



Pharmacy Workplace and Well-being Reporting

www.pharmacist.com/pwvr

MONTHLY SNAPSHOT REPORT

December 2023

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 – December 2023
www.pharmacist.com/pwwr

Time Period December 1 through December 31, 2023
Reports Submitted This Period 68
Total Reports in PWWR (Since 10/2021) 1917

DEMOGRAPHICS

Primary role

	Number of Respondents	Percentage of Respondents
Pharmacist	8	11.76%
Pharmacist Manager/Supervisor/PIC	5	7.35%
Pharmacy Owner	1	1.47%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	48	70.59%
Certified Pharmacy Technician	0	0.00%
Pharmacy Technician	3	4.41%
Pharmacy Clerk	1	1.47%
Other (Reported as academic pharmacy)	2	2.94%
No Response	0	0.00%

Practice setting

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	45	66.18%
Supermarket Pharmacy	9	13.24%
Mass-merchant Pharmacy	0	0.00%
Independent Pharmacy	3	4.41%
Hospital/Institutional Pharmacy (Inpatient)	5	7.35%
Clinic Pharmacy (Outpatient)	1	1.47%
Ambulatory Care Clinic	0	0.00%
Mail-service Pharmacy	0	0.00%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	1	1.47%
Specialty Pharmacy	0	0.00%
Federal/Military/Dept of Defense Pharmacy	0	0.00%
Other (Reported as industry, school, not applicable)	4	5.88%

Years in practice

	Number of Respondents	Percentage of Respondents
0-4 Years	32	47.06%
5-14 Years	10	14.71%
15-24 Years	3	4.41%
25 Years or Greater	8	11.76%
Student Pharmacists	15	22.06%

Gender

	Number of Respondents	Percentage of Respondents
Male	21	30.88%
Female	42	61.76%
Other	2	2.94%
Prefer not to answer	3	4.41%

Are you a member of

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	35	51.47%
National Pharmacy Association/Society/Academy	38	55.88%
Neither	23	33.82%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	30	44.12%
7-12 Months	6	8.82%
13 Months – 4 Years	13	19.12%
5 or More Years	19	27.94%
No Answer	0	0.00%

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

States included (number of report): IL (57), MD (1), MS (1), NE (1), NJ (1), OK (1), TN (2), TX (1), VA (2), and WA (1).

Number of positive and negative experiences reported.

	Number of Respondents	Percentage of Respondents
Positive Experience	26	38.24%
Negative Experience	42	61.76%
No Answer	0	0.00%

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	7	26.92%
Communication, Feedback, Psychological Safety	15	57.69%
Safety and Quality by Design	4	15.38%
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.	1	25.00%
My supervisor created a learning opportunity for me to grow professionally and/or as a person.	2	50.00%
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	1	25.00%
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	4	57.14%
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.	3	42.86%

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.	6	40.00%
I effectively used my communication skills in discussing a medication concern with a prescriber.	2	13.33%
I received positive feedback from a patient about an action took related to their medication and/or its use.	1	6.67%
I received positive feedback from my supervisor about an action I took to keep patients safe or improve quality of medication use.	5	33.33%
I received positive feedback from a co-worker about an action I took to keep patients or improve quality of medication use.	1	6.67%
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: Interaction with patient to help understand their new insulin device, alert prescriber of the patients allergy and it was a positive interaction, preceptor complimented my patient counseling skills and made me feel appreciated as an intern, able to quickly correct a medication error by working with my coworker in a positive manner, explained type of vaccines recommended, corrected medication prescribing error, and manager is organized, supportive, techs helping each other when Pyxis went down, and appreciates their staff.

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.	4	15.38%
A temporary positive effect on my overall well-being	7	26.92%
A lasting positive effect on my overall well-being.	13	50.00%
I am unsure how this may affect my overall well-being	2	7.69%

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.	17	65.38%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	20	76.92%
Invest more emotional energy in improving the patient experience.	15	57.69%
Increase my engagement with and awareness of the pharmacy's safety goals.	15	57.69%
Increase my reporting of "good-catch events" and potential unsafe conditions.	15	57.69%
Take no new action	3	11.54%
Other (make sure to pass on positive feedback)	1	3.85%

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

Did not affect, had enough staff, was able to take breaks,

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

Many did communicate the experience. The reasons cited included communicated it to make the staff aware of the possible med error, yes to get co-workers opinion on the situation, didn't because too busy, and no because the situation wasn't that big of a deal.

