



## Pharmacy Workplace and Well-being Reporting

[www.pharmacist.com/pwvr](http://www.pharmacist.com/pwvr)

### MONTHLY SNAPSHOT REPORT

April 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 – April 2024**  
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**Time Period** April 1 through April 30, 2024  
**Reports Submitted This Period** 59  
**Total Reports in PWWR (Since 10/2021)** 2098

**DEMOGRAPHICS**

**Primary Role**

	Number of Respondents	Percentage of Respondents
Pharmacist	35	58.33%
Pharmacist Manager/Supervisor/PIC	10	16.67%
Pharmacy Owner	2	3.33%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	2	3.33%
Certified Pharmacy Technician	6	10.00%
Pharmacy Technician	4	6.67%
Pharmacy Clerk	0	0.00%
Other (Not provided)	1	1.67%
No Response	0	0.00%

**Practice Setting**

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	30	50.00%
Supermarket Pharmacy	9	15.00%
Mass-merchant Pharmacy	4	6.67%
Independent Pharmacy	4	6.67%
Hospital/Institutional Pharmacy (Inpatient)	4	6.67%
Clinic Pharmacy (Outpatient)	1	1.67%
Ambulatory Care Clinic	1	1.67%
Mail-service Pharmacy	1	1.67%
Nuclear Pharmacy	1	1.67%
Long-term Care Pharmacy	0	0.00%
Specialty Pharmacy	0	0.00%
Federal/Military/Dept of Defense Pharmacy	1	1.67%
Other (pharmacy research facility, academia, government)	4	6.67%

**Years in Practice**

	Number of Respondents	Percentage of Respondents
0-4 Years	6	10.00%
5-14 Years	22	36.67%
15-24 Years	14	23.33%
25 Years or Greater	16	26.67%
Student Pharmacists	2	3.33%

**Gender**

	Number of Respondents	Percentage of Respondents
Male	18	30.00%
Female	37	61.67%
Other	0	0.00%
Prefer not to answer	5	8.33%

**Are you a member of...**

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	20	33.33%
National Pharmacy Association/Society/Academy	22	36.67%
Neither	35	58.33%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	6	10.00%
7-12 Months	2	3.33%
13 Months – 4 Years	22	36.67%
5 or More Years	30	50.00%
No Answer	0	0.00%

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

States included (number of report): AL (3), AK (1), AZ (2), CA (7), CT (2), FL (2), GA (1), ID (1), IL (4), IA (2), MD (1), MA (2), MI (1), MN (1), NE (1), NY (2), NC (2), OH (1), OK (1), OR (1), SC (1), TN (4), TX (6), UT (2), VA (3), WA (1), WV (1), WI (2), and Other (2).

**Number of positive and negative experiences reported.**

	Number of Respondents	Percentage of Respondents
Positive Experience	6	10.00%
Negative Experience	54	90.00%

**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	2	33.33%
Communication, Feedback, Psychological Safety	2	33.33%
Safety and Quality by Design	1	16.67%
Other	1	16.67%

**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 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.	1	100.00%
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	2	100.00%
Targeted safety practices prevented a potential error involving high alert medications.		0.00%
I used my clinical skills, training, and expertise to prevent a potential medication error from reaching the patient.		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.	2	100.00%
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: Collaborative opportunities, being empathetic, providing valuable input into a project, and high use and adaptation of technology.

**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.	1	16.67%
A temporary positive effect on my overall well-being.	1	16.67%
A lasting positive effect on my overall well-being.	4	66.67%
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.	3	50.00%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	2	33.33%
Invest more emotional energy in improving the patient experience.	3	50.00%
Increase my engagement with and awareness of the pharmacy's safety goals.	4	66.67%
Increase my reporting of "good-catch events" and potential unsafe conditions.	4	66.67%
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?**

Need more staff hours, scheduled appointments, didn't affect, understanding of the schedule.

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

Some did and some did not. Those that did said they discussed among peers, with supervisor, and included student learners in the discussion. Those that did not indicated fear of retaliation and nothing would change the current entrenched culture so didn't.

