



## Pharmacy Workplace and Well-being Reporting

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

### MONTHLY SNAPSHOT REPORT

June 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 – June 2024**  
[www.pharmacist.com/pwwr](http://www.pharmacist.com/pwwr)

**Time Period** June 1 through June 30, 2024  
**Reports Submitted This Period** 41  
**Total Reports in PWWR (Since 10/2021)** 2149

**DEMOGRAPHICS**

**Primary Role**

	Number of Respondents	Percentage of Respondents
Pharmacist	21	51.22%
Pharmacist Manager/Supervisor/PIC	10	24.39%
Pharmacy Owner	1	2.44%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	0	0.00%
Certified Pharmacy Technician	5	12.20%
Pharmacy Technician	3	7.32%
Pharmacy Clerk	0	0.00%
Other (Not provided)	1	2.44%
No Response	0	0.00%

**Practice Setting**

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	19	46.34%
Supermarket Pharmacy	3	7.32%
Mass-merchant Pharmacy	2	4.88%
Independent Pharmacy	4	9.76%
Hospital/Institutional Pharmacy (Inpatient)	7	17.07%
Clinic Pharmacy (Outpatient)	1	2.44%
Ambulatory Care Clinic	1	2.44%
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	1	2.44%
Other (pharmaceutical industry vendor, temp pharmacist, not specified)	3	7.32%

**Years in Practice**

	Number of Respondents	Percentage of Respondents
0-4 Years	7	17.07%
5-14 Years	10	24.39%
15-24 Years	9	21.95%
25 Years or Greater	15	36.59%
Student Pharmacists	0	0.00%

**Gender**

	Number of Respondents	Percentage of Respondents
Male	10	24.390%
Female	29	70.73%
Other	1	2.44%
Prefer not to answer	1	2.44%

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

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	16	39.02%
National Pharmacy Association/Society/Academy	15	36.59%
Neither	21	51.22%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	6	14.63%
7-12 Months	4	9.76%
13 Months – 4 Years	13	31.71%
5 or More Years	18	43.90%
No Answer	0	0.00%

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

States included (number of report): AL (1), AK (1), AR (1), CA (1), CO (1), CT (2), FL (1), GA (1), IL (3), IN (1), MD (1), MA (1), MI (1), MN (4), NJ (1), NY (3), OH (1), OK (1), PR (1), SC (1), TN (2), TX (5), VT (1), WA (1), and Other (1).

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

	Number of Respondents	Percentage of Respondents
Positive Experience	2	4.88%
Negative Experience	39	95.12%

**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	0	0.00%
Safety and Quality by Design	0	0.00%
Other	2	100.00%

**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	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	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.	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.	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**

Learned a system and ways to be successful to teach and train community pharmacists to be successful and retirement is good for your mental health.

**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.	0	0.00%
A lasting positive effect on my overall well-being.	2	100.00%
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.	1	50.00%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	0	0.00%
Invest more emotional energy in improving the patient experience.	0	0.00%
Increase my engagement with and awareness of the pharmacy's safety goals.	0	0.00%
Increase my reporting of "good-catch events" and potential unsafe conditions.	0	0.00%
Take no new action	0	0.00%
Other (Take no action regarding the pharmacy)	1	50.00%

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

This is an inappropriate question implying that schedules are intentionally causing problems and only one person on duty and not able to take a break.

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

Yes, every day and no.

### **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	6	15.38%
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).	20	51.28%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	24	61.54%
Volume/workload expectations to available staffing and shift hours	20	51.28%

Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	18	46.15%
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)	10	25.64%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	4	10.26%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	6	15.38%
Insurance billing issues	5	12.82%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	10	25.64%
Verbal or Emotional harassment/bullying	16	41.03%
Sexual harassment	2	5.13%
Physical harm	2	5.13%
Discrimination or microaggression based on race, ethnicity, or gender	7	17.95%

#### Exploring the last categories from above:

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

	Number of Respondents	Percentage of Respondents
Patient/Customer	5	31.25%
Co-worker - within your pharmacy, hospital, or clinic workplace	5	31.25%
Manager/Assistant manager – non-pharmacy	3	18.75%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	2	12.50%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	1	6.25%

