



Pharmacy Workplace and Well-being Reporting

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MONTHLY SNAPSHOT REPORT

December 2022

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 November 12, 2022 through December 11, 2022
Reports Submitted This Period 89
Total Reports in PWWR (Since 10/2021) 1310

DEMOGRAPHICS

Primary role

	Number of Respondents	Percentage of Respondents
Pharmacist	5	5.62%
Pharmacist Manager/Supervisor/PIC	4	4.49%
Pharmacy Owner	0	0.00%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	77	86.52%
Certified Pharmacy Technician	1	1.12%
Pharmacy Technician	1	1.12%
Pharmacy Clerk	0	0.00%
Other	1	1.12%

Practice setting

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	48	53.93%
Supermarket Pharmacy	7	7.87%
Mass-merchant Pharmacy	0	0.00%
Independent Pharmacy	5	5.62%
Hospital/Institutional Pharmacy (Inpatient)	9	10.11%
Clinic Pharmacy (Outpatient)	2	2.25%
Ambulatory Care Clinic	2	2.25%
Mail-service Pharmacy	0	0.00%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	1	1.12%
Specialty Pharmacy	3	3.37%
Federal/Military/Dept of Defense Pharmacy	0	0.00%
Other	12	13.48%

Years in practice

	Number of Respondents	Percentage of Respondents
0-4 Years	0	0.00%
5-14 Years	8	8.98%
15-24 Years	1	1.12%
25 Years or Greater	3	3.37%
Student Pharmacists	77	86.5%

Gender

	Number of Respondents	Percentage of Respondents
Male	23	25.84%
Female	64	71.91%
Other	0	0.00%
Prefer not to answer	2	2.25%

Are you a member of

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	34	38.20%
National Pharmacy Association/Society/Academy	30	33.17%
Neither	44	49.44%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	44	49.44%
7-12 Months	10	11.24%
13 Months – 4 Years	22	24.72%
5 or More Years	13	14.61%

State where the individual was practicing when the reported experience occurred

States included (number of report): FL (1), IL (77), IN (1), MA (2), MI (2), NJ (2), NY (1), TX (2), and VA (1).

Number of positive and negative experiences reported

	Number of Respondents	Percentage of Respondents
Positive Experience	57	64.04%
Negative Experience	32	35.96%

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	22	38.60%
Communication, Feedback, Psychological Safety	25	43.86%
Safety and Quality by Design	6	10.53%
Other	4	7.02%

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.	1	16.67%
My supervisor created a learning opportunity for me to grow professionally and/or as a person.	4	66.67%
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	16.67%
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	16	72.73%
Targeted safety practices prevented a potential error involving high alert medications.	3	13.64%
I used my clinical skills, training, and expertise to prevent a potential medication error from reaching the patient.	3	13.64%

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.	9	36.00%
I effectively used my communication skills in discussing a medication concern with a prescriber.	2	8.00%
I received positive feedback from a patient about an action took related to their medication and/or its use.	6	24.00%
I received positive feedback from my supervisor about an action I took to keep patients safe or improve quality of medication use.	6	24.00%
I received positive feedback from a co-worker about an action I took to keep patients or improve quality of medication use.	1	0400%
My supervisor supported my emotional well-being following a medication error or potential error that could have resulted in serious harm.	1	0.00%4

Describe Your Positive Experience

Experiences included: Approval from supervisor on way a situation was handled; I felt appreciated; great interaction with a patient; co-worked complimented the way I handled a difficult situation; prevented an error; my supervisor goes above and beyond; vaccinated a pediatric patient; performed CPR on a patient who was in cardiac arrest; patient appreciative of time spent working through payment issues with insurance; emotional patient expressed appreciation for the time and patience I took with an elderly patient; as a student pharmacist, I intervened when a physician prescribed a medication in the same therapeutic category and the supervisor let me call the physician to explain who then took my recommendation.

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.	6	10.53%
A temporary positive effect on my overall well-being	10	17.54%
A lasting positive effect on my overall well-being.	30	52.63%
I am unsure how this may affect my overall well-being	11	19.30%

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

	Number of Respondents	Percentage of Respondents
Take actions that help my co-workers have a similar positive experience.	38	66.67%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	38	66.67%
Invest more emotional energy in improving the patient experience.	33	57.89%
Increase my engagement with and awareness of the pharmacy's safety goals.	31	54.39%
Increase my reporting of "good-catch events" and potential unsafe conditions.	28	49.12%
Take no new action	6	10.53%
Other	2	3.51%

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 ranged from no affect to very understaffed and it could have been a problem

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

"Yes" was the most common answer. The reasons why ranged from the supervisor was involved to we worked as a team to it was important that all knew what happened, to letting my supervisor know made her day. The few that said they didn't explain because communication is not good between staff and supervisor.

