



Pharmacy Workplace and Well-being Reporting
www.pharmacist.com/pwvr

MONTHLY SNAPSHOT REPORT
October 2023

Please Note: PWWR is a safe space that gives voice to pharmacy personnel workplace positive and negative experiences and suggested solutions. Reported stories, events, and concerns can serve to provide insight for the profession in advocacy efforts, contributions to best practices, education, and discussions between management and pharmacy teams. **The information provided in this report is an aggregate snapshot from those who have submitted reports and is not generalized across the profession.** PWWR Reports are voluntary reports submitted to the Alliance for Patient Medication Safety (APMS), a federally listed Patient Safety Organization (PSO) for learning purposes. Quality-related event data and information reported to a listed PSO is protected from discovery, at both the state and federal level and protected by federal law (the Patient Safety and Quality Improvement Act of 2005, 42 U.S.C. 299b-21 et. seq., and 42 C.F.R. Part 3, §§3.10 et. seq. (PSQIA)) as Patient Safety Work Product.

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Time Period October 1 through October 31, 2023
Reports Submitted This Period 71
Total Reports in PWWR (Since 10/2021) 1885

DEMOGRAPHICS

Primary role

	Number of Respondents	Percentage of Respondents
Pharmacist	40	56.34%
Pharmacist Manager/Supervisor/PIC	17	22.94%
Pharmacy Owner	0	0.00%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	1	1.41%
Certified Pharmacy Technician	7	9.86%
Pharmacy Technician	5	7.04%
Pharmacy Clerk	0	0.00%
Other (Reported as academic pharmacy)	1	1.41%
No Response	0	0.00%

Practice setting

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	51	71.83%
Supermarket Pharmacy	8	11.27%
Mass-merchant Pharmacy	0	0.00%
Independent Pharmacy	1	1.41%
Hospital/Institutional Pharmacy (Inpatient)	4	5.63%
Clinic Pharmacy (Outpatient)	4	5.63%
Ambulatory Care Clinic	0	0.00%
Mail-service Pharmacy	0	0.00%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	0	0.00%
Specialty Pharmacy	1	1.41%
Federal/Military/Dept of Defense Pharmacy	0	0.00%
Other (Reported as managed care, infusion pharmacy, MTM)	2	2.82%

Years in practice

	Number of Respondents	Percentage of Respondents
0-4 Years	10	14.08%
5-14 Years	22	30.99%
15-24 Years	16	22.54%
25 Years or Greater	23	32.39%
Student Pharmacists	0	0.00%

Gender

	Number of Respondents	Percentage of Respondents
Male	16	22.54%
Female	50	70.42%
Other	1	1.41%
Prefer not to answer	4	5.63%

Are you a member of

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	25	35.21%
National Pharmacy Association/Society/Academy	22	30.99%
Neither	40	56.34%

Length of time worked at the organization for the experience described in the report.

	Number of Respondents	Percentage of Respondents
0-6 Months	14	11.29%
7-12 Months	22	17.74%
13 Months – 4 Years	34	27.42%
5 or More Years	54	43.55%

State where the individual was practicing when the reported experience occurred:

States included (number of report): AK (1), CA (12), CO (3), FL (9), DC (1), GA (3), IL (1), IN (1), IA (1), KY (3), ME (1), MD (1), MA (2), MI (1), MS (1), MO (2), NV (1), NJ (1), NM (1), NY (4), NC (5), OH (1), PA (3), SD (1), TN (2), TX (1), UT (1), VA (1), WA (3), WV (1), and WI (2).

Number of positive and negative experiences reported.

	Number of Respondents	Percentage of Respondents
Positive Experience	3	4.23%
Negative Experience	68	97.77%

POSITIVE EXPERIENCE REPORTS

Which category best describes the positive experience of your report? Select the one that best fits your positive experience.

	Number of Respondents	Percentage of Respondents
Preventing Errors and Improving Quality	0	0.00%
Communication, Feedback, Psychological Safety	0	0.00%
Safety and Quality by Design	1	33.33%
Other	2	66.67%

Based on your answer to the question above, please select one that best fits your positive experience. There are three groups of options to choose from. Not every group will have a response selected.

	Number of Respondents	Percentage of Respondents
My co-worker, supervisory and I worked collaboratively as a team to resolve a difficult workflow problem that created and unsafe condition.	0	0.00%
My supervisor created a learning opportunity for me to grow professionally and/or as a person.	1	100.00%
My supervisor asked for my input before implementing a new workflow, policy, or other change in the pharmacy.	0	0.00%
My supervisor asked for my input in evaluating a recently implemented workflow, policy, technology, or other change in the pharmacy	0	0.00%
Other	0	0.00%

Based on your answer to the question above, please select one that best fits your positive experience. There are three groups of options to choose from. Not every group will have a response selected.

