



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

MONTHLY SNAPSHOT REPORT
February 2024

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.

Pharmacy Workplace and Well-being Reporting
SNAPSHOT REPORT – February 2024
www.pharmacist.com/pwwr

Time Period February 1 through February 29, 2024
Reports Submitted This Period 82
Total Reports in PWWR (Since 10/2021) 2025

DEMOGRAPHICS

Primary Role

	Number of Respondents	Percentage of Respondents
Pharmacist	42	51.22%
Pharmacist Manager/Supervisor/PIC	22	26.83%
Pharmacy Owner	0	0.00%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	3	3.66%
Certified Pharmacy Technician	7	8.54%
Pharmacy Technician	5	6.10%
Pharmacy Clerk	0	0.00%
Other (Reported as former pharmacy resident, disabled, clinical pharmacist)	3	3.66%
No Response	0	0.00%

Practice Setting

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	48	58.54%
Supermarket Pharmacy	6	7.32%
Mass-merchant Pharmacy	0	0.00%
Independent Pharmacy	3	3.66%
Hospital/Institutional Pharmacy (Inpatient)	9	10.98%
Clinic Pharmacy (Outpatient)	2	2.44%
Ambulatory Care Clinic	5	6.10%
Mail-service Pharmacy	2	2.44%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	3	3.66%
Specialty Pharmacy	0	0.00%
Federal/Military/Dept of Defense Pharmacy	0	0.00%
Other (Reported as academia, Medicare)	4	4.88%

Years in Practice

	Number of Respondents	Percentage of Respondents
0-4 Years	16	19.51%
5-14 Years	27	32.93%
15-24 Years	15	18.29%
25 Years or Greater	22	26.83%
Student Pharmacists	2	2.44%

Gender

	Number of Respondents	Percentage of Respondents
Male	22	26.83%
Female	57	69.51%
Other	0	0.00%
Prefer not to answer	3	3.66%

Are you a member of...

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	12	46.15%
National Pharmacy Association/Society/Academy	12	46.15%
Neither	9	34.62%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	9	10.98%
7-12 Months	12	14.63%
13 Months – 4 Years	24	29.27%
5 or More Years	37	45.12%
No Answer	0	0.00%

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

States included (number of report): AL (1), AZ (2), CA (8), CO (4), CT (1), DC (1), FL (7), GA (3), IL (3), IN (3), IA (1), KY (1), MD (2), MA(1), MI (1), MN (1), MO (3), MT (1), NE (1), NV (1), NH (2), NJ (2), NY (5), NC (2), OH (3), OK (1), OR (1), PA (2). SC (3), TN (5), TX (7), UT (1), VA (1), and WA (1).

Number of positive and negative experiences reported.

	Number of Respondents	Percentage of Respondents
Positive Experience	8	9.76%
Negative Experience	74	90.24%

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	3	37.50%
Communication, Feedback, Psychological Safety	2	25.00%
Safety and Quality by Design	1	12.50%
Other	2	25.00%

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
My co-worker, supervisory and I worked collaboratively as a team to resolve a difficult workflow problem that created an unsafe condition.	0	0.00%
My supervisor created a learning opportunity for me to grow professionally and/or as a person.	0	0.00%
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	1	100.00%
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	1	33.33%
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.	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
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.	1	50.00%
I received positive feedback from my supervisor about an action I took to keep patients safe or improve quality of medication use.	1	50.00%
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: Applied the principles of advanced drug information to help my patients, automation has been incorporated into workflow to detect medication errors before meds are administered, recognized as an expert and respected, solved an insurance issue, my suggestion was appreciated by my manger.

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.	2	25.00%
A temporary positive effect on my overall well-being.	0	0.00%
A lasting positive effect on my overall well-being.	6	75.00%
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.	7	87.50%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	6	75.00%
Invest more emotional energy in improving the patient experience.	5	62.50%
Increase my engagement with and awareness of the pharmacy's safety goals.	4	50.00%
Increase my reporting of "good-catch events" and potential unsafe conditions.	3	37.50%
Take no new action	0	0.00%
Other (make sure to pass on positive feedback)	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?

Our reasonable schedule allows for life balance and even though the pharmacy is understaffed, the hours of operation and availability of full medical records improve the practice environment. Didn't have much to do with hours – more about culture. Never fear for my job if an error is discovered because focus on how to better workflow and training improvements. Well-staffed for can take time off.

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

A few indicated that it did not, but those that did said that it felt good to share and one said there are open conversations and they discuss all the time.

