



Pharmacy Workplace and Well-being Reporting  
[www.pharmacist.com/pwvr](http://www.pharmacist.com/pwvr)

MONTHLY SNAPSHOT REPORT  
July 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 – July 2024**  
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**Time Period:** July 1 through July 31, 2024  
**Reports Submitted This Period:** 27  
**Total Reports in PWWR (Since 10/2021):** 2,176

**DEMOGRAPHICS**

**Primary Role**

	Number of Respondents	Percentage of Respondents
Pharmacist	18	66.67%
Pharmacist Manager/Supervisor/PIC	1	3.70%
Pharmacy Owner	1	3.70%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	0	0.00%
Certified Pharmacy Technician	3	11.11%
Pharmacy Technician	3	11.11%
Pharmacy Clerk	0	0.00%
Other (Not provided)	1	3.70%
No Response	0	0.00%

**Practice Setting**

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	10	37.04%
Supermarket Pharmacy	3	11.11%
Mass-merchant Pharmacy	4	14.81%
Independent Pharmacy	4	14.81%
Hospital/Institutional Pharmacy (Inpatient)	3	11.11%
Clinic Pharmacy (Outpatient)	0	0.00%
Ambulatory Care Clinic	0	0.00%
Mail-service Pharmacy	0	0.00%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	0	0.00%
Specialty Pharmacy	1	3.70%
Federal/Military/Dept of Defense Pharmacy	0	0.00%
Other (pharmaceutical industry vendor, temp pharmacist, not specified)	2	7.41%

**Years in Practice**

	Number of Respondents	Percentage of Respondents
0-4 Years	5	18.52%
5-14 Years	7	25.93%
15-24 Years	9	33.33%
25 Years or Greater	6	22.22%
Student Pharmacists	0	0.00%

**Gender**

	Number of Respondents	Percentage of Respondents
Male	7	25.93%
Female	18	66.67%
Other	0	0.00%
Prefer not to answer	2	7.41%

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

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	8	29.63%
National Pharmacy Association/Society/Academy	9	33.33%
Neither	16	59.26%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	5	18.52%
7-12 Months	3	11.11%
13 Months – 4 Years	2	7.41%
5 or More Years	17	62.96%
No Answer	0	0.00%

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

States included (number of report): CA (1), FL (3), GA (2), IA (1), KS (2), KY (1), LA (1), MN (1), MO (1), NJ (1), NM (1), NY (2), OH (2), OK (2), PA (1), TN (1), TX (1), UT (1), VA (1) and Other (1).

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

	Number of Respondents	Percentage of Respondents
Positive Experience	1	3.70%
Negative Experience	26	96.30%

**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	1	100.00%
Safety and Quality by Design	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
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.	1	100.00%
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**

Helping patients understand how to properly use their medication.

**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.	1	100.00%
A lasting positive effect on my overall well-being.	0	0.00%
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.	0	0.00%
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.	1	100.00%
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)	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?**

No response indicated.

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

No, positive experiences happen often.

### **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	7.69%
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	38.46%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	15	57.69%
Volume/workload expectations to available staffing and shift hours	14	53.85%
Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	12	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)	4	15.38%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	4	15.38%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	2	7.69%
Insurance billing issues	1	3.85%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	1	3.85%
Verbal or Emotional harassment/bullying	8	30.77%
Sexual harassment	1	3.85%
Physical harm	2	7.69%
Discrimination or microaggression based on race, ethnicity, or gender	4	15.38%

#### Exploring the last categories from above:

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

	Number of Respondents	Percentage of Respondents
Patient/Customer	1	12.50%
Co-worker - within your pharmacy, hospital, or clinic workplace	1	12.50%
Manager/Assistant manager – non-pharmacy	1	12.50%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	3	37.50%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	2	25.00%

##### **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)	1	100.00%

##### **Physical Harm – Threatened or Actual – 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)	1	50.00%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	1	50.00%

##### **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	1	25.00%
Manager/Assistant manager – non-pharmacy	0	0.00%
Manger – Pharmacy (director or pharmacy, district pharmacy manager, department head)	1	25.00%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	1	25.00%
Other (Response: other)	1	25.00%

#### Description of Experiences:

**Verbatim Comments Included:** *insufficient staffing of pharmacy technicians, there are only part-time technician hours available; not enough staffing, frequent schedule changes, workload caused burnout and high turnover, medication errors occurred with no recourse for the pharmacist; I left my position with a chain pharmacy due to lack of staffing at my location and surrounding stores; stores nearby would close and we would be expected to take on any additional workload as a result of the store closure; we were expected to take on additional duties,*

