



## Pharmacy Workplace and Well-being Reporting

[www.pharmacist.com/pwvr](http://www.pharmacist.com/pwvr)

### MONTHLY SNAPSHOT REPORT

May-June 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 – May-June 2023**  
[www.pharmacist.com/pwwr](http://www.pharmacist.com/pwwr)

<b>Time Period</b>	May 1 through June 30, 2023 <sup>1</sup>
<b>Reports Submitted This Period</b>	<b>74</b>
<b>Total Reports in PWWR (Since 10/2021)</b>	1488

**DEMOGRAPHICS**

**Primary role**

	Number of Respondents	Percentage of Respondents
Pharmacist	36	48.65%
Pharmacist Manager/Supervisor/PIC	17	22.97%
Pharmacy Owner	0	0.00%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	3	4.05%
Certified Pharmacy Technician	9	12.16%
Pharmacy Technician	6	8.11%
Pharmacy Clerk	0	0.00%
Other (Reported as pharmacy director, consultant pharmacist, exec director quality and patient safety)	3	4.05%
No Response	0	0.00%

**Practice setting**

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	39	52.70%
Supermarket Pharmacy	11	14.86%
Mass-merchant Pharmacy	2	2.70%
Independent Pharmacy	2	2.70%
Hospital/Institutional Pharmacy (Inpatient)	10	13.51%
Clinic Pharmacy (Outpatient)	1	1.35%
Ambulatory Care Clinic	0	0.00%
Mail-service Pharmacy	0	0.00%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	3	4.05%
Specialty Pharmacy	1	1.35%
Federal/Military/Dept of Defense Pharmacy	1	1.35%
Other (Reported as insurance company physician office, unemployed, work from home)	4	5.41%

**Years in practice**

	Number of Respondents	Percentage of Respondents
0-4 Years	5	6.76%
5-14 Years	18	24.32%
15-24 Years	20	27.03%
25 Years or Greater	28	37.84%
Student Pharmacists	3	4.05%

<sup>1</sup> The Snapshot Report cycle has changed to a monthly cycle.

**Gender**

	Number of Respondents	Percentage of Respondents
Male	25	33.78%
Female	48	64.86%
Other	0	0.00%
Prefer not to answer	1	1.35%

**Are you a member of**

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	24	32.43%
National Pharmacy Association/Society/Academy	31	43.24%
Neither	37	50.00%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	3	4.05%
7-12 Months	6	8.11%
13 Months – 4 Years	22	29.73%
5 or More Years	43	58.11%

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

States included (number of report): AL (1), CA (5), CO (2), DE (1), FL (4), GA (2), IL (4), IN (1), IA (2), KS (1), LA (2), ME (1), MD (1), MA (3), MI (4), MN (2), MO (1), NV (1), NJ (2), NM (1), NY (5), NC (1), OH (3), OR (5), PA (2), RI (1), SC (1), TN (5), TX (1), VA (4), WA (1), WI (3), and Other (1).

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

	Number of Respondents	Percentage of Respondents
Positive Experience	8	10.81%
Negative Experience	66	89.19%

**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	4	50.00%
Communication, Feedback, Psychological Safety	4	50.00%
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	0.007%
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.	2	50.00%
I used my clinical skills, training, and expertise to prevent a potential medication error from reaching the patient.	2	50.00%

**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.	2	50.00%
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.	1	25.00%
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	25.00%
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: Patient's safety and treatment were considered the most important through the process, navigate insurance issues for an individual entering a drug rehab who was HepC positive and got the person started on treatment within a few days, plan put into place to put checks and balances on drugs that can be harmful to elderly, helped a patient and family member understand their new medication, and colleagues willing to help and be supportive in any situation.

**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	12.50%
A lasting positive effect on my overall well-being.	5	62.50%
I am unsure how this may affect my overall well-being	2	25.00%

**Because of this positive experience the individual reported that they were more likely to: (check all that apply):**

	Number of Respondents	Percentage of Respondents
Take actions that help my co-workers have a similar positive experience.	3	37.50%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	4	50.00%
Invest more emotional energy in improving the patient experience.	4	50.00%
Increase my engagement with and awareness of the pharmacy's safety goals.	2	25.00%
Increase my reporting of "good-catch events" and potential unsafe conditions.	2	25.00%
Take no new action	1	12.50%
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?**

Responses ranged from properly staffed to handle workload, to I make my own schedule, to when you are having a bad day someone on the staff is there to make it better, to short-staffed as always but took time to help.

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

Three indicated yes, to let others know the impact the patient encounter had in their treatment, the incident reflected positively on the pharmacy department, staff was there to witness the counseling session.

**NEGATIVE EXPERIENCE REPORTS**

**Which category(ies) 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	16	24.24%
Medication Error – patient harm	2	3.09%
Working Conditions (e.g., breaks, ergonomics, lighting, too few computer terminals, too many phone lines for phone available).	44	66.67%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	54	81.82%
Volume/workload expectations to available staffing and shift hours	50	75.76%
Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	42	63.64%
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)	14	21.21%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	10	15.15%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	7	10.61%
Insurance billing issues	12	18.18%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	14	21.21%
Verbal or Emotional harassment/bullying	19	28.79%
Sexual harassment	0	0.00%
Physical harm	8	12.12%
Discrimination or microaggression based on race, ethnicity, or gender	5	7.58%