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	8	25.00%
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).	11	34.38%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	15	46.88%
Volume/workload expectations to available staffing and shift hours	12	37.50%
Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	12	37.50%
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	18.75%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	4	12.507%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	3	9.38%
Insurance billing issues	4	12.50%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	1	3.13%
Verbal or Emotional harassment/bullying	7	21.88%
Sexual harassment	0	0.00%
Physical harm	1	3.13%
Discrimination or microaggression based on race, ethnicity, or gender	4	12.50%

Exploring the last four categories from above:

Verbal or Emotional harassment/bullying was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	4	57.14%
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)	2	28.57%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	1	14.29%

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	25.00%
Co-worker - within your pharmacy, hospital, or clinic workplace	0	0.00%
Manager/Assistant manager – Non-pharmacy	1	25.00%
Manager -Pharmacy (director or pharmacy, district pharmacy manager, department head)	1	25.00%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	1	25.00%
Other	0	0.00%

Description of Experiences

Experiences included inadequate staffing, excessive volume, constant interruptions from telephones and drive-thru, conflict resolution between new management position and staff, unattainable metrics, Exhaustion, verbal bullying by supervisor in front of other staff, and inappropriate relationship between 2 members of the staff that has led to workplace issues.

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	15	46.88%
Break policy and practices	7	21.88%
Technology/Automation	3	9.38%
Metrics	16	50.00%
Drive thru window/Hospital staff window	6	18.75%
Medication availability/shortages	8	25.00%
Insurance/Prior authorization payment	2	6.25%
State/Federal law or regulation	2	6.25%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	9	28.13%
Training/Education	6	18.75%
Patient (or patient caregiver) expectations and/or demands	10	31.25%
Unexpected influx of patients/patient surge	11	34.38%
Inadequate staffing	11	34.38%
Floater/Per diem staffing	4	12.50%
Inadequate pharmacist to pharmacy technician staffing	7	21.88%
Other: Included poor management, racism, incorrect prescription order	4	12.50%

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	2	15.38%
At the normally schedule level but using float or per diem staff	3	23.08%
Less than the normally scheduled level (e.g., absenteeism)	7	53.85%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	1	7.69%

b. Was the negative experience you reported:

	Number of Respondents	Percentage of Respondents
An isolated occurrence	6	18.75%
A recurring occurrence	26	81.25%
<i>Verbatim Comments Included:</i> 4-hrs into shift, months of misery, all day during a 10-hr shift, mostly in the afternoon, almost every day, beginning of shift and at dinner time		

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	8	25.00%
No	11	34.38%
Don't know	13	40.63%

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	17	53.13%
Yes	15	46.88%
"Why did you not discuss?" Verbatim comments included: Supervisor lacked experience to deal with the situation, fear of nothing being done, as a student it wasn't my place, fear my grade would have been affected, situation out the supervisor's control		

Was your recommendation considered and applied?

	Number of Respondents	Percentage of Respondents
Yes	4	26.67%
No	11	73.33%
"Why was your recommendation not considered?" Verbatim comments included: Budget cuts, tech ratios changed by Board, PIC doesn't believe there is anything wrong, told that changes are coming but they never do, threatened with being fired		

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	1	3.13%
1	1	3.13%
2	4	12.50%
3	2	6.25%
4	24	75.00%

Increased Burn-out

	Number of Respondents	Percentage of Respondents
0	1	3.13%
1	4	12.50%
2	2	6.25%
3	5	15.63%
4	20	62.50%

Increased Weakened Family/Personal Relationships

	Number of Respondents	Percentage of Respondents
0	6	18.75%
1	2	6.25%
2	8	25.00%
3	4	12.50%
4	12	37.50%

Increased Lessoned Happiness

	Number of Respondents	Percentage of Respondents
0	1	3.13%
1	4	12.50%
2	6	18.75%
3	2	6.25%
4	19	59.38%

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