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

MONTHLY SNAPSHOT REPORT
March-April 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   March 1 through April 30, 2023[1]
Reports Submitted This Period   **28**
Total Reports in PWWR (Since 10/2021)   1387

DEMOGRAPHICS
Primary role

	Number of Respondents	Percentage of Respondents
Pharmacist	16	57.14%
Pharmacist Manager/Supervisor/PIC	7	25.00%
Pharmacy Owner	0	0.00%
Pharmacy Resident	1	3.57%
Student Pharmacist/Intern	0	0.00%
Certified Pharmacy Technician	3	10.71%
Pharmacy Technician	1	3.57%
Pharmacy Clerk	0	0.00%
Other (Reported as *consumer*)	0	0.00%
No Response	0	0.00%

Practice setting

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	15	53.57%
Supermarket Pharmacy	0	0.00%
Mass-merchant Pharmacy	0	0.00%
Independent Pharmacy	1	3.57%
Hospital/Institutional Pharmacy (Inpatient)	6	21.43%
Clinic Pharmacy (Outpatient)	0	0.00%
Ambulatory Care Clinic	1	3.57%
Mail-service Pharmacy	0	0.00%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	0	0.00%
Specialty Pharmacy	1	3.57%
Federal/Military/Dept of Defense Pharmacy	1	3.57%
Other (Reported as *correctional pharmacy, medical technology, academia*)	3	10.71%

Years in practice

	Number of Respondents	Percentage of Respondents
0-4 Years	4	14.29%
5-14 Years	13	46.43%
15-24 Years	4	14.29%
25 Years or Greater	7	25.00%
Student Pharmacists	0	0.00%

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[1] The Snapshot Report cycle has changed to a monthly report.

Gender

	Number of Respondents	Percentage of Respondents
Male	3	10.71%
Female	24	85.71%
Other	0	0.00%
Prefer not to answer	1	3.57%

Are you a member of

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	16	57.14%
National Pharmacy Association/Society/Academy	12	42.86%
Neither	10	35.71%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	2	7.14%
7-12 Months	2	7.14%
13 Months – 4 Years	10	35.71%
5 or More Years	14	50.00%

State where the individual was practicing when the reported experience occurred
States included (number of report): AK (1), AZ (2), CA (2), CO (5), FL (1), IL (2), IN (1), IO (1), KY (2), MD (1), NY (1), NV (1), NC (1), OH (1), TN (1), TX (3), VA (1), and Other (1).

Number of positive and negative experiences reported

	Number of Respondents	Percentage of Respondents
Positive Experience	2	7.14%
Negative Experience	26	92.86%

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	2	100.00%
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 and 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.	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.	1	50.00%
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.	1	50.00%
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%

Describe Your Positive Experience
Experiences included: Recommending a better medication therapy for the patient and helping established a patient care service that was recognized and applauded by supervisor and patients.

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.	2	100.00%
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: (check all that apply):

	Number of Respondents	Percentage of Respondents
Take actions that help my co-workers have a similar positive experience.	2	100.00%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	2	100.00%
Invest more emotional energy in improving the patient experience.	1	50.00%
Increase my engagement with and awareness of the pharmacy's safety goals.	2	100.00%
Increase my reporting of "good-catch events" and potential unsafe conditions.	1	50.00%
Take no new action	0	0.00%
Other	0	0.00%

How did your schedule (the day or the days leading up to) or staffing in the pharmacy affect the situation/experience you are reporting?
Responses ranged from Change in workflow and we have adequate staffing to handle workload.

Did you communicate this positive experience to your staff and supervisors? Why or why not?
Two indicated yes, to let others know the impact the service was having and to let others know what a difference we can make in a patient's disease state..