### **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	5	9.26%
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).	27	50.00%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	31	57.41%
Volume/workload expectations to available staffing and shift hours	32	59.26%

Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	28	51.85%
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)	14	25.93%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	6	11.11%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	7	12.96%
Insurance billing issues	11	20.37%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	8	14.81%
Verbal or Emotional harassment/bullying	20	37.04%
Sexual harassment	0	0.00%
Physical harm	3	5.56%
Discrimination or microaggression based on race, ethnicity, or gender	9	16.67%

### Exploring the last categories from above:

#### ***Verbal or Emotional harassment/bullying was experienced from:***

	Number of Respondents	Percentage of Respondents
Patient/Customer	6	30.00%
Co-worker - within your pharmacy, hospital, or clinic workplace	2	10.00%
Manager/Assistant manager – non-pharmacy	0	0.00%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	10	50.00%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	2	10.00%

#### **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 of 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	2	66.67%
Co-worker - within your pharmacy, hospital, or clinic workplace	0	0.00%
Manager/Assistant manager – non-pharmacy	1	33.33%
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	11.11%
Co-worker - within your pharmacy, hospital, or clinic workplace	1	11.11%
Manager/Assistant manager – non-pharmacy	0	0.00%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	5	55.56%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	0	0.00%
Other (Response: religion)	2	22.22%

### **Description of Experiences**

Responses included: Too few hours and too many tasks lead to burnout and inability to care for patients, microaggression disrespectful communication, passive aggressive behavior, district manager berating the PIC

in front of all staff, constant yelling by manager to do better, poor payment from insurance companies that costs the pharmacy thousands of dollars, increase in expectations and pressure to meet unrealistic metrics while not getting improvements in technology or increase in staffing hours, unpaid work hours expected to catch up, employer has figured out a way to get around new law eliminating metrics as part of performance evaluation denying staff of bonuses, constant verbal abuse from patients because of wait times that are due to high prescription load with too few staff and hours, physical threats from patients, payment coupon issues, new workflow due to less staff led to increase in prescription orders in queue, being forced to approve data that was entered incorrectly, environmental issues that haven't been fixed in months despite repeated requests (temperature, antifatigue mats, etc), reported a non-pharmacy supervisor's microaggression toward colleague and I was retaliated against for reporting it and was transferred.

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	21	38.89%
Break policy and practices	14	25.93%
Technology/Automation	10	18.52%
Metrics	27	50.00%
Drive thru window/Hospital staff window	9	16.67%
Medication availability/shortages	12	22.22%
Insurance/Prior authorization payment	12	22.22%
State/Federal law or regulation	7	12.96%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	24	44.44%
Training/Education	12	22.22%
Patient (or patient caregiver) expectations and/or demands	16	29.63%
Unexpected influx of patients/patient surge	22	20.37%
Inadequate staffing	31	57.41%
Floater/Per diem staffing	6	11.11%
Inadequate pharmacist to pharmacy technician staffing	23	42.59%
Other: Responses included PBM issues, forced to go against professional judgment, non-English speaking patients take more time that we aren't afforded, schedule	11	20.37%

**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	11	33.33%
At the normally schedule level but using float or per diem staff	3	9.09%
Less than the normally scheduled level (e.g., absenteeism)	19	57.58%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	0	0.00%

**b. Was the negative experience you reported:**

	Number of Respondents	Percentage of Respondents
An isolated occurrence	4	7.41%
A recurring occurrence	50	92.59%
Verbatim Comments Included: During late afternoon, daily, throughout the day, beginning of day, right before closing, can happen at any time during the shift		

**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	5.56%
No	35	64.81%
Don't know	16	29.63%

**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.	14	25.93%
Yes	40	74.07%
"Why did you not discuss?" Verbatim comments included: <i>would fall on deaf ears, fear of retaliation, punitive actions taken if speak up, no time to discuss, lack of trust, previous discussions have led to me being blamed, resignation that nothing will change.</i>		

**Was your recommendation considered and applied?**

	Number of Respondents	Percentage of Respondents
Yes	4	10.00%
No	36	90.00%
"Why was your recommendation not considered?" Verbatim comments included: <i>District manager said he has no plans to advocate for pharmacy staffs, budget, don't like then quit, supervisor doesn't want to rock the boat, patient is always correct, would look into it but no follow-up, pharmacy is already over-staffed, we've already built in new efficiencies,</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	2	3.70%
3	4	7.41%
4	48	88.89%

**Increased Burn-out**

	Number of Respondents	Percentage of Respondents
0	2	3.70%
1	1	1.85%
2	1	1.85%
3	4	7.41%
4	46	85.19%

**Increased Weakened Family/Personal Relationships**

	Number of Respondents	Percentage of Respondents
0	5	9.26%
1	6	11.11%
2	4	7.41%
3	11	20.37%
4	28	51.85%

**Increased Lessened Happiness**

	Number of Respondents	Percentage of Respondents
0	2	3.70%
1	1	1.85%
2	5	9.26%
3	6	11.11%
4	40	74.07%

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