

# **Pharmacist Workload Advisory Survey**

**October 14, 2021**

**Pharmacist Workload Advisory  
Committee Meeting**



# Purpose of the Committee

- ▶ The purpose of the advisory committee is to promote patient safety and compliance with Ohio laws and rules by analyzing survey and other data and make recommendations to the Board to address pharmacist working conditions.
- ▶ Committee recommendations may include changes to Board of Pharmacy rules as well as statutory changes.



# Demographics

- The survey was sent in July 2020 to all pharmacists in working in Ohio.
  - The survey was sent to 11,588 pharmacists, with 4,159 pharmacists completing the survey.
  - The survey received a 26.41% completion rate.
- ~54% of pharmacists indicated working in a large chain pharmacy (standalone) or large chain pharmacy (grocer).
  - 1,268 work in a standalone setting
  - 1,000 work in a grocer setting

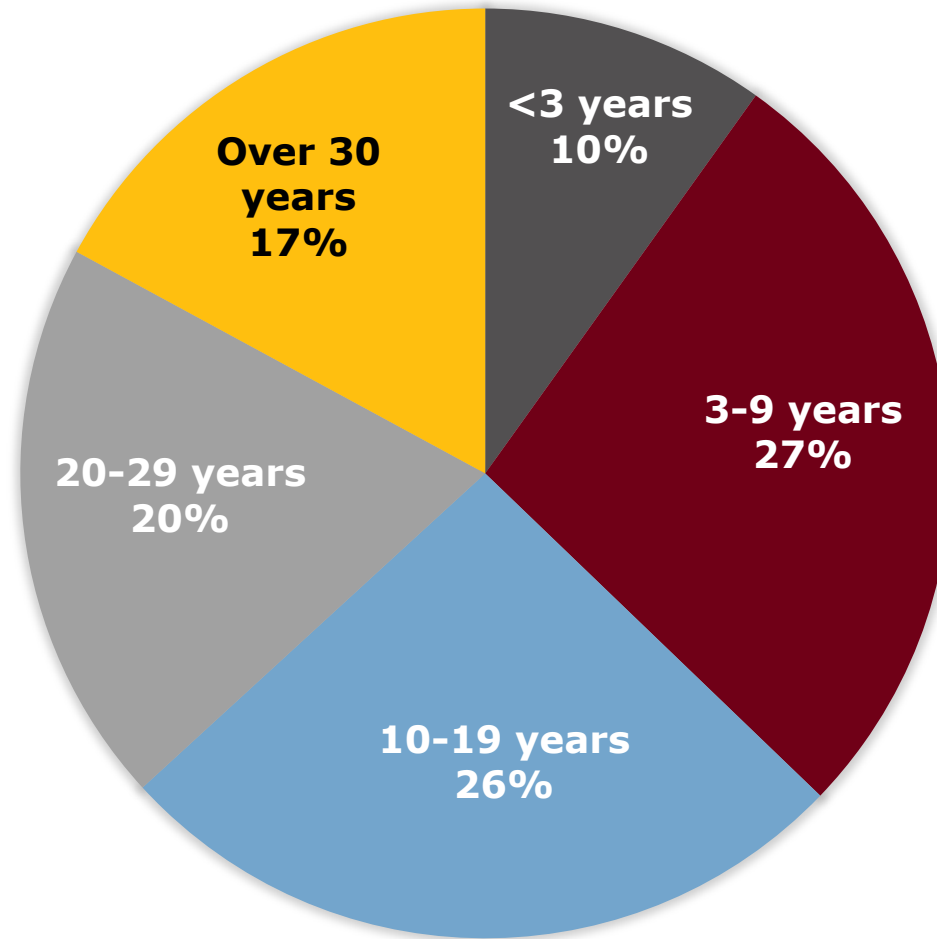


# Demographics

- Other categories included:
  - 18% worked at an inpatient hospital setting
  - 5% worked at an independent pharmacy
  - 4% worked at an outpatient hospital setting
  - Pharmacists also reported working in ambulatory, long-term care, compounding, and other settings.

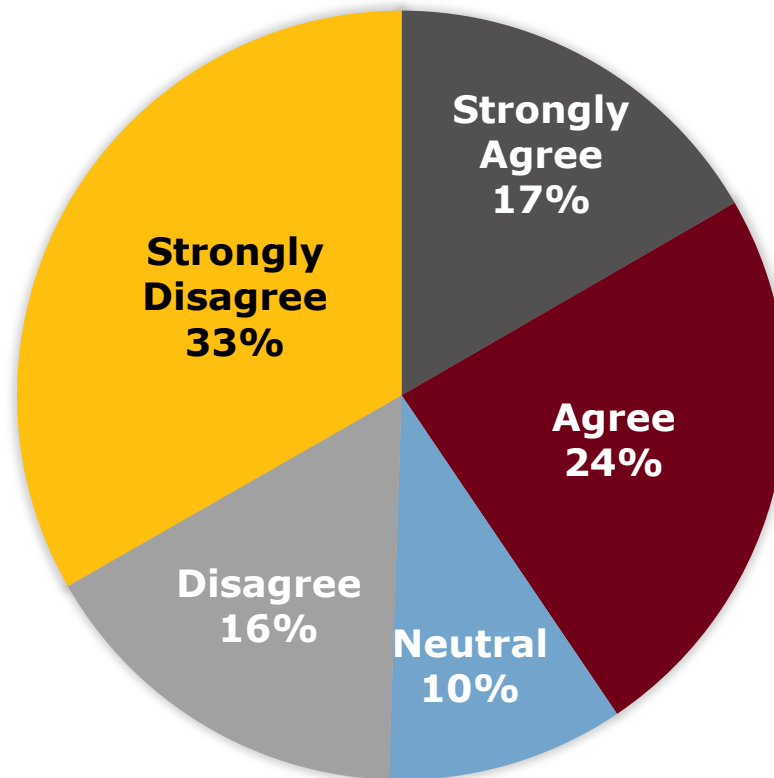


# Work Experience (All Settings)