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	11.90%
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).	23	54.76%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	31	73.81%
Volume/workload expectations to available staffing and shift hours	27	64.29%
Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	17	40.48%
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)	5	11.90%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	6	14.29%
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	3	7.14%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	6	14.29%
Verbal or Emotional harassment/bullying	5	11.90%
Sexual harassment	0	0.00%
Physical harm	2	4.76%
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	3	60.00%
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)	1	20.00%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	1	20.00%

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	100.00%
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: Got reprimanded for taking too many sick days that were required by physician, thank yous are few for additional work due to not hiring replacements, patients getting agitated because it was taking too long to check them out, had to accept walk-ins for vaccinations even though all appointments were full for the day, the staff is so overworked that errors are happening but thankfully caught before they reach the patient, patient yelled because their prescription was ready and threatened to report it, hours are being cut in the pharmacy leading to intense workloads that are compromising patient safety, reprimanded for not filling enough prescriptions fast enough during my shift, a horrible smell in the pharmacy for two years with nothing done – pharmacy staff finally called the fire department – gas leak for an improperly installed water heater – management didn't care and did nothing even though staff was getting sick, and metrics of prescriptions in the cue were bad due to decreased staff – we were reprimanded by the DM – and they cut more tech hours.

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	17	40.48%
Break policy and practices	11	26.19%
Technology/Automation	7	16.67%
Metrics	17	40.48%
Drive thru window/Hospital staff window	11	26.19%
Medication availability/shortages	11	26.19%
Insurance/Prior authorization payment	7	16.67%
State/Federal law or regulation	6	14.29%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	11	26.19%
Training/Education	10	23.81%
Patient (or patient caregiver) expectations and/or demands	14	33.33%
Unexpected influx of patients/patient surge	13	30.95%
Inadequate staffing	24	57.14%
Floater/Per diem staffing	0	0.00%
Inadequate pharmacist to pharmacy technician staffing	14	33.33%
Other: <i>inadequate safety measures to prevent staff harm, individual pharmacy's ability to control vaccine appointments</i>	2	4.76%

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	34.62%
At the normally scheduled level but using float or per diem staff	2	7.69%
Less than the normally scheduled level (e.g., absenteeism)	13	50.00%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	2	7.69%

b. Was the negative experience you reported:

	Number of Respondents	Percentage of Respondents
An isolated occurrence	5	11.90%
A recurring occurrence	37	88.10%
Verbatim Comments Included: <i>Midway through the shift, any time, year-round, every Friday, all the time, every day at Noon, every time during posted lunch time, evening, regular occurrence the last 3 months, and weekdays</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	8	19.05%

No	12	28.57%
Don't know	22	52.38%

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.	21	50.00%
Yes	21	50.00%
"Why did you not discuss?" Verbatim comments included: <i>I'm the PIC – no one to talk with, supervisor was well aware and could do nothing, I'm a student pharmacist and it's not my place, nothing the supervisor could do about it, wouldn't make a difference, and nothing in the supervisor power to do to make it better.</i>		

Was your recommendation considered and applied?

	Number of Respondents	Percentage of Respondents
Yes	8	38.10%
No	13	61.90%
"Why was your recommendation not considered?" Verbatim comments included: <i>Never told why, budget, lost 2 more full-time pharmacist because nothing was done, refused to follow through, algorithm indicates there is enough staff, keep promising more staff but haven't in 3 years.</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	4	9.52%
3	11	26.19%
4	27	64.29%

Increased Burn-out

	Number of Respondents	Percentage of Respondents
0	2	4.76%
1	1	2.38%
2	4	9.52%
3	11	26.19%
4	24	57.14%

Increased Weakened Family/Personal Relationships

	Number of Respondents	Percentage of Respondents
0	6	14.28%
1	6	14.29%
2	13	30.95%
3	4	9.52%
4	13	30.95%

Increased Lessened Happiness

	Number of Respondents	Percentage of Respondents
0	2	4.76%
1	3	7.14%
2	9	21.43%
3	8	19.05%
4	20	47.62%

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