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	13	17.57%
Medication Error – patient harm	1	1.35%

Working Conditions (e.g., breaks, ergonomics, lighting, too few computer terminals, too many phone lines for phone available).	46	62.16%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	52	70.27%
Volume/workload expectations to available staffing and shift hours	51	68.92%
Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	45	60.81%
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)	16	20.27%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	9	12.19%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	10	13.51%
Insurance billing issues	10	13.51%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	21	28.38%
Verbal or Emotional harassment/bullying	15	20.27%
Sexual harassment	3	4.05%
Physical harm	4	5.41%
Discrimination or microaggression based on race, ethnicity, or gender	7	9.46%

Exploring the last categories from above:

Verbal or Emotional harassment/bullying was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	5	33.33%
Co-worker - within your pharmacy, hospital, or clinic workplace	1	6.67%
Manager/Assistant manager – non-pharmacy	1	6.67%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	7	46.67%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	1	6.67%

Sexual Harassment was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	0	0.00%
Co-worker - within your pharmacy, hospital, or clinic workplace	2	66.67%
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)	0	0.00%

Physical Harm – Threatened or Actual – was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	3	75.00%
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	25.00%
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	14.29%
Co-worker - within your pharmacy, hospital, or clinic workplace	2	28.57%
Manager/Assistant manager – non-pharmacy	0	0.00%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	3	42.86%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	0	0.00%
Other	1	14.29%

Description of Experiences

Responses included: *Computer system outdated and not regularly updated so errors occur. Worklife not in balance. Workload was overwhelming and it's not for lack of working hard or attitude of staff it's because there are just too many prescriptions and vaccines for the number of pharmacists on shift. Chronic short staffing encouraged to ignore available safety data on drug stability on IVs because of short staffing so it is not possible. 12-hour shift with no lunch break. Promised new out of store filling process that was to reduce stress on staff and allow for more patient services but it the numbers crept up and staffing was reduced so it's no better. Harassment from co-workers. Critical access hospital with one pharmacist on duty and when it gets too busy unsafe practices to access medications happened and it is allowed to continue. There are two metrics that have been deemed the most important – patient surveys and signing-up for auto refill. Patient frustration taken out on pharmacist due to insurance approval issues. Staff not appropriately trained leading to too many errors being caught because the staff is inexperienced and careless. Must meet a metric before we can leave and are required to stay after shift without compensation until the metric is met. Pharmacist is held responsible for issues even when they have been reported multiple times with no action by management. Patient threatened violence as I left work because they had to wait too long. Hours being cut due to being over budget and then criticized because we aren't meeting metrics. Endured an antisemitic rant from co-worker over war, when I reported I was told nothing could be done. Pharmacy needs remodeling to include more phones and better workflow. Due to needed physical accommodations, my employer will not provide and as a result the person must work as a pharmacy technician rather than a pharmacist.*

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	40	54.05%
Break policy and practices	21	28.38%
Technology/Automation	17	22.97%
Metrics	42	56.76%
Drive thru window/Hospital staff window	18	24.32%
Medication availability/shortages	17	22.97%
Insurance/Prior authorization payment	15	20.27%
State/Federal law or regulation	8	10.81%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	36	48.65%
Training/Education	25	33.78%
Patient (or patient caregiver) expectations and/or demands	22	29.73%
Unexpected influx of patients/patient surge	13	17.57%
Inadequate staffing	48	64.86%
Floater/Per diem staffing	12	16.22%
Inadequate pharmacist to pharmacy technician staffing	32	43.24%
Other: Responses included pharmacists pulled out of location to cover another, no time to train new hires, staffing is not adequate, outside contractor for director	10	13.51%

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	24	47.06%
At the normally schedule level but using float or per diem staff	3	5.88%
Less than the normally scheduled level (e.g., absenteeism)	21	41.18%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	3	55.86%

b. Was the negative experience you reported:

	Number of Respondents	Percentage of Respondents
An isolated occurrence	0	0.00%
A recurring occurrence	74	100.00%

Verbatim Comments Included: <i>All the time, 6-8 hours into shift, recurring, on-going daily, Monday morning, constant throughout flu season, 2 hours unto shift, random, recurring, various times, weekday evenings</i>		
--	--	--

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	3	4.05%
No	54	72.97%
Don't know	17	22.97%

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.	26	35.14%
Yes	48	64.86%
"Why did you not discuss?" Verbatim comments included: <i>can't do anything about it, corporate culture doesn't support dissenting views on any topics, I will be targeted, fear of retaliation, don't listen so why bother, supervisor is the one doing the bullying</i>		

Was your recommendation considered and applied?

	Number of Respondents	Percentage of Respondents
Yes	8	16.67%
No	40	83.33%
"Why was your recommendation not considered?" Verbatim comments included: <i>Not enough money for the needed staffing hours, considered but not applied but no reason given, staff quitting, too big to listen or care, don't do enough volume to increase staffing, been told if don't like it then quit and go elsewhere, pharmacists should be the fastest technicians so no additional staff needed</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	1	1.35%
2	0	0.00%
3	14	18.92%
4	59	79.73%

Increased Burn-out

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	1	1.35%
2	4	5.41%
3	7	9.46%
4	62	83.78%

Increased Weakened Family/Personal Relationships

	Number of Respondents	Percentage of Respondents
0	5	6.76%
1	6	8.11%
2	11	14.86%
3	11	14.86%

4	41	55.41%
---	----	--------

Increased Lessoned Happiness

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	3	4.05%
2	5	6.76%
3	9	12.16%
4	57	77.03%

###