



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

MONTHLY SNAPSHOT REPORT
January 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.



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Time Period January 1 through January 31, 2024
Reports Submitted This Period 26
Total Reports in PWWR (Since 10/2021) 1943

DEMOGRAPHICS

Primary Role

	Number of Respondents	Percentage of Respondents
Pharmacist	16	61.54%
Pharmacist Manager/Supervisor/PIC	5	19.23%
Pharmacy Owner	0	0.00%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	3	11.54%
Certified Pharmacy Technician	1	3.85%
Pharmacy Technician	0	0.00%
Pharmacy Clerk	0	0.00%
Other (Reported as pharmacy fellow)	1	3.85%
No Response	0	0.00%

Practice Setting

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	10	38.46%
Supermarket Pharmacy	3	11.54%
Mass-merchant Pharmacy	0	0.00%
Independent Pharmacy	2	7.69%
Hospital/Institutional Pharmacy (Inpatient)	3	11.54%
Clinic Pharmacy (Outpatient)	5	19.23%
Ambulatory Care Clinic	3	11.54%
Mail-service Pharmacy	0	0.00%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	0	0.00%
Specialty Pharmacy	0	0.00%
Federal/Military/Dept of Defense Pharmacy	0	0.00%
Other (Reported as industry, school, not applicable)	0	0.00%

Years in Practice

	Number of Respondents	Percentage of Respondents
0-4 Years	2	7.69%
5-14 Years	11	42.31%
15-24 Years	6	23.08%
25 Years or Greater	5	19.23%
Student Pharmacists	2	7.69%

Gender

	Number of Respondents	Percentage of Respondents
Male	4	15.38%
Female	22	84.62%
Other	0	0.00%
Prefer not to answer	0	0.00%

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	5	19.23%
7-12 Months	1	3.85%
13 Months – 4 Years	10	38.46%
5 or More Years	10	38.46%
No Answer	0	0.00%

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

States included (number of report): CA (1), CT (1), IL (3), MD (1), MN (1), MT (5), NY (2), OH (1), PA (1), SC (1), TN (4), TX (1), VA (1), WA (1), and Other (1).

Number of positive and negative experiences reported.

	Number of Respondents	Percentage of Respondents
Positive Experience	8	30.77%
Negative Experience	18	69.23%

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	4	50.00%
Safety and Quality by Design	1	12.50%
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
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.	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	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.	1	25.00%
I received positive feedback from a patient about an action taken related to their medication and/or its use.	2	50.00%
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.	1	25.00%

Describe Your Positive Experience

Experiences included: Teamwork to get a patient their prescription when it wasn't received, needle stick incident and staff was supportive to the staff member who was injured, prevented medication errors, technology prevented misbilling, closed door pharmacy allows for slower pace and ease of communication, conferred with patient and prescriber to switch a medication the patient could afford and is now doing well with her treatment plan, and had a meeting with district manager about career goals and now will shadow a corporate staff person this summer.

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.	3	37.50%
A lasting positive effect on my overall well-being.	3	37.50%
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.	6	75.00%
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.	3	37.50%
Increase my engagement with and awareness of the pharmacy's safety goals.	5	62.50%
Increase my reporting of "good-catch events" and potential unsafe conditions.	5	62.50%
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?

Did not affect, had adequate staff and time to investigate the medication alternative, and was able to take breaks.

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

Many did communicate the experience with reasons cited including communicated it to make the staff aware, it was required, thought it was important. The one that didn't was because they didn't feel it was necessary.

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	2	11.11%

Medication Error – patient harm	0	0.00%
Working Conditions (e.g., breaks, ergonomics, lighting, too few computer terminals, too many phone lines for phone available).	10	55.56%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	9	73.81%
Volume/workload expectations to available staffing and shift hours	10	55.56%
Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	7	38.89%
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)	6	33.33%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	2	11.11%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	4	22.22%
Insurance billing issues	3	16.67%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	3	16.67%
Verbal or Emotional harassment/bullying	9	50.00%
Sexual harassment	0	0.00%
Physical harm	1	5.56%
Discrimination or microaggression based on race, ethnicity, or gender	2	11.11%

Exploring the last categories from above:

