



Pharmacy Workplace and Well-being Reporting
www.pharmacist.com/pwvr

MONTHLY SNAPSHOT REPORT
November 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.

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Time Period November 1 through November 30, 2023
Reports Submitted This Period 35
Total Reports in PWWR (Since 10/2021) 1849

DEMOGRAPHICS

Primary role

	Number of Respondents	Percentage of Respondents
Pharmacist	11	31.43%
Pharmacist Manager/Supervisor/PIC	3	8.57%
Pharmacy Owner	1	2.86%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	14	40.00%
Certified Pharmacy Technician	1	2.86%
Pharmacy Technician	3	8.57%
Pharmacy Clerk	0	0.00%
Other (Reported as academic pharmacy)	2	5.71%
No Response	0	0.00%

Practice setting

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	16	45.71%
Supermarket Pharmacy	6	17.14%
Mass-merchant Pharmacy	1	2.86%
Independent Pharmacy	2	5.71%
Hospital/Institutional Pharmacy (Inpatient)	3	8.57%
Clinic Pharmacy (Outpatient)	1	2.86%
Ambulatory Care Clinic	0	0.00%
Mail-service Pharmacy	0	0.00%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	2	5.71%
Specialty Pharmacy	0	0.00%
Federal/Military/Dept of Defense Pharmacy	1	2.86%
Other (Reported as industry, school, not applicable)	3	8.57%

Years in practice

	Number of Respondents	Percentage of Respondents
0-4 Years	5	14.29%
5-14 Years	11	31.43%
15-24 Years	7	20.00%
25 Years or Greater	5	14.29%
Student Pharmacists	7	20.00%

Gender

	Number of Respondents	Percentage of Respondents
Male	5	14.29%
Female	25	71.43%
Other	0	0.00%
Prefer not to answer	5	14.29%

Are you a member of

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	18	51.43%
National Pharmacy Association/Society/Academy	18	51.43%
Neither	12	34.29%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	9	25.71%
7-12 Months	2	5.71%
13 Months – 4 Years	11	31.43%
5 or More Years	13	37.14%
No Answer	0	0.00%

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

States included (number of report): AZ (2), IL (16), LA (3), MA (2), NY (1), OK (1), OR (2), PA (2), TN (2), TX (1), VA (2), WI (1), and Overseas Deployment (1).

Number of positive and negative experiences reported.

	Number of Respondents	Percentage of Respondents
Positive Experience	17	48.57%
Negative Experience	18	51.43%
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	6	35.29%
Communication, Feedback, Psychological Safety	10	58.82%
Safety and Quality by Design	1	5.88%
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 and unsafe condition.	0	0.00%
My supervisor created a learning opportunity for me to grow professionally and/or as a person.	1	100.00%
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	1	16.67%
Targeted safety practices prevented a potential error involving high alert medications.	1	16.678%
I used my clinical skills, training, and expertise to prevent a potential medication error from reaching the patient.	4	66.67%

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.	4	40.00%
I effectively used my communication skills in discussing a medication concern with a prescriber.	1	10.00%
I received positive feedback from a patient about an action took related to their medication and/or its use.	2	20.00%
I received positive feedback from my supervisor about an action I took to keep patients safe or improve quality of medication use.	2	20.00%
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.	1	10.00%

Describe Your Positive Experience

Experiences included: Integrated systems to see too high of dose given other conditions, WiFi enhanced, more staffing hours added, hearing challenged patient needed extra time to explain an inhaler and able to spend that time, explained vaccine schedule to a patient who was confused which were recommended for him based on his health and age, discontinued inappropriate medicine.

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	5	29.41%
A lasting positive effect on my overall well-being.	11	64.71%
I am unsure how this may affect my overall well-being	1	5.88%

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.	10	58.82%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	13	78.47%
Invest more emotional energy in improving the patient experience.	10	58.82%
Increase my engagement with and awareness of the pharmacy's safety goals.	11	64.71%
Increase my reporting of "good-catch events" and potential unsafe conditions.	12	70.59%
Take no new action	0	0.00%
Other	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?

Have more support and less variation in hours, no real effect, we work as a team, we were understaffed but made it work, fully staffed that made it easier, and not enough staff.

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, patient communicated to the manger, shows we have great workflow, explained to students, and I so happy to help the patient so I couldn't wait to tell my supervisor.

