



Pharmacy Workplace and Well-being Reporting

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MONTHLY SNAPSHOT REPORT September/October 2022

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 – September/October 2022
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Time Period	August 12, 2022 through October 11, 2022
Reports Submitted This Period	37
Total Reports in PWWR (Since 10/2021)	1203

DEMOGRAPHICS

Primary role

	Number of Respondents	Percentage of Respondents
Pharmacist	24	64.86%
Pharmacist Manager/Supervisor/PIC	12	32.43%
Pharmacy Owner	0	0.00%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	0	0.00%
Certified Pharmacy Technician	1	2.70%
Pharmacy Technician	0	0.00%
Pharmacy Clerk	0	0.00%
Other	0	0.00%

Practice setting

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	25	67.57%
Supermarket Pharmacy	4	10.81%
Mass-merchant Pharmacy	0	0.00%
Independent Pharmacy	1	2.70%
Hospital/Institutional Pharmacy (Inpatient)	4	10.81%
Clinic Pharmacy (Outpatient)	1	2.70%
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	2	5.41%
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	4	10.81%
5-14 Years	13	35.14%
15-24 Years	12	32.43%
25 Years or Greater	8	21.62%
Student Pharmacists	0	0.00%

Gender

	Number of Respondents	Percentage of Respondents
Male	9	24.32%
Female	28	75.68%
Other	0	0.00%
Prefer not to answer	0	0.00%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	2	5.41%
7-12 Months	3	8.11%
13 Months – 4 Years	8	21.62%
5 or More Years	24	64.86%

State where the individual was practicing when the reported experience occurred

States included (number of report): AL (1), CA (3), CO (2), FL (3), IL (4), KY (1), LA (1), MA (1), MI (2), MS (1), NJ (4), NY (3), NC (1), OH (2), PA (4), TN (2), and VA (1).

Number of positive and negative experiences reported

	Number of Respondents	Percentage of Respondents
Positive Experience	0	0.00%
Negative Experience	37	100.00%

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	0	0.00%
Communication, Feedback, Psychological Safety	0	0.00%
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: Improved mental health/well-being	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%
Other	0	0.00%

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.	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 (instructed to check 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.	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	0	0.00%

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

- No positive reports submitted.

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

- No positive reports submitted.

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	10	27.03%
Medication Error – patient harm	1	2.70%
Working Conditions (e.g., breaks, ergonomics, lighting, too few computer terminals, too many phone lines for phone available.	27	72.97%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks	29	78.38%
Volume/workload expectations to available staffing and shift hours	28	75.68%
Pharmacy metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	22	59.46%
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)	12	32.43%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	9	24.32%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	5	13.51%
Insurance billing issues	5	13.51%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	9	24.32%
Verbal or Emotional harassment/bullying	11	29.73%
Sexual harassment	0	0.00%
Physical harm	2	5.41%
Discrimination or microaggression based on race, ethnicity, or gender	2	5.41%

Exploring the last four categories from above:

Verbal or Emotional harassment/bullying was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	4	36.36%
Co-worker (withing your pharmacy, hospital, or clinic workplace)	2	18.18%
Manager/Assistant manager – non-pharmacy	1	9.09%
Manger -pharmacy (director of pharmacy, district pharmacy manager, department head)	2	18.18%
Supervisor – pharmacy (i.e., PIC, shift supervisor)	2	18.18%

Sexual Harassment was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	0	0.00%
Co-worker (withing 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)	0	0.00%

Physical Harm – Threatened or Actual – was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	2	100.00%
Co-worker (withing 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)	0	0.00%

Discrimination or microaggression based on race, ethnicity, gender was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	1	50.00%
Co-worker (withing 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%
Other	0	0.00%

Description of Experiences

Experiences included inadequate staffing, speed needed to meet metrics is not reasonable, metrics are unachievable, more phone lines than phones and/or staff, equipment broken or not working properly, visual verification is troublesome, only negative feedback from management, harassment/aggression/physical threats by patients and no support from non-pharmacy manager, environmental conditions in pharmacy of concerning and hazardous, blame for not meeting metrics but have no control over staffing, forced to work when ill or “written up,” and general feeling that management has little concern for the health and well-being of the pharmacy staff.

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	25	67.57%
Break policy and practices	10	27.03%
Technology/Automation	6	16.22%
Metrics	18	48.65%
Drive thru window/Hospital staff window	7	18.92%
Medication availability/shortages	4	10.81%
Insurance/Prior authorization payment	1	2.70%
State/Federal law or regulation	1	2.70%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	16	43.24%
Training/Education	7	18.92%
Patient (or patient caregiver) expectations and/or demands	12	32.43%
Unexpected influx of patients/patient surge	13	35.14%
Inadequate staffing	26	70.27%
Floater/Per diem staffing	5	13.51%
Inadequate pharmacist to pharmacy technician staffing	23	62.16%
Other: Included lack of proper audit, pharmacist:technician ratio, misinformation/fear mongering on COVID vax, failure to value pharmacists	8	21.62%

Exploring one root cause from list above

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	20.00%
At the normally schedule level but using float or per diem staff	6	20.00%
Less than the normally scheduled level (e.g., absenteeism)	15	50.00%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	3	10.00%

Was the negative experience you reported:

	Number of Respondents	Percentage of Respondents
An isolated occurrence	3	8.11%
A recurring occurrence	34	91.89%
<i>Verbatim Comments Included:</i> on-going, every day, all the time, 3 hrs into shift, towards end of 10hr shift, mornings, usual scenario		

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	0	0.00%
No	23	62.16%
Don't know	14	37.84%

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 (manage, department head, etc)	7	18.92%
Yes	30	81.08%
<i>"Why did you not discuss?"- verbatim comments included:</i> fear of retaliation (transferred/terminated), won't matter/won't do anything, management doesn't want to hear about it		

Was your recommendation considered and applied?

	Number of Respondents	Percentage of Respondents
Yes	5	16.67%
No	25	83.33%
<i>"Why was your recommendation not considered?"- verbatim comments included:</i> no additional staffing available, metrics don't warrant additional staff, not possible to implement, no budget, culture of keeping quiet is being implemented, required by regional district, salaries are not keeping up with other pharmacies but can't increase so lose staff, if other locations can do, our location can too, never said no but haven't implemented, staffing based on month last year and can't change, don't know		

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	2	5.41%
2	0	0.00%
3	1	2.70%
4	34	91.89%

Increased Burn-out

	Number of Respondents	Percentage of Respondents
0	1	2.70%
1	1	2.70%
2	0	0.00%
3	0	0.00%
4	35	94.59%

Increased Weakened Family/Personal Relationships

	Number of Respondents	Percentage of Respondents
0	3	8.11%
1	1	2.70%
2	3	8.11%
3	5	13.51%
4	25	67.57%

Increased Lessened Happiness

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	1	2.70%
2	2	5.41%
3	1	2.70%
4	33	89.19%

Are you a member of

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	9	24.32%
National Pharmacy Association/Society/Academy	6	16.22%
Neither	24	64.86%

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