



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

MONTHLY SNAPSHOT REPORT
February 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	December 12, 2022 through February 28, 2023 ¹
Reports Submitted This Period	52
Total Reports in PWWR (Since 10/2021)	1362

DEMOGRAPHICS

Primary role

	Number of Respondents	Percentage of Respondents
Pharmacist	23	44.23%
Pharmacist Manager/Supervisor/PIC	18	35.62%
Pharmacy Owner	0	0.00%
Pharmacy Resident	0	0.00%
Student Pharmacist/Intern	1	1.92%
Certified Pharmacy Technician	6	11.54%
Pharmacy Technician	3	5.77%
Pharmacy Clerk	0	0.00%
Other (Reported as <i>decentralize clinical pharmacist</i>)	1	1.92%

Practice setting

	Number of Respondents	Percentage of Respondents
Chain Pharmacy (4+ units)	33	63.49%
Supermarket Pharmacy	8	15.38%
Mass-merchant Pharmacy	2	3.85%
Independent Pharmacy	0	0.00%
Hospital/Institutional Pharmacy (Inpatient)	3	5.77%
Clinic Pharmacy (Outpatient)	0	0.00%
Ambulatory Care Clinic	1	1.92%
Mail-service Pharmacy	0	0.00%
Nuclear Pharmacy	0	0.00%
Long-term Care Pharmacy	2	3.85%
Specialty Pharmacy	2	3.85%
Federal/Military/Dept of Defense Pharmacy	0	0.00%
Other (Reported as <i>hospital outpatient pharmacy</i>)	1	1.92%

Years in practice

	Number of Respondents	Percentage of Respondents
0-4 Years	0	0.00%
5-14 Years	8	8.98%
15-24 Years	1	1.12%
25 Years or Greater	3	3.37%
Student Pharmacists	77	86.5%

¹ The Snapshot Report cycle is changing to an end of month report. This report is a bridge from the former mid-month to mid-month report to the end of month report.

Gender

	Number of Respondents	Percentage of Respondents
Male	15	28.85%
Female	36	69.23%
Other	0	0.00%
Prefer not to answer	1	1.92%

Are you a member of

	Number of Respondents	Percentage of Respondents
State Pharmacy Association/Society	15	28.85%
National Pharmacy Association/Society/Academy	15	28.85%
Neither	31	59.62%

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

	Number of Respondents	Percentage of Respondents
0-6 Months	9	17.31%
7-12 Months	5	9.62%
13 Months – 4 Years	12	23.08%
5 or More Years	0	0.00%

State where the individual was practicing when the reported experience occurred

States included (number of report): AL (3), AZ (2), CA (3), CT (1), (FL (3), GA (2), HI (1), IL (2), IN (1), KY (5), MD (2), MA (1), NE (1), NJ (4), NY (1), NC (3), OR (2), SC (3), TN (4), TX (6), and VA (2).

Number of positive and negative experiences reported

	Number of Respondents	Percentage of Respondents
Positive Experience	3	5.77%
Negative Experience	49	94.23%

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	1	33.33%
Safety and Quality by Design	0	0.00%
Other	2	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
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.	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.	1	100.00%
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: From having to hire inexperienced technician staff and training them with staff that rose to the challenge, to being proactive to addressing burnout, to regularly communicating with staff, to learning how to sign for a large deaf patient population.

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	33.33%
A lasting positive effect on my overall well-being.	2	66.67%
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	66.67%
Be more vigilant for opportunities to improve quality and safety in our pharmacy.	2	66.67%
Invest more emotional energy in improving the patient experience.	2	66.67%
Increase my engagement with and awareness of the pharmacy's safety goals.	2	66.67%
Increase my reporting of "good-catch events" and potential unsafe conditions.	2	66.67%
Take no new action	0	0.00%
Other	1	33.33%

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 direct effect to positive effect.

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

Two indicated yes, with one indicating it helped so they can all work together.

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	12	24.49%
Medication Error – patient harm	4	8.16%
Working Conditions (e.g., breaks, ergonomics, lighting, too few computer terminals, too many phone lines for phone available).	38	77.55%
Staffing/Scheduling (i.e., pharmacists, pharmacy technicians, clerks)	37	75.51%
Volume/workload expectations to available staffing and shift hours	35	71.43%
Pharmacy Metrics (i.e., prescription volume, vaccinations administered, patient surveys completed, number of clinical interactions, required daily reports, promise times, auto-refills)	34	69.39%
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)	11	22.45%
Personal safety concerns (e.g., personal safety, lack of personal protective equipment)	11	22.45%
Technology/Automation (i.e., medication verification, EMR, SIG code translation, access to online resources, fill automation, electronic prescription receipt, etc)	7	14.29%
Insurance billing issues	5	10.20%
Training or Education (e.g., inadequate training on new service, new technology, new responsibilities)	17	34.69%
Verbal or Emotional harassment/bullying	12	24.49%
Sexual harassment	0	0.00%
Physical harm	3	6.12%
Discrimination or microaggression based on race, ethnicity, or gender	6	12.24%