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	7	38.89%
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).	13	72.22%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	13	72.22%
Volume/workload expectations to available staffing and shift hours	14	77.78%
Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	9	50.00%
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)	3	16.67%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	4	22.22%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	4	22.22%
Insurance billing issues	2	11.11%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	7	38.89%
Verbal or Emotional harassment/bullying	7	38.89%
Sexual harassment	0	0.00%
Physical harm	2	11.11%
Discrimination or microaggression based on race, ethnicity, or gender	2	11.11%

Exploring the last categories from above:

Verbal or Emotional harassment/bullying was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	1	14.29%
Co-worker - within your pharmacy, hospital, or clinic workplace	0	0.00%
Manager/Assistant manager – non-pharmacy	2	28.57%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	2	28.57%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	2	28.27%

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	00.00%
Co-worker - within your pharmacy, hospital, or clinic workplace	0	00.00%
Manager/Assistant manager – non-pharmacy	0	00.00%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	1	50.00%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	0	0.00%
Other	1	50.00%

Description of Experiences

Responses included: Staffing is half what it was and we all do double the work to try to keep up and take care of patients, patients notice and say we have too much on our plates, patient aggressive behavior and vulgar remarks wear on the staff's morale and mental health, witnessed staff having panic attacks due to conditions in the pharmacy, just not enough training, metrics are not in sync with the parameters of the practice, staff rewards not based on merits, poor inventory practices, had a patient throw a syringe, poor reimbursement, and waste of vaccine due to poor storage and inventory policies and management.

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	8	44.44%
Break policy and practices	2	11.11%
Technology/Automation	4	22.22%
Metrics	11	61.11%
Drive thru window/Hospital staff window	5	27.78%
Medication availability/shortages	5	27.78%
Insurance/Prior authorization payment	4	22.22%
State/Federal law or regulation	2	11.11%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	6	33.33%
Training/Education	5	27.78%
Patient (or patient caregiver) expectations and/or demands	7	38.89%
Unexpected influx of patients/patient surge	4	22.22%
Inadequate staffing	14	77.78%
Floater/Per diem staffing	3	16.67%
Inadequate pharmacist to pharmacy technician staffing	8	44.44%
Other: <i>inadequate safety measures to prevent staff harm, individual pharmacy's ability to control vaccine appointments</i>	2	11.11%

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	33.33%
At the normally schedule level but using float or per diem staff	0	0.00%
Less than the normally scheduled level (e.g., absenteeism)	10	66.67%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	0	0.00%

b. Was the negative experience you reported:

	Number of Respondents	Percentage of Respondents
An isolated occurrence	1	5.56%
A recurring occurrence	17	94.44%
Verbatim Comments Included: <i>Inadequate staffing for over a year, yelling is isolated but customer type is not, unable to keep up due to vaccine appointments lead to patient frustration and anger, all day-every day, towards the end of the shift, recurring during vaccine high periods, during middle of day, and regular waste every day.</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	1	5.56%
No	10	55.56%
Don't know	7	38.89%

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.	9	50.00%
Yes	9	50.00%
"Why did you not discuss?" Verbatim comments included: <i>Not my role to discuss, nothing will change regardless, fear of retaliation, out of management's hands, everyone is afraid to say anything, district manager believes it's a staff problem not a staffing problem.</i>		

Was your recommendation considered and applied?

	Number of Respondents	Percentage of Respondents
Yes	1	11.11%
No	8	88.89%
"Why was your recommendation not considered?" Verbatim comments included: <i>This will get better soon, no response with no changes, told it was their pharmacy and they make the decisions, and we can't do anything.</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	1	5.56%
2	1	5.56%
3	0	0.00%
4	16	88.89%

Increased Burn-out

	Number of Respondents	Percentage of Respondents
0	1	5.56%
1	0	0.00%
2	0	0.00%
3	2	11.11%
4	15	83.33%

Increased Weakened Family/Personal Relationships

	Number of Respondents	Percentage of Respondents
0	6	33.33%
1	1	5.56%
2	3	16.67%
3	2	11.11%
4	6	33.33%

Increased Lessened Happiness

	Number of Respondents	Percentage of Respondents
0	1	5.56%
1	0	0.00%
2	4	22.22%
3	3	16.67%
4	10	55.56%

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