##### ***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	1	50.00%
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%

##### ***Physical Harm – Threatened or Actual – was experienced from:***

	Number of Respondents	Percentage of Respondents
Patient/Customer	1	50.00%
Co-worker - within your pharmacy, hospital, or clinic workplace	1	50.00%
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	0	0.00%
Co-worker - within your pharmacy, hospital, or clinic workplace	2	28.57%
Manager/Assistant manager – non-pharmacy	1	14.29%
Manger – Pharmacy (director or pharmacy, district pharmacy manager, department head)	3	42.86%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	0	0.00%
Other (Response: other)	1	14.25%

#### ***Description of Experiences***

Responses included: Insufficient staffing, pressure to administer more vaccines, patient banging on drive-thru window and swearing and then came into store and banged on counter and continued swearing, tech hours

cut, staffing reduced to being the “slow season”, threatened by management for not meeting metrics, abuse from patients continues, required to provide a service with no training because scheduling wouldn’t allow the trained person to work on weekends, come I early and leave late to try to catch up no compensation, bullying from co-worker with no action from supervisor to correct, patient abusive behavior due to medications not being available, and as the staff pharmacist I was expected to respond to patients’ complaints on why the pharmacy was understaffed and couldn’t meet the demands.

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	22	56.41%
Break policy and practices	14	35.90%
Technology/Automation	8	20.51%
Metrics	18	46.15%
Drive thru window/Hospital staff window	6	15.38%
Medication availability/shortages	7	17.95%
Insurance/Prior authorization payment	7	17.95%
State/Federal law or regulation	4	10.26%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	16	41.03%
Training/Education	11	28.21%
Patient (or patient caregiver) expectations and/or demands	14	35.90%
Unexpected influx of patients/patient surge	9	23.08%
Inadequate staffing	22	56.41%
Floater/Per diem staffing	4	10.26%
Inadequate pharmacist to pharmacy technician staffing	12	30.77%
Other: Responses included lack of training, refusal to address problem employees, micromanaging pharmacies to send daily reports, lay-offs without severance, no policies to address false accusations, insubordination	15	38.46%

**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	9	37.50%
At the normally schedule level but using float or per diem staff	2	8.33%
Less than the normally scheduled level (e.g., absenteeism)	11	45.83%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	2	8.33%

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

	Number of Respondents	Percentage of Respondents
An isolated occurrence	6	15.38%
A recurring occurrence	33	84.62%
Verbatim Comments Included <i>lost several employees due to stressful conditions and poor pay, happens halfway into shift, happens daily, every week all the time, slow walking hiring replacement staff, no particular time, refusal to pay overtime to cover a shift, one person staffing occurred 2/3 of the time the pharmacy was open</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	2	5.13%
No	25	64.10%
Don’t know	12	30.77%

**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.	11	28.21%
Yes	28	71.79%
"Why did you not discuss?" Verbatim comments included: <i>corporate won't change policies for 1 pharmacy, it's been going on for 15 years so there is no reason to, will be told it's my own fault, retaliation that would be hours cut or being fired</i>		

**Was your recommendation considered and applied?**

	Number of Respondents	Percentage of Respondents
Yes	5	17.86%
No	23	82.14%
"Why was your recommendation not considered?" Verbatim comments included: <i>hiring is done by HR and not the pharmacy manager, not in the budget, not busy enough to have more staff, don't know if it will be applied, not considering because nothing is wrong</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	1	2.56%
1	0	0.00%
2	1	2.56%
3	5	12.82%
4	32	82.05%

**Increased Burn-out**

	Number of Respondents	Percentage of Respondents
0	2	5.13%
1	1	2.56%
2	1	2.56%
3	5	12.82%
4	30	76.92%

**Increased Weakened Family/Personal Relationships**

	Number of Respondents	Percentage of Respondents
0	8	20.51%
1	2	5.13%
2	5	12.82%
3	7	17.95%
4	17	43.59%

**Increased Lessened Happiness**

	Number of Respondents	Percentage of Respondents
0	2	5.13%
1	1	2.56%
2	5	12.84%
3	3	7.69%
4	28	71.79%

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