	Number of Respondents	Percentage of Respondents
Our technology prevented a potential medication error from reaching the patient	0	0.00%
Targeted safety practices prevented a potential error involving high alert medications.	0	0.00%
I used my clinical skills, training, and expertise to prevent a potential medication error from reaching the patient.	0	0.00%

Based on your answer to the question above, please select one that best fits your positive experience. There are three groups of options to choose from. Not every group will have a response selected.

	Number of Respondents	Percentage of Respondents
I had a positive patient interaction that improved the patient's understanding of the medication error and/or its use.	0	0.00%
I effectively used my communication skills in discussing a medication concern with a prescriber.	0	0.00%
I received positive feedback from a patient about an action took related to their medication and/or its use.	0	0.00%
I received positive feedback from my supervisor about an action I took to keep patients safe or improve quality of medication use.	0	0.00%
I received positive feedback from a co-worker about an action I took to keep patients or improve quality of medication use.	0	0.00%
My supervisor supported my emotional well-being following a medication error or potential error that could have resulted in serious harm.	0	0.00%

Describe Your Positive Experience

Experiences included: Academic instruction on wellness, manager requests feedback on how to improve patient safety, institution is dedicated to wellness and employee retention with unique scheduling with no work off-the-clock.

How has this positive experience affected or may affect your personal well-being? Select only one.

	Number of Respondents	Percentage of Respondents
No expected effect on my overall well-being.	0	0.00%
A temporary positive effect on my overall well-being	0	0.00%
A lasting positive effect on my overall well-being.	3	100.00%
I am unsure how this may affect my overall well-being	0	0.00%

Because of this positive experience the individual reported that they were more likely to: (all that apply)

	Number of Respondents	Percentage of Respondents
Take actions that help my co-workers have a similar positive experience.	2	66.67%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	2	66.67%
Invest more emotional energy in improving the patient experience.	1	33.33%
Increase my engagement with and awareness of the pharmacy's safety goals.	1	33.33%
Increase my reporting of "good-catch events" and potential unsafe conditions.	0	0.00%
Take no new action	0	0.00%
Other	0	0.00%

How did your schedule (the day or the days leading up to) or staffing in the pharmacy affect the situation/experience you are reporting?

Responses included did not affect.

Did you communicate this positive experience to your staff and supervisors? Why or why not?

Two indicated yes – one indicating "all the time" and the other indicated "I'm vocal." One indicated no but did not provide a reason.

NEGATIVE EXPERIENCE REPORTS

Which category(ices) best describes the nature of the negative experience being reported?

Select all that apply.

	Number of Respondent	Percentage of Respondents
Medication Error – near miss with no patient harm	25	36.76%
Medication Error – patient harm	6	8.82%
Working Conditions (e.g., breaks, ergonomics, lighting, too few computer terminals, too many phone lines for phone available).	46	67.65%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	60	88.24%

Volume/workload expectations to available staffing and shift hours	62	91.18%
Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	50	73.53%
Professional judgement restricted or supported when caring for a patient (i.e., must follow employer policy regardless of situation, manager lacks understanding about patient care delivery or laws/regulations)	25	36.76%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	21	30.88%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	14	20.59%
Insurance billing issues	13	19.12%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	28	41.18%
Verbal or Emotional harassment/bullying	28	41.18%
Sexual harassment	3	4.41%
Physical harm	5	7.35%
Discrimination or microaggression based on race, ethnicity, or gender	13	19.12%

Exploring the last categories from above:

Verbal or Emotional harassment/bullying was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	13	54.663%
Co-worker - within your pharmacy, hospital, or clinic workplace	1	3.57%
Manager/Assistant manager – non-pharmacy	3	10.71%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	9	32.14%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	2	7.14%

Sexual Harassment was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	1	33.33%
Co-worker - within your pharmacy, hospital, or clinic workplace	0	0.00%
Manager/Assistant manager – non-pharmacy	0	0.00%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	1	33.33%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	1	33.33%

Physical Harm – Threatened or Actual – was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	4	80.00%
Co-worker - within your pharmacy, hospital, or clinic workplace	0	0.00%
Manager/Assistant manager – non-pharmacy	1	20.00%
Manger - Pharmacy (director of pharmacy, district pharmacy manager, department head)	0	0.00%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	0	0.00%

Discrimination or microaggression based on race, ethnicity, gender was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	1	7.69%
Co-worker - within your pharmacy, hospital, or clinic workplace	0	0.00%
Manager/Assistant manager – non-pharmacy	2	15.38%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	6	46.15%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	2	15.58%
Other	2	15.58%