**Exploring the last four categories from above:**

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

	Number of Respondents	Percentage of Respondents
Patient/Customer	8	42.11%
Co-worker - within your pharmacy, hospital, or clinic workplace	1	5.26%
Manager/Assistant manager – non-pharmacy	1	5.26%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	4	21.05%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	5	26.32%

**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)	0	0.00%

**Physical Harm – Threatened or Actual – was experienced from:**

	Number of Respondents	Percentage of Respondents
Patient/Customer	7	87.50%
Co-worker - within your pharmacy, hospital, or clinic workplace	1	12.50%
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	20.00%
Co-worker - within your pharmacy, hospital, or clinic workplace	1	20.00%
Manager/Assistant manager – non-pharmacy	0	0.00%
Manger – Pharmacy (director or pharmacy, district pharmacy manager, department head)	2	40.00%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	1	20.00%
Other	0	0.00%

**Description of Experiences**

Experiences included store manager pressured to produce in any way possible, duties increased with no extra time to complete, operating in emergency mode 8-% of the time, techs stirred up by store manager to yell at and insult the pharmacist, message from management is if you were faster you would be a better pharmacist, need law enforcement to deal with aggressive patient, store manager undermining the authority of the PIC and overriding their decision, lost techs with IV room experience and can't find replacements, pharmacists are required to work 12-hour shifts with no breaks and sometimes 7 days in a row, 11-hour shifts sometimes 8 days in a row due to cuts in staffing, fast track training that results in poor quality of workforce, high turnover of technicians, interns being expected to act as technicians and not getting the correct educational experience, staffing consultant hired but doesn't understand pharmacy practice, religious and sexual harassment from patients, goals/metrics are unreasonable given the patient population, number of patients to expected to be seen in ambulatory care pharmacy are not possible, being let go because I reported being bullied by store manager to dispense controlled substances, threatened to be shot if prescription was filled immediately. Water broke during shift and I couldn't leave until the relief pharmacist got there (1 hour later) barely made it to the hospital – I quit after having the baby, poor ergonomics in the pharmacy lay-out, haven't been able to take PTO in 2 years because of staffing issues, we close for the 30-minute lunch and work through it to try to catch-up and never get the break or lunch, fired because I refused to fill a fraudulent controlled substance prescription because the individual complained to the district manager, and co-worker using demeaning language and threatening violence.

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	32	48.48%
Break policy and practices	20	30.30%
Technology/Automation	8	12.12%
Metrics	35	53.03%
Drive thru window/Hospital staff window	19	28.79%
Medication availability/shortages	22	33.33%
Insurance/Prior authorization payment	18	27.27%
State/Federal law or regulation	6	9.09%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	34	51.52%
Training/Education	18	27.27%
Patient (or patient caregiver) expectations and/or demands	23	34.85%
Unexpected influx of patients/patient surge	18	27.27%
Inadequate staffing	50	75.76%

Floater/Per diem staffing	8	12.12%
Inadequate pharmacist to pharmacy technician staffing	28	42.42%
Other: <i>high turnover, sick calls, intentional attack, administrators only caring about numbers and looking good, 12-hour shift with no break is unsafe</i>	7	10.61%

### 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	20	38.46%
At the normally schedule level but using float or per diem staff	4	7.69%
Less than the normally scheduled level (e.g., absenteeism)	21	40.38%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	7	13.46%

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

	Number of Respondents	Percentage of Respondents
An isolated occurrence	3	4.55%
A recurring occurrence	63	95.45%
Verbatim Comments Included: <i>no particular time, whenever the store manager or DM choose to not cover sick calls, weekly, daily, evenings are the worst, every day for months, opening until lunch, lines from 8am until 10pm, near end of day, berated by store manager for not filling a cocktail of controlled substance prescriptions from a prescriber more than 6 hours away, typically "rush hour" time of 4-8pm, mid-morning.</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	4	6.06%
No	49	74.24%
Don't know	13	19.70%

**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	23	34.85%
Yes	43	65.15%
"Why did you not discuss?" Verbatim comments included, <i>I don't think this can be solved, the supervisor has goals to get prescriptions done quickly and didn't care that an error happened (but didn't reach the patient), supervisor doesn't want to hear suggestions, they don't care, I didn't feel it was right for me to say anything because I am new, fear of punishment, supervisor already has enough on their plate, unresponsive to technicians,</i>		

**Was your recommendation considered and applied?**

	Number of Respondents	Percentage of Respondents
Yes	4	9.30%
No	39	90.70%
"Why was your recommendation not considered?" Verbatim comments included: <i>On-going process, no flexibility for increasing staff hours, management team inexperienced and doesn't know how to handle, was told they would look into it but nothing has been done, not in the budget, company policy will not allow to ban an aggressive patient from the facility, too soon to know if it will make a difference, this is the way it is and that's that, because it is my fault for not being a fast enough pharmacist</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	2	3.03%
2	3	4.55%
3	2	3.03%
4	59	89.39%

#### **Increased Burn-out**

	Number of Respondents	Percentage of Respondents
0	0	0.00%
1	2	3.03%
2	5	7.58%
3	8	12.12%
4	51	77.27%

#### **Increased Weakened Family/Personal Relationships**

	Number of Respondents	Percentage of Respondents
0	12	18.18%
1	2	3.03%
2	7	10.61%
3	15	22.73%
4	30	45.45%

#### **Increased Lessened Happiness**

	Number of Respondents	Percentage of Respondents
0	1	1.52%
1	2	3.03%
2	8	12.12%
3	8	12.12%
4	47	71.21%

**###**