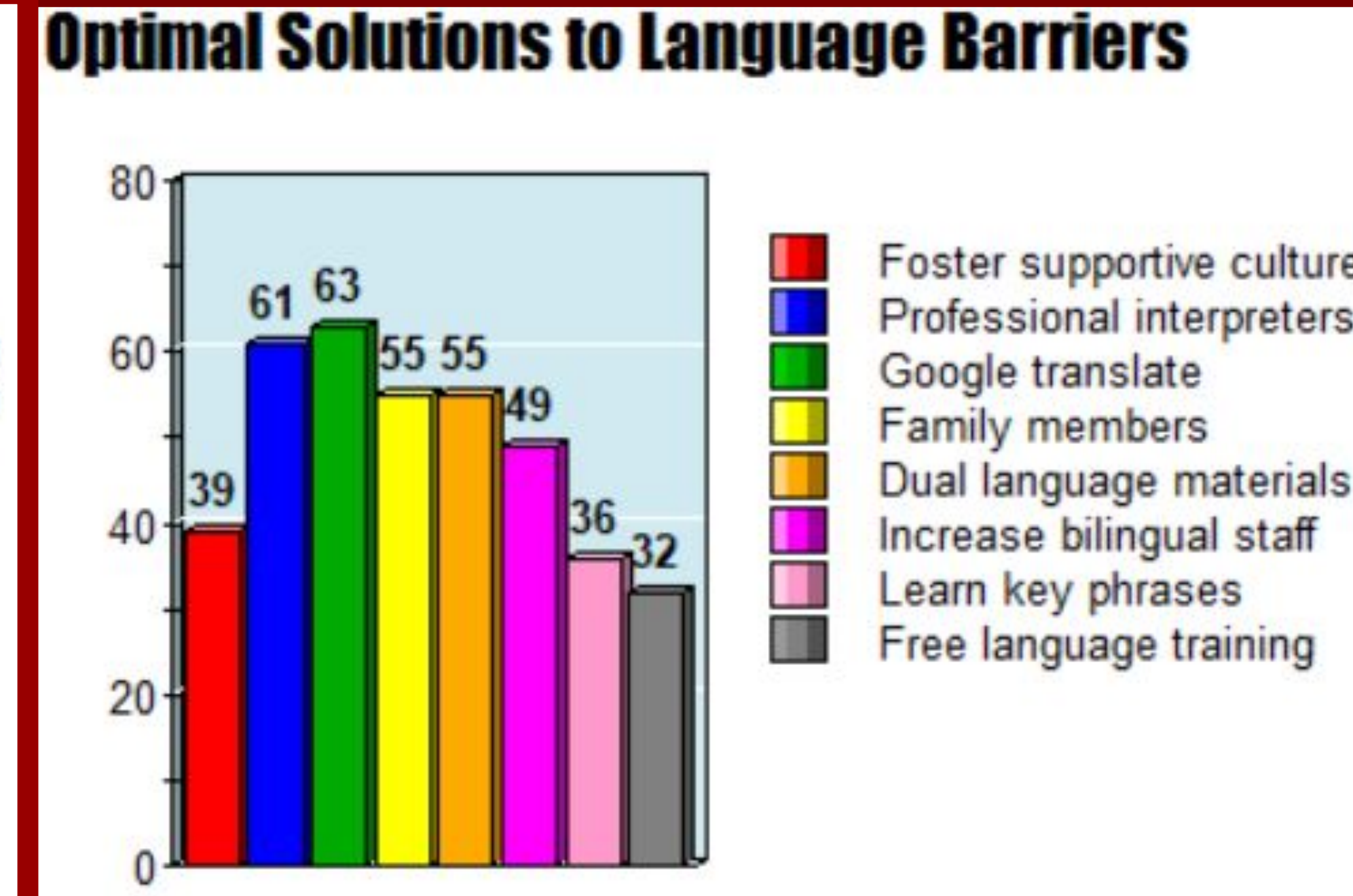


Figure 4

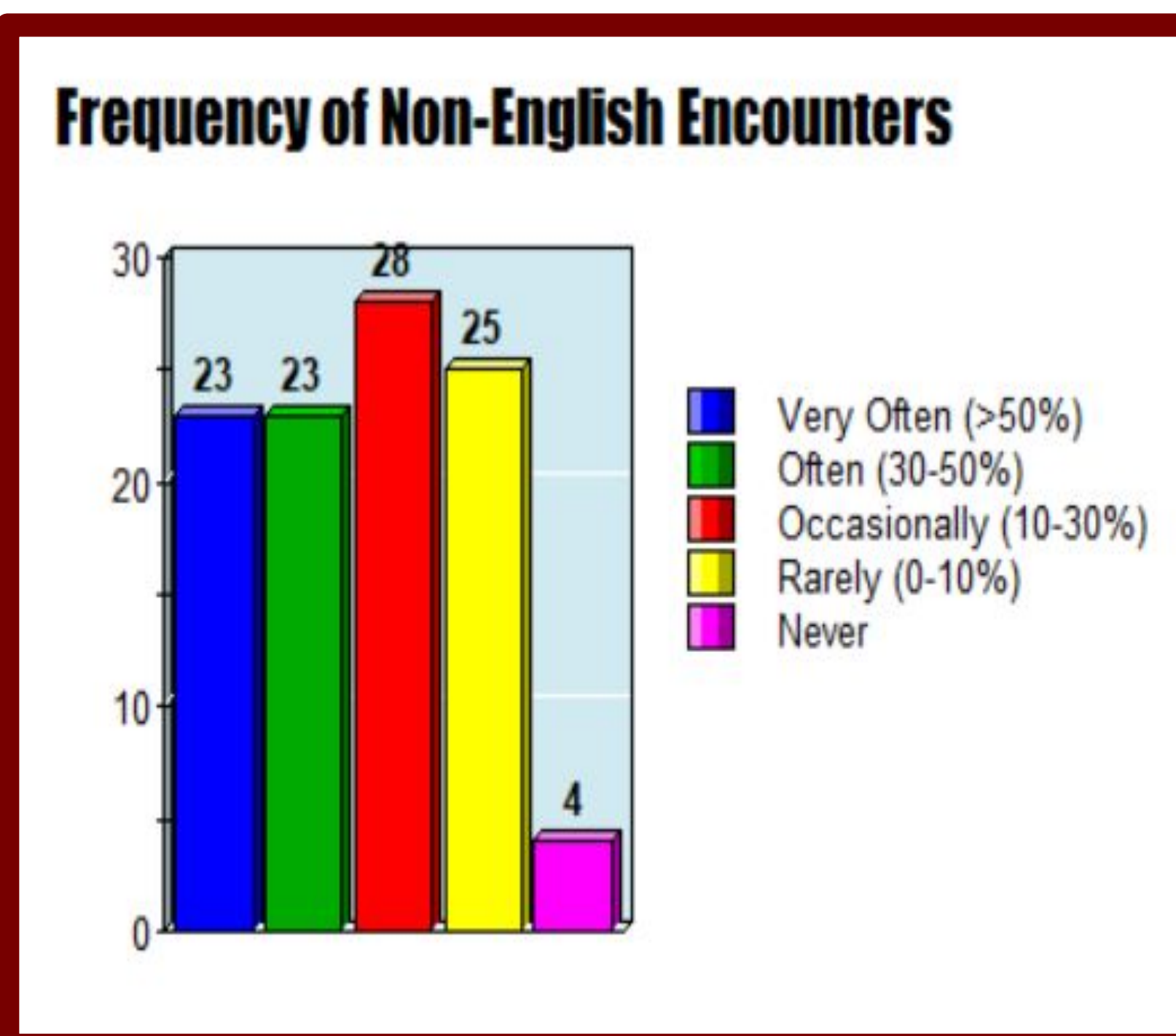


Figure 5

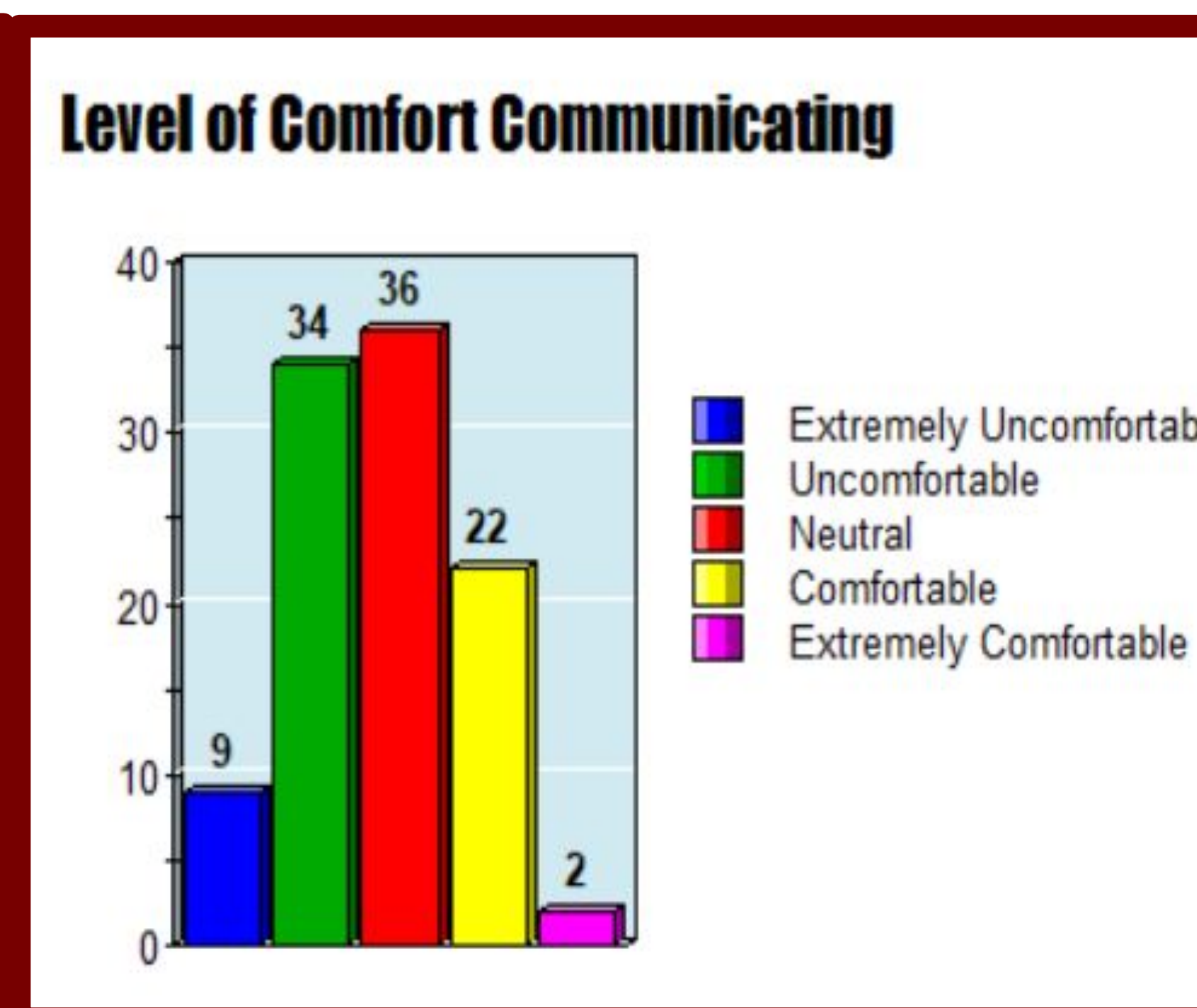


Figure 6

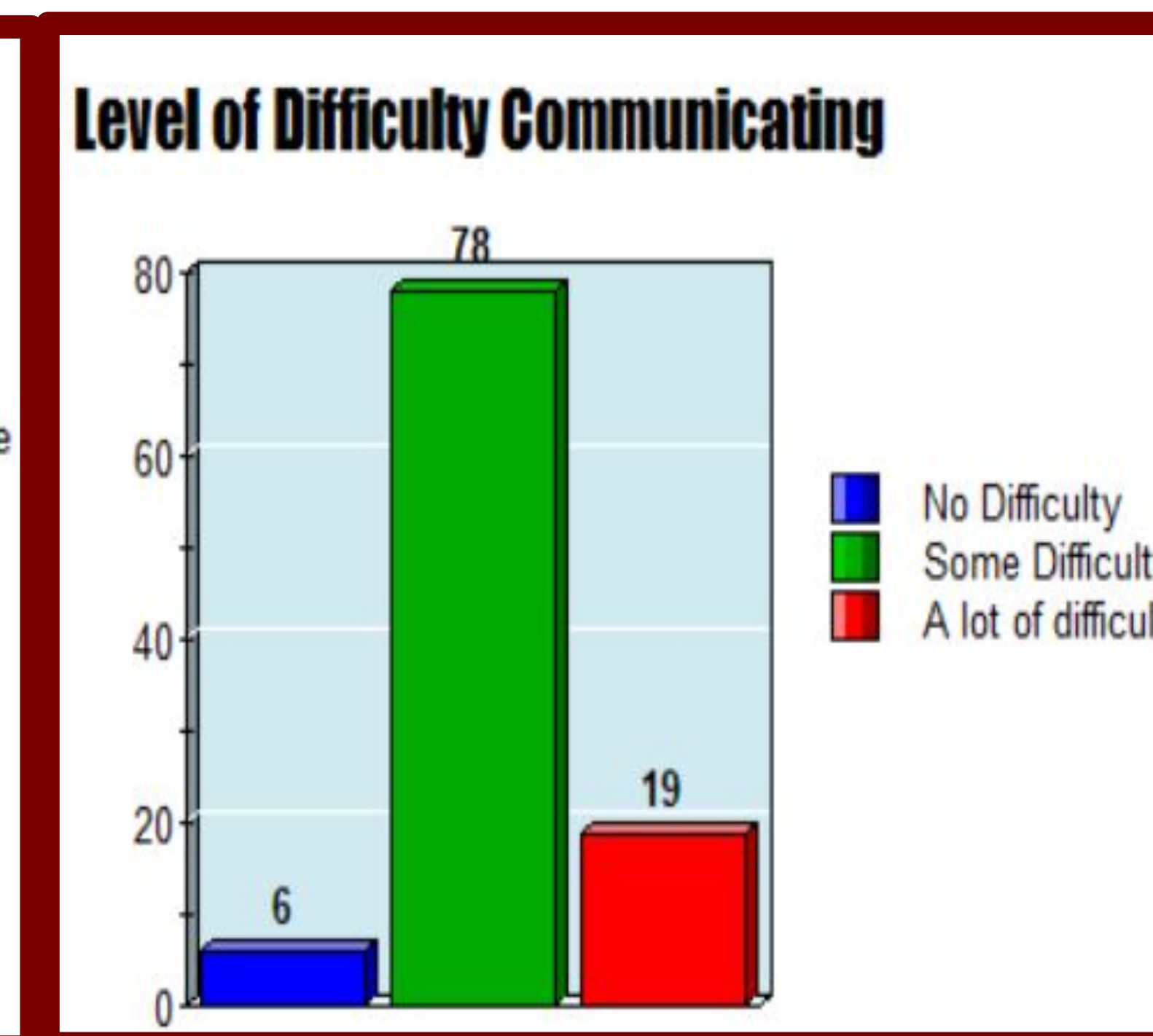


Figure 7



Foreign Language Use in Chicago Pharmacies, 6/2023

Figure 8

**CONCLUSION**

- Respondents were evenly distributed between Chicago and St. Louis, Arabic, Bosnian, and Spanish were the most commonly spoken languages by respondents and patients
- The vast majority of respondents expressed a level of discomfort or difficulty in communicating in non-English languages
- Professional translation services and Google translate are consensus choices to mitigate barriers going forward
- Future studies may look to include larger sample sizes, wider geographic regions

**References**

- Hernandez, S. D. and E. (2022, December 13). Nearly 68 million people spoke a language other than English at home in 2019. Census.gov.
- Language barriers keep 25 million in U.S. from good health care: San diego hospital, Healthcare. Health Library. (n.d.). <https://myhealth.ucsd.edu/RelatedItems/6,1653629912>
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