Exploring the last four categories from above:

Verbal or Emotional harassment/bullying was experienced from:

	Number of Respondents	Percentage of Respondents
Patient/Customer	6	50.00%
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)	6	50.00%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	0	0.00%

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	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%

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

	Number of Respondents	Percentage of Respondents
Patient/Customer	0	0.00%
Co-worker - within your pharmacy, hospital, or clinic workplace	2	33.33%
Manager/Assistant manager – non-pharmacy	0	0.00%
Manger – Pharmacy (director or pharmacy, district pharmacy manager, department head)	4	66.67%
Supervisor – Pharmacy (i.e., PIC, shift supervisor)	0	0.00%
Other	0	0.00%

Description of Experiences

Experiences included all day chaos, opened the pharmacy already 200 prescriptions behind, inadequate staffing, staff ageist and religious comments to other staff, constant interruptions from telephones and drive-thru, not supported by management post responding to the emergency department to a multiple victim crisis with no ED training, exhaustion with no option to take a sick or vacation day, supervisor attributing stress to being a “girl”, physical environment is unacceptable, physical threat from patient, can’t spend the time I want to take care of my patients, and metric measures are not achievable..

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

	Number of Respondents	Percentage of Respondents
Workflow design/policies	23	46.94%
Break policy and practices	16	32.65%
Technology/Automation	10	20.41%
Metrics	25	51.02%
Drive thru window/Hospital staff window	10	20.41%
Medication availability/shortages	6	12.24%
Insurance/Prior authorization payment	7	14.29%
State/Federal law or regulation	4	8.16%
Corporate/Organizational policies or requirements beyond the pharmacy department or local pharmacy control	25	51.02%
Training/Education	19	38.78%
Patient (or patient caregiver) expectations and/or demands	20	40.82%
Unexpected influx of patients/patient surge	14	28.57%
Inadequate staffing	38	77.55%
Floater/Per diem staffing	8	16.33%
Inadequate pharmacist to pharmacy technician staffing	22	44.90%
Other: Included poor management, racism, incorrect prescription order	10	20.41%

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	13	33.33%
At the normally schedule level but using float or per diem staff	1	2.56%
Less than the normally scheduled level (e.g., absenteeism)	19	48.72%
Staffing or pharmacist-technician ratios were not a root cause or contributing factor	6	15.38%

b. Was the negative experience you reported:

	Number of Respondents	Percentage of Respondents
An isolated occurrence	0	0.00%
A recurring occurrence	49	100.00%
<i>Verbatim Comments Included:</i> Throughout the day starting about 1 hour after opening, continuously every day, several times a week when our pharmacists are sent to other stores, towards end of day when there are no technicians, every day patients bang on counter/glass the whole time we're closed for lunch.		

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	2.04%
No	31	63.27%
Don't know	17	34.69%

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	15	30.61%
Yes	34	69.39%
<i>"Why did you not discuss?" Verbatim comments included:</i> Supervisor knows and is doing best he can, repeatedly ask for additional staff and told we aren't working efficiently, said he would remove me than address the issue, went to HR to stop the abuse, keep my mouth shut so I'm not retaliated against, deaf ears		

Was your recommendation considered and applied?

	Number of Respondents	Percentage of Respondents
Yes	1	2.94%
No	33	97.06%
<i>"Why was your recommendation not considered?" Verbatim comments included:</i> No explanation given, hard to cover people who are out ill, told we aren't efficient workers, can't afford more staff, told to submit an incident report, told we haven't met our metrics so can have more staff, rewarded the staff person who was bullying the others in the pharmacy, higher up decision-out of my control.		

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	2.04%
1	0	0.00%
2	1	2.04%
3	4	8.16%
4	43	87.76%

Increased Burn-out

	Number of Respondents	Percentage of Respondents
0	1	2.04%
1	0	0.00%
2	1	2.04%
3	4	8.16%
4	43	87.76%

Increased Weakened Family/Personal Relationships

	Number of Respondents	Percentage of Respondents
0	3	6.12%
1	3	6.12%
2	7	14.29%
3	9	18.37%
4	27	55.10%

Increased Lessened Happiness

	Number of Respondents	Percentage of Respondents
0	1	2.04%
1	0	0.00%
2	2	4.08%
3	5	10.20%
4	41	83.67%

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