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**American Pharmacists Association**  
House of Delegates – Seattle, Washington

## NEW BUSINESS

(To be submitted and introduced by Delegates only)

Introduced by: Kimberly Croley, PharmD, FAPhA on behalf of APhA-APPM Delegation  
(Name)

February 11, 2019  
(Date)

APhA Academy of Pharmacy Practice and Management (APhA-APPM)  
(Organization)

**Subject: Pharmacist and Pharmacy Personnel Well-being**

**Motion:** Move that APhA adopt the following policy statements:

1. APhA calls for pharmacist employers to develop policies and resources to support pharmacist's and pharmacy personnel's ability to retreat or withdraw from patient and consumer interactions which threaten their safety or well-being.
2. APhA encourages the development of educational programs and resources by the Association and employers to empower pharmacists and pharmacy personnel regarding appropriate response to situations they perceive to threaten their safety or well-being.
3. APhA calls for education of the public regarding optimizing their interactions with pharmacists and pharmacy personnel.

### **Background:**

As the recognized most accessible health care professional and staff, pharmacists and pharmacy personnel are often faced with situations they perceive to threaten their safety or well-being.

Interactions with patients, consumers, caregivers, and others may sometimes escalate to this point and

pharmacists and pharmacy personnel should have the right to make the appropriate response to these situations as they deem necessary, and not fear disciplinary action from their employer, board of pharmacy or other entity. Pharmacists have reported in social media and other communications being physically attacked or verbally abused by drug seekers or individuals frustrated with the health care system. As pharmacists are health care professionals they deserve the right to be respected and have appropriate interactions with the public – in some situations, “the consumer is always right” is inappropriate and pharmacists seek the authority to defuse and exit from situations that negatively impact their safety and well-being.

Patients, consumers, and others benefit greatly from the pharmacist and their personnel’s expertise often in the absence of filling a prescription or recommending a product in response to a particular question raised about a health or medication matter. Pharmacists and their pharmacy personnel desire to address everyone’s requests and meet their needs as much as possible; however, laws, regulations, and other restrictions sometimes prohibit the pharmacist and their personnel from being able to do so. A public education campaign and other efforts to educate the public on the importance of making the most out of every interaction with their pharmacist and pharmacy personnel should include information about the laws and regulations that govern and sometimes restrict a pharmacist and their technical personnel’s ability to address the patient or consumer’s, etc., request. It should also include information on the pharmacist and pharmacy personnel’s right to step away from confrontational situations or situations they perceive to be threatening.

## **References:**

### **A cross-sectional study of psychological distress, burnout, and the associated risk factors in hospital pharmacists in Japan**

Yuji Higuchi, Masatoshi Inagaki, Toshihiro Koyama, Yoshihisa Kitamura, Toshiaki Sendo, Maiko Fujimori, Yosuke Uchitomi and Norihito Yamada  
*BMC Public Health*. 2016; 16: 534.  
Published online 2016 Jul 8. doi: [10.1186/s12889-016-3208-5](https://doi.org/10.1186/s12889-016-3208-5)

### **Factors Associated With Health-Related Quality of Life of Student Pharmacists**

Nalin Payakachat, PhD, Paul O. Gubbins, PharmD,\* Denise Ragland, PharmD, Schwanda K. Flowers, PharmD, and Cindy D. Stowe, PharmD  
*Am J Pharm Educ*. 2014 Feb 12; 78(1): 7.  
doi: [10.5688/ajpe7817](https://doi.org/10.5688/ajpe7817)

## **Burnout, associated comorbidities and coping strategies in French community pharmacies—BOP study: A nationwide cross-sectional study**

David Balayssac,\* Bruno Pereira, Julie Virost, Aurore Collin, David Alapini, Damien Cuny, Jean-Marc Gagnaire, Nicolas Authier, and Brigitte Vennat

[PLoS One](#). 2017; 12(8): e0182956.

Published online 2017 Aug 11. doi: [10.1371/journal.pone.0182956](https://doi.org/10.1371/journal.pone.0182956)

## **Factors Associated With Burnout Among US Hospital Clinical Pharmacy Practitioners: Results of a Nationwide Pilot Survey**

G. Morgan Jones, Neil A. Roe, Les Loudon, and Crystal R. Tubbs

[Hosp Pharm](#). 2017 Dec; 52(11): 742–751.

Published online 2017 Sep 27. doi: [10.1177/0018578717732339](https://doi.org/10.1177/0018578717732339)

## **Burnout among pharmacists.**

Lahoz MRI, Mason HL.

[Am Pharm](#). 1990 Aug; NS30(8):28-32.

## **Healthcare Staff Wellbeing, Burnout, and Patient Safety: A Systematic Review.**

Hall LH, Johnson J, Watt I, Tsipa A, O'Connor DB.

[PLoS One](#). 2016 Jul 8; 11(7):e0159015. doi: [10.1371/journal.pone.0159015](https://doi.org/10.1371/journal.pone.0159015). eCollection 2016.

## **Current APhA Policy & Bylaws:**

### **Pharmacist Workplace Environment and Patient Safety 2018**

1. APhA supports staffing models that promote safe provision of patient care services and access to medications.
2. APhA encourages the adoption of patient centered quality and performance measures that align with safe delivery of patient care services and opposes the setting and use of operational quotas or time-oriented metrics that negatively impact patient care and safety.
3. APhA denounces any policies or practices of third party administrators, processors, and payers that contribute to a workplace environment, which negatively impacts patient safety. APhA calls upon public and private policy makers to establish provider payment policies that support the safe provision of medications and delivery of effective patient care.
4. APhA urges pharmacy practice employers to establish collaborative mechanisms that engage the pharmacist in charge of each practice, pharmacists, pharmacy technicians, and pharmacy staff in addressing workplace issues that may have an impact on patient safety.

5. APhA urges employers to collaborate with the pharmacy staff to regularly and systematically examine and resolve workplace issues that may negatively have an impact on patient safety.
6. APhA opposes retaliation against pharmacy staff for reporting workplace issues that may negatively impact patient safety

## **2012, 2007, 2001, 1995**

### **Impact of the Pharmacists' Working Conditions on Public Safety**

1. APhA recognizes that the quality of a pharmacist's work-life affects public safety and that a working environment conducive to providing effective patient care is essential.
2. APhA opposes the practice of imposing minimum numbers of prescriptions which pharmacists are to dispense in a given period of time. Further, APhA opposes employment practices that evaluate a pharmacist's performance on the basis of set quotas of work performed.
3. APhA opposes employment practices that limit a pharmacist's ability to provide effective patient care. (Am Pharm NS35(6):36 June 1995) (JAPhA NS4(5):Suppl. 1:58 September/October 2001) (Reviewed 2001) (JAPhA NS45(5):580 September-October 2007)(JAPhA NS52(4) 459 July/August 2012)(Reviewed 2017)

### **2001 Stress and Conflict in the Workplace**

APhA encourages employers to provide pharmacists with the tools required to manage stress and conflict within the workplace. (JAPhA NS41(5):Suppl.1:S9 September/October, 2001) (Reviewed 2007)(Reviewed 2012)(Reviewed 2017)