



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

MONTHLY SNAPSHOT REPORT
April 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 January 10, 2022 through April 10, 2022
Reports Submitted This Period 77
Total Reports in PWWR (Since 10/21) 1071

DEMOGRAPHICS

Primary role

	Number of Respondents	Percentage of Respondents
Pharmacist	37	48.05%
Pharmacist Manager/Supervisor/PIC	20	25.97%
Pharmacy Owner	0	0.00%
Pharmacy Resident	1	1.30%
Student Pharmacist/Intern	2	2.60%
Certified Pharmacy Technician	11	14.29%
Pharmacy Technician	6	7.79%
Pharmacy Clerk	0	0.00%
Other	0	0.00%

Practice setting

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	51	66.23%
Supermarket Pharmacy	11	14.29%
Mass-merchant Pharmacy	4	5.19%
Independent Pharmacy	0	0.00%
Hospital/Institutional Pharmacy (Inpatient)	4	5.19%
Clinic Pharmacy (Outpatient)	3	3.90%
Ambulatory Care Clinic	0	0.00%
Mail-service Pharmacy	1	1.30%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	1	1.30%
Specialty Pharmacy	0	0.00%
Federal/Military/Dept of Defense Pharmacy	1	1.30%
Other	1	1.30%

Years in practice

	Number of Respondents	Percentage of Respondents
0-4 Years	14	18.18%
5-14 Years	30	38.96%
15-24 Years	25	32.47%
25 Years or Greater	7	9.09%
Student Pharmacists	1	1.30%

Gender

	Number of Respondents	Percentage of Respondents
Male	12	15.58%
Female	64	83.12%
Other	0	0.00%
Prefer	1	1.30%
Student Pharmacists	0	0.00%

Month and year of experiences described in the report filed during this time period.

Ranged from August 2018 through April 2022

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

	Number of Respondents	Percentage of Respondents
0-6 Months	9	11.69%
7-12 Months	4	5.19%
13 Months – 4 Years	21	27.27%
5 or More Years	49	55.84%

State where the individual was practicing when the reported experience occurred

States included (number of report): AL (1), AZ (2), CA (8), CO (2), CT (1), FL (6), IL (1), IN (1), KS (1), MD (1), MA (1), MS (3), NE (4), NJ (5), NM (1), NY (5), OH (2), OK (3), PA (4), SC (1), SD (1), TN (5), TX (6), VA (1), WA (1), WI (5), PR (1), and Overseas/Deployed (1).

Number of positive and negative experiences reported

	Number of Respondents	Percentage of Respondents
Positive Experience	3	3.90%
Negative Experience	74	96.10%

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	2	66.67%
Safety and Quality by Design	1	33.39%
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 and unsafe condition.	1	100.00%
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	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.	1	50.00%
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.	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%

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	2	66.67%
A lasting positive effect on my overall well-being.	0	0.00%
I am unsure how this may affect my overall well-being	1	33.33%

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

	Number of Respondents	Percentage of Respondents
Take actions that help my co-workers have a similar positive experience.	0	0.00%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	1	33.33%
Invest more emotional energy in improving the patient experience.	0	0.00%
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	1	33.33%
Other	0	0.00%

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

- Responses ranged from normally well-staffed with adequate pharmacist and technician overlap to it didn't effect.

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

- Two responded – one yes and one no. Neither explained.

NEGATIVE EXPERIENCE REPORTS

Which category(ies) 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	19	25.68%
Medication Error – patient harm	5	6.76%
Working Conditions (e.g., breaks, ergonomics, lighting, too few computer terminals, too many phone lines for phone available.	48	64.88%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks	63	85.14%
Volume/workload expectations to available staffing and shift hours	60	81.08%
Pharmacy metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	48	64.86%
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)	15	20.27%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	14	18.92%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	9	12.16%
Insurance billing issues	10	13.51%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	25	33.78%
Verbal or Emotional harassment/bullying	24	32.43%
Sexual harassment	1	1.35%
Physical harm	5	6.76%
Discrimination or microaggression based on race, ethnicity, or gender	7	9.46%

Exploring the last four categories from above.

Verbal or Emotional harassment/bullying was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	18	75.00%
Co-worker (withing your pharmacy, hospital, or clinic workplace)	1	4.07%
Manager/Assistant manager – non-pharmacy	3	12.50%
Manger -pharmacy (director or pharmacy, district pharmacy manager, department head)	3	12.50%
Supervisor – pharmacy (i.e., PIC, shift supervisor)	1	4.17%

Sexual Harassment was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	0	0.00%
Co-worker (withing your pharmacy, hospital, or clinic workplace)	0	0.00%
Manager/Assistant manager – non-pharmacy	1	100.00%
Manger -pharmacy (director or pharmacy, district pharmacy manager, department head)	0	0.00%

Supervisor – pharmacy (i.e., PIC, shift supervisor)	0	0.00%
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Physical Harm – Threatened or Actual – was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	4	80.00%
Co-worker (withing your pharmacy, hospital, or clinic workplace)	1	20.00%
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	3	42.86%
Co-worker (withing 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)	1	14.29%
Other	3	42.86%

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	35	47.30%
Break policy and practices	21	28.38%
Technology/Automation	13	17.57%
Metrics	43	58.11%
Drive thru window/Hospital staff window	24	32.43%
Medication availability/shortages	15	20.27%
Insurance/Prior authorization payment	13	17.57%
State/Federal law or regulation	9	12.16%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	38	51.35%
Training/Education	24	32.43%
Patient (or patient caregiver) expectations and/or demands	35	47.30%
Unexpected influx of patients/patient surge	26	35.14%
Inadequate staffing	61	82.43%
Floater/Per diem staffing	17	22.97%
Inadequate pharmacist to pharmacy technician staffing	31	41.89%
Other	7	9.46%

Exploring one root cause from list above

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	30.65%
At the normally schedule level but using float or per diem staff	4	6.45%
Less than the normally scheduled level (e.g., absenteeism)	30	48.39%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	9	14.52%

Was the negative experience you reported:

	Number of Respondents	Percentage of Respondents
An isolated occurrence	4	5.41%
A recurring occurrence	70	94.59%
<i>Verbatim Comments:</i> Ranged from happening every day to happening all the time to describing peak time occurrences or increasing throughout the day, to situation at pharmacy opening to when sick calls happen.		

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	5	6.76%
No	50	67.57%
Don't know	19	25.68%

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 (manage, department head, etc)	25	33.78%
Yes	49	66.22%

Was your recommendation considered and applied?

	Number of Respondents	Percentage of Respondents
Yes	1	2.04%
No	48	97.96%

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	3	4.05%
4	70	94.59%

Increased Burn-out

	Number of Respondents	Percentage of Respondents
0	1	1.35%
1	0	0.00%
2	0	0.00%
3	7	9.46%
4	66	89.19%

Increased Weakened Family/Personal Relationships

	Number of Respondents	Percentage of Respondents
0	5	6.76%
1	5	6.76%
2	8	10.81%
3	11	14.86%
4	45	60.81%

Increased Lessened Happiness

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	3	4.05%
2	1	1.35%
3	6	8.11%
4	64	86.49%

Are you a member of...

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	25	32.47%
National Pharmacy Association/Society/Academy	24	31.17%
Neither	43	55.84%

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