Description of Experiences

Responses included: Pharmacies have become so toxic to work in over the last six months; pharmacy is now open 2 hours less each day, but volume has not decreased it is all crammed into shorter hours and has become unbearable; work nights alone with staff leaving as soon as I there and I'm left with a mess; continually proposition by a patient and I reported to the DM but nothing was ever done so I transferred; it has become so stressful and I have become just so bitter and angry while at work; computer issues slowing filling process down and yelled at for not meeting time metric but nothing is be done to fix the computer issues; constant criticism from manager; pharmacist opens and closes by themselves due to staff cuts and now have been robbed 3 times at closing. Begged for security cameras and was told it was too expensive; harassment from consumers when closed for lunch; while an organization can no longer place metrics on individuals the organization is still keeping track and bringing them up in calls between DM and pharmacist; was yelled at for making too many corrections to prescriptions that were being checked – isn't that what we are supposed to do when verifying; non-pharmacist supervisor dictating how the workflow should be and over ruling the PIC's decisions leading to chaos in the pharmacy; if it walks like a quota and quacks like a quota, it is illegal in my state but they seem to be getting around the law; abuse from prescriber because phone wait was too long; and abuse from patient in front of supervisor but nothing was done to support the pharmacist.

Select all contributing factors or root causes that contributed to the negative experience reported.

	Number of Respondents	Percentage of Respondents
Workflow design/policies	44	64.71%
Break policy and practices	21	30.88%
Technology/Automation	12	17.65%
Metrics	41	60.29%
Drive thru window/Hospital staff window	18	26.47%
Medication availability/shortages	20	29.41%
Insurance/Prior authorization payment	14	20.59%
State/Federal law or regulation	11	16.18%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	41	60.29%
Training/Education	26	38.24%
Patient (or patient caregiver) expectations and/or demands	26	38.24%
Unexpected influx of patients/patient surge	28	41.18%
Inadequate staffing	52	76.47%
Floater/Per diem staffing	16	23.53%
Inadequate pharmacist to pharmacy technician staffing	34	50.00%
Other: <i>Need more help during day shifts, lack of respect, unrealistic expectations, surge in work without a surge in staffing, new projects and metrics constantly being rolled out, and harassment.</i>	6	8.82%

Exploring one root cause from list above

a. If staffing or pharmacist-technician ratios were identified as a root cause or contributing factor at the time of the negative experience, the staffing and pharmacist-technician ratios were:

	Number of Respondents	Percentage of Respondents
At the normally scheduled level	19	33.93%
At the normally schedule level but using float or per diem staff	2	3.57%
Less than the normally scheduled level (e.g., absenteeism)	30	53.57%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	5	8.53%

b. Was the negative experience you reported:

	Number of Respondents	Percentage of Respondents
An isolated occurrence	1	1.47%
A recurring occurrence	67	98.53%
Verbatim Comments Included: <i>Throughout the entire shift, night shift needs more help but told that day shift needs it all, all day-every day, spurts at</i>		

11am and 3pm, evening weekdays, the last 2 hours of the shift when pharmacist is alone, from 9:30am-6pm when vax are scheduled every 10 mins with not extra help, 13 hour shift with chaos 2 hours into it and then the last 2 hours.		
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c. Does pharmacy management plan to take appropriate actions to prevent the experience your reported from happening in the future?

	Number of Respondents	Percentage of Respondents
Yes	1	1.47%
No	43	63.24%
Don't know	24	35.29%

Did you offer specific recommendations to your supervisor to prevent this incident or similar incidents from happening again?

	Number of Respondents	Percentage of Respondents
No, I did not discuss with my supervisor, manager, department head, etc.	15	22.06%
Yes	53	77.94%
"Why did you not discuss?" Verbatim comments included: <i>They don't listen so why bother, when someone has in the past they were fired, my supervisor is the one doing the bullying, fear of retribution, culture of shut up or leave, addressed until the "situation" blew over and then "back to buckle up and shut up," and he can't do anything any way.</i>		

Was your recommendation considered and applied?

	Number of Respondents	Percentage of Respondents
Yes	4	7.55%
No	49	92.45%
"Why was your recommendation not considered?" Verbatim comments included: <i>Still waiting for a reply, no response, too costly, trying for years and not going to happen, changes come in form of retaliation, they pretend they want feedback for their metrics but don't do anything, laughed at, no budget, and heard per their obligation to listen but then do nothing.</i>		

Effect on Well-being

On scale of 0-4 where 0 is None and 4 is Significant, to what degree do you believe your reported experience adversely affected your personal well-being:

Increased Stress

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	0	0.00%
2	0	0.00%
3	9	13.24%
4	59	86.76%

Increased Burn-out

	Number of Respondents	Percentage of Respondents
0	1	1.47%
1	1	1.47%
2	2	2.94%
3	5	7.35%
4	59	86.76%

Increased Weakened Family/Personal Relationships

	Number of Respondents	Percentage of Respondents
0	7	10.29%
1	3	4.41%
2	4	5.88%
3	13	19.12%
4	41	60.29%

Increased Lessened Happiness

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	1	1.47%
2	0	0.00%
3	10	14.71%
4	57	83.82%

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