Verbal or Emotional harassment/bullying was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	4	44.44%
Co-worker - within your pharmacy, hospital, or clinic workplace	1	11.11%
Manager/Assistant manager – non-pharmacy	1	11.11%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	3	33.33%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	0	0.00%

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	0	0.00%
Manager/Assistant manager – non-pharmacy	0	0.00%
Manger – Pharmacy (director or pharmacy, district pharmacy manager, department head)	0	0.00%
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	1	100.00%
Co-worker - within your pharmacy, hospital, or clinic workplace	0	0.00%
Manager/Assistant manager – non-pharmacy	0	0.00%
Manger - Pharmacy (director or 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	50.00%
Co-worker - within your pharmacy, hospital, or clinic workplace	0	0.00%
Manager/Assistant manager – non-pharmacy	0	0.00%
Manger – Pharmacy (director or pharmacy, district pharmacy manager, department head)	1	50.00%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	0	0.00%

Other	0	0.00%
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Description of Experiences

Responses included: *Computer systems is so old with so many glitches, patient threatened staff because of refusal to fill a controlled substance per prescriber order, patient verbally abusive because when told the medication, broken promises when hired for a fellowship, short staffed with all technicians having quit, patient very rude when it was explained that as a student they couldn't counsel and needed to get the pharmacist, highly stressful environment, patient verbally abusive because we weren't fast enough, non-pharmacist manager that doesn't want to learn or understand what we can and can not do, had to let patient know that due to the below cost reimbursement level we couldn't dispense the prescription via insurance, supervisors never responds to emails or phone calls, demeaning supervisor who always says – don't like it you can leave.*

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	10	55.56%
Break policy and practices	3	16.67%
Technology/Automation	2	11.11%
Metrics	9	40.00%
Drive thru window/Hospital staff window	1	5.56%
Medication availability/shortages	4	22.22%
Insurance/Prior authorization payment	3	16.67%
State/Federal law or regulation	5	27.78%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	10	55.56%
Training/Education	5	27.78%
Patient (or patient caregiver) expectations and/or demands	3	16.67%
Unexpected influx of patients/patient surge	2	11.11%
Inadequate staffing	9	50.00%
Floater/Per diem staffing	3	16.67%
Inadequate pharmacist to pharmacy technician staffing	2	11.11%
Other: Responses included <i>patient didn't read name tag, poor management, lack of knowledge or desire to learn, prioritization of metrics over quality</i>	4	22.22%

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	0	0.00%
At the normally schedule level but using float or per diem staff	1	11.11%
Less than the normally scheduled level (e.g., absenteeism)	3	33.33%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	5	55.56%

b. Was the negative experience you reported:

	Number of Respondents	Percentage of Respondents
An isolated occurrence	2	11.11%
A recurring occurrence	16	88.89%
Verbatim Comments Included: <i>Daily at all times, 5 minutes into shift, around noontime, constant, every day, after 10am, and recurring problem over the last couple of years</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	1	5.56%
No	10	55.56%
Don't know	7	38.89%

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.	5	27.78%
Yes	13	72.22%
"Why did you not discuss?" Verbatim comments included: <i>Outcome doesn't matter – pharmacists have no voice, we're managed by a dietician, and others have discussed and management doesn't do anything.</i>		

Was your recommendation considered and applied?

	Number of Respondents	Percentage of Respondents
Yes	2	15.38%
No	11	84.62%
"Why was your recommendation not considered?" Verbatim comments included: <i>Corporate has no desire to update the computer system, there hasn't been one thing implemented that has been suggested, pharmacy was moved under Finance dept with no explanation, been told they are working on it, and told we don't need more staff.</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	2	11.11%
4	16	88.89%

Increased Burn-out

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	0	0.00%
2	0	0.00%
3	1	5.56%
4	17	94.44%

Increased Weakened Family/Personal Relationships

	Number of Respondents	Percentage of Respondents
0	2	11.11%
1	2	11.11%
2	1	5.56%
3	2	11.11%
4	11	61.11%

Increased Lessoned Happiness

	Number of Respondents	Percentage of Respondents
0	1	5.56%
1	1	5.56%
2	0	0.00%
3	2	11.11%
4	14	77.78%

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