



Pharmacy Workplace and Well-being Reporting

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MONTHLY SNAPSHOT REPORT

March 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.

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SNAPSHOT REPORT – March 2024
www.pharmacist.com/pwwr

Time Period March 1 through March 31, 2024
Reports Submitted This Period 14
Total Reports in PWWR (Since 10/2021) 2039

DEMOGRAPHICS

Primary Role

	Number of Respondents	Percentage of Respondents
Pharmacist	7	50.00%
Pharmacist Manager/Supervisor/PIC	4	28.57%
Pharmacy Owner	0	0.00%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	0	0.00%
Certified Pharmacy Technician	2	14.29%
Pharmacy Technician	0	0.00%
Pharmacy Clerk	0	0.00%
Other (<i>Reported as former pharmacy resident, disabled, clinical pharmacist</i>)	1	7.14%
No Response	0	0.00%

Practice Setting

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	5	35.71%
Supermarket Pharmacy	4	28.57%
Mass-merchant Pharmacy	1	7.14%
Independent Pharmacy	1	7.14%
Hospital/Institutional Pharmacy (Inpatient)	2	14.19%
Clinic Pharmacy (Outpatient)	0	0.00%
Ambulatory Care Clinic	0	0.00%
Mail-service Pharmacy	1	7.14%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	0	0.00%
Specialty Pharmacy	0	0.00%
Federal/Military/Dept of Defense Pharmacy	0	0.00%
Other	0	0.00%

Years in Practice

	Number of Respondents	Percentage of Respondents
0-4 Years	1	7.14%
5-14 Years	2	14.29%
15-24 Years	4	28.57%
25 Years or Greater	7	50.00%
Student Pharmacists	0	0.00%

Gender

	Number of Respondents	Percentage of Respondents
Male	3	21.43%
Female	10	71.43%
Other	0	0.00%
Prefer not to answer	1	7.14%

Are you a member of...

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	8	57.14%
National Pharmacy Association/Society/Academy	6	42.86%
Neither	5	35.71%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	1	7.14%
7-12 Months	2	14.29%
13 Months – 4 Years	2	14.29%
5 or More Years	9	64.29%
No Answer	0	0.00%

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

States included (number of report): CO (3), FL (1), IL (2), LA (1), MD (1), MA (1), MI (1), NH (1), TN (1), WV (1), and WI (1).

Number of positive and negative experiences reported.

	Number of Respondents	Percentage of Respondents
Positive Experience	1	7.14%
Negative Experience	13	92.86%

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.	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.	1	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: Discussed *Just Culture* and how it would be used in the department.

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.	1	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.	0	0.00%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	1	100.00%
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.	1	100.00%
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?

It did not affect.

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

It was discussed at the department meeting.

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	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).	7	53.85%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	7	53.85%
Volume/workload expectations to available staffing and shift hours	6	46.15%
Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	7	53.85%

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)	2	15.38%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	1	7.69%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	0	0.00%
Insurance billing issues	1	7.69%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	4	30.77%
Verbal or Emotional harassment/bullying	6	46.15%
Sexual harassment	0	0.00%
Physical harm	0	0.00%
Discrimination or microaggression based on race, ethnicity, or gender	0	0.00%

Exploring the last categories from above:

Verbal or Emotional harassment/bullying was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	2	33.33%
Co-worker - within your pharmacy, hospital, or clinic workplace	1	16.67%
Manager/Assistant manager – non-pharmacy	0	0.00%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	2	33.33%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	1	16.67%

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	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%

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	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%
Other	0	0.00%

Description of Experiences

Responses included: *Unreasonable metrics with data review needed in 20 seconds, rushing to meet time metric leads to near miss errors, medical symptoms during shift led to being admitted under suicide watch, vaccine administration metrics to convince patients rather than talking with patients about which vaccines are needed, insurance administration pressures due to nationwide security breach that lead to irate patients*

and further delays, metrics that aren't met lead to punitive measures by supervisor, rotating schedule that is not predictable, staffing issues due to personnel budget cuts, decreased staffing with increased workload, berated by patient because medications were not ready – called offensive names and told I didn't now what I was doing, but the male pharmacist did and where was he to fix it, too many distractions without a technician or clerk to assist.

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	1	7.89%
Break policy and practices	2	15.38%
Technology/Automation	0	0.00%
Metrics	5	38.46%
Drive thru window/Hospital staff window	1	7.69%
Medication availability/shortages	3	23.08%
Insurance/Prior authorization payment	3	23.08%
State/Federal law or regulation	2	15.38%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	7	53.85%
Training/Education	4	30.77%
Patient (or patient caregiver) expectations and/or demands	7	53.85%
Unexpected influx of patients/patient surge	2	15.38%
Inadequate staffing	8	61.54%
Floater/Per diem staffing	4	30.77%
Inadequate pharmacist to pharmacy technician staffing	3	23.08%
Other: Responses included environment doesn't allow for problem resolutions, insurance issues don't allow for the best service for each patient.	4	30.77%

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	5	62.50%
At the normally schedule level but using float or per diem staff	0	0.00%
Less than the normally scheduled level (e.g., absenteeism)	1	12.50%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	2	25.00%

b. Was the negative experience you reported:

	Number of Respondents	Percentage of Respondents
An isolated occurrence	3	23.08%
A recurring occurrence	10	76.92%
Verbatim Comments Included: 6 hours into 8-hr shift, first hour of shift, all day every day, mid-morning when short staffed and phones are at peak, recurring chronic situation at all locations		

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	15.38%
No	8	61.54%
Don't know	3	23.08%

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.	7	53.85%
Yes	6	46.15%
"Why did you not discuss?" Verbatim comments included: <i>waste of time, too many issues every day, I tried but supervisor told me to just contact HR, supervisor is the problem, nationwide insurance outage and nothing could be done.</i>		

Was your recommendation considered and applied?

	Number of Respondents	Percentage of Respondents
Yes	1	16.67%
No	5	83.33%
"Why was your recommendation not considered?" Verbatim comments included: <i>No training hours in budget, no reason given, not in budget, staffing hours set by corporate nothing can be done, we can't do anything so just take the verbal abuse.</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	0	0.00%
3	1	7.69%
4	12	92.31%

Increased Burn-out

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	0	0.00%
2	0	0.00%
3	2	15.38%
4	11	84.62%

Increased Weakened Family/Personal Relationships

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	0	0.00%
2	1	7.69%
3	4	30.77%
4	8	61.54%

Increased Lessened Happiness

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	0	0.00%
2	0	0.00%
3	2	15.38%
4	11	84.62%