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	19.23%
Medication Error – patient harm	1	3.85%
Working Conditions (e.g., breaks, ergonomics, lighting, too few computer terminals, too many phone lines for phone available).	19	73.08%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	19	73.08%
Volume/workload expectations to available staffing and shift hours	17	65.38%
Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	11	42.31%
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	11.54%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	5	19.23%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etic)	1	3.65%
Insurance billing issues	0	0.00%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	6	23.06%
Verbal or Emotional harassment/bullying	9	35.62%
Sexual harassment	3	11.54%
Physical harm	4	15.38%
Discrimination or microaggression based on race, ethnicity, or gender	6	23.08%

Exploring the last four categories from above:

Verbal or Emotional harassment/bullying was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	2	22.22%
Co-worker - within your pharmacy, hospital, or clinic workplace	0	0.00%
Manager/Assistant manager – non-pharmacy	1	11.11%
Manger – Pharmacy (director of pharmacy, district pharmacy manager, department head)	6	66.67%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	0	0.00%

Sexual Harassment was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	2	66.67%
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)	1	33.33%
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	3	75.00%
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)	1	25.00%
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	16.67%
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)	5	83.33%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	0	0.00%
Other	0	0.00%

Description of Experiences
Experiences included poor staffing, not enough pharmacy technician hours, retribution by cutting pharmacists hours for scheduling more technician hours, required to work off the clock to catch up, allotted a 30 min break in a 14 hour shift and being required to do compliance training modules during that 30 minute break, seeking medical care for stress levels, no response to vacation or day off requests, to metrics of X seconds to answer phone regardless if only one person working in the pharmacy, lack of interest or care from management, to being intimidated from management if daily vaccine numbers aren't met, to being punched in the face by a patient, and hiring new staff at higher pay with sign-on bonuses and no compensation increases or allowances for current staff.

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	11	42.31%
Break policy and practices	9	34.62%
Technology/Automation	3	11.54%
Metrics	7	26.92%
Drive thru window/Hospital staff window	2	7.69%
Medication availability/shortages	2	7.69%
Insurance/Prior authorization payment	1	3.85%
State/Federal law or regulation	5	19.23%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	9	34.62%
Training/Education	10	38.46%
Patient (or patient caregiver) expectations and/or demands	4	15.38%
Unexpected influx of patients/patient surge	5	19.23%
Inadequate staffing	15	57.69%
Floater/Per diem staffing	6	23.08%
Inadequate pharmacist to pharmacy technician staffing	11	42.31%
Other: Included manager unaware of workflow and staffing needs, poor supervisory skills, technician low pay, gender bias	9	34.62%

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	7	43.75%

At the normally schedule level but using float or per diem staff	0	0.00%
Less than the normally scheduled level (e.g., absenteeism)	8	50.00%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	1	6.25%

b. Was the negative experience you reported:

	Number of Respondents	Percentage of Respondents
An isolated occurrence	1	3.85%
A recurring occurrence	25	96.15%
Verbatim Comments Included: Ongoing for over a year, mornings, all day every day, recurring weekly intimidation, on days where there is a 1:1 the entire work day, inappropriate comments every day when I have to go pump		

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	3.85%
No	19	73.08%
Don't know	6	23.08%

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	7	26.92%
Yes	19	73.08%
"Why did you not discuss?" Verbatim comments included: Nothing the supervisor would be able to do, fear of retaliation, district managers stuck in the middle, issue was done by my supervisor, they don't care, they would turn it around to being my fault.		

Was your recommendation considered and applied?

	Number of Respondents	Percentage of Respondents
Yes	2	10.53%
No	17	89.47%
"Why was your recommendation not considered?" Verbatim comments included: Received no response, working through other things, everyone agrees that it's bad but can't do anything about it, won't increase tech pay due to organization policy, profit margins won't allow for more staffing, director laughed at me and my recommendation		

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	1	3.85%
1	0	0.00%
2	0	0.00%
3	0	0.00%
4	25	96.15%

Increased Burn-out

	Number of Respondents	Percentage of Respondents
0	1	3.85%
1	0	0.00%
2	1	3.85%
3	0	0.00%
4	24	92.31%

Increased Weakened Family/Personal Relationships

	Number of Respondents	Percentage of Respondents
0	2	7.69%
1	0	0.00%
2	1	3.85%
3	3	11.54%
4	20	76.92%

Increased Lessoned Happiness

	Number of Respondents	Percentage of Respondents
0	1	2.85%
1	0	0.00%
2	0	0.00%
3	3	11.54%
4	22	84.62%

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