immunizations, testing (flu/covid) quotas per hour, and fill increasing number of medications; cultural and age discrimination; I was threatened termination without any prior notification; the company is moving the pharmacy staff about an hour away from the original location where we were hired at; I am constantly covering for another pharmacist, which means I have to do the job of two pharmacists; I feel constantly burned out; I had to work during my family vacation because my manager did not approve it when I requested the time off 2 months before; I was overworked and underappreciated in an inpatient hospital setting; I was injured on the job causing shoulder and multiple wrists injuries from all the work expectations - the managers and department did not help me and made the situation worse; a pharmacist loaded a ScriptPro with the incorrect medication - prescriptions were incorrectly filled with mixed tablets, the pharmacist who loaded the cell incorrectly suffered no disciplinary action; we are required to complete the enormous daily responsibilities of retail pharmacists with no proper breaks, and constant unending task lists and ancillary demands to meet metrics in the name of "patient care" however it's always about metrics; pharmacists are pushed to the limit every day and many burn out early in their career trying to comply with corporate metrics - we are here to help patients yet we worry our jobs, careers, licenses, and patient lives are at danger everyday due to corporate greed and the never-ending chase of record breaking profits; patients that would never raise their voice to in a doctor's office after waiting 4-hours (or more) will threaten pharmacists with violence because their medication is on back order or it takes more than 10-minutes to safely fill a prescription and corporations/managers refuse to provide pharmacists with any leeway, we are expected to apologize for not meeting their ridiculous standards; pharmacists cannot safely keep pace with corporate greed; pharmacist-in-charge cussed me, ridiculed me in front of other employees, and told me I made his day hard; we are always understaffed; other stores in our vicinity have closed the last 2 years and we are continuously getting our hours cut – all of us are killing ourselves trying to make it work; the more understaffed we get, the less we can guarantee that we're doing everything correctly for our patients; when companies cut hours, patient safety suffers; we are not allowed to have a stool to sit on because others will abuse the privilege; manager treats all pharmacy employees as less, jokes about patient errors, blames and bullies if errors are made; PBMs are destroying independent pharmacies ability to have the resources available to hire and keep good employees - the constant tactics PBMs employ to raise price of medication, steer patients to their own pharmacies, undercut payments to less than cost or negatively reimburse with convoluted, complex, confusing self-serving contracts, have made it so pharmacies spend their time trying to just survive and constantly worry if they can pay the next bill - this is the ultimate problem with job dissatisfaction - it's a domino effect, if the pharmacy financially is struggling (due to PBM rule) then employees don't get paid as well with less benefits and there has to be less staff for payroll - PBM reform has to happen in order for pharmacies to be a good working environment; very low support staff compared to work load; safety and security concern for employees as theft increases.

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	14	53.85%
Break policy and practices	7	26.92%
Technology/Automation	2	7.69%
Metrics	13	50.00%
Drive thru window/Hospital staff window	2	7.69%
Medication availability/shortages	6	23.08%
Insurance/Prior authorization payment	2	7.69%
State/Federal law or regulation	5	19.23%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	14	53.85%
Training/Education	6	23.08%
Patient (or patient caregiver) expectations and/or demands	8	30.77%
Unexpected influx of patients/patient surge	4	15.38%
Inadequate staffing	18	69.23%
Floater/Per diem staffing	4	15.38%
Inadequate pharmacist to pharmacy technician staffing	7	26.92%
<b>Other Responses Included:</b> limited staff due to a weather event; Pharmacy Benefit Managers are the root problem.	2	7.69%

## 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	6	33.33%
At the normally schedule level but using float or per diem staff	1	5.56%
Less than the normally scheduled level (e.g., absenteeism)	10	55.56%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	1	5.56%

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

	Number of Respondents	Percentage of Respondents
An isolated occurrence	1	3.85%
A recurring occurrence	25	96.15%
<b>Verbatim Comments Included:</b> happens daily; happens all the time; all day, every working day; it is constant, 24/7; happens towards the end of the shift; this has been an ongoing problems for several years; from December – August when the company cuts technician hours because it is not “flu season”; cutting technician hours to save money; happens when management cuts all the extra hours our store was getting; mornings, when we are strained and do not have enough staff available for needs.		

**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	3.85%
No	16	61.54%
Don't know	9	34.62%

**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.	12	46.15%
Yes	14	53.85%
<b>“Why did you not discuss?”</b> <b>Verbatim Comments Included:</b> technician pay is too low to attract help; I was harassed to death; I’m afraid that I will be terminated; I felt it would make the situation worse if I discussed the issue; they didn’t seem to care since the patient didn’t experience harm; because it would fall on deaf ears; my manager will not change the situation; they won’t do anything about it; it is company policy; it goes nowhere; my own pharmacy manager works off the clock just to keep up with metrics and keep the pharmacy going.		

**Was your recommendation considered and applied?**

	Number of Respondents	Percentage of Respondents
Yes	0	0.00%
No	14	100.00%
<b>“Why was your recommendation not considered?”</b> <b>Verbatim Comments Included:</b> no response from company; poor management; corporate response to closing early was they might miss out on sales; there were no job openings; there were no approved FTEs available; it was believed by management that we were appropriately staffed based on metrics and we needed to step it up; “Other stores can make it work, why can’t you?” is the answer we get consistently from upper corporate management; corporate response is they can’t hire anyone or add people at this time; comments were collected, but no response or changes made within the organization.		

**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	3.85%
2	1	3.85%
3	3	11.54%
4	21	80.77%

**Increased Burn-out**

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	0	0.00%
2	0	0.00%
3	5	19.23%
4	21	80.77%

**Increased Weakened Family/Personal Relationships**

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	1	3.85%
2	3	11.54%
3	8	30.77%
4	14	53.85%

**Increased Lessened Happiness**

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	0	0.00%
2	2	7.69%
3	4	15.38%
4	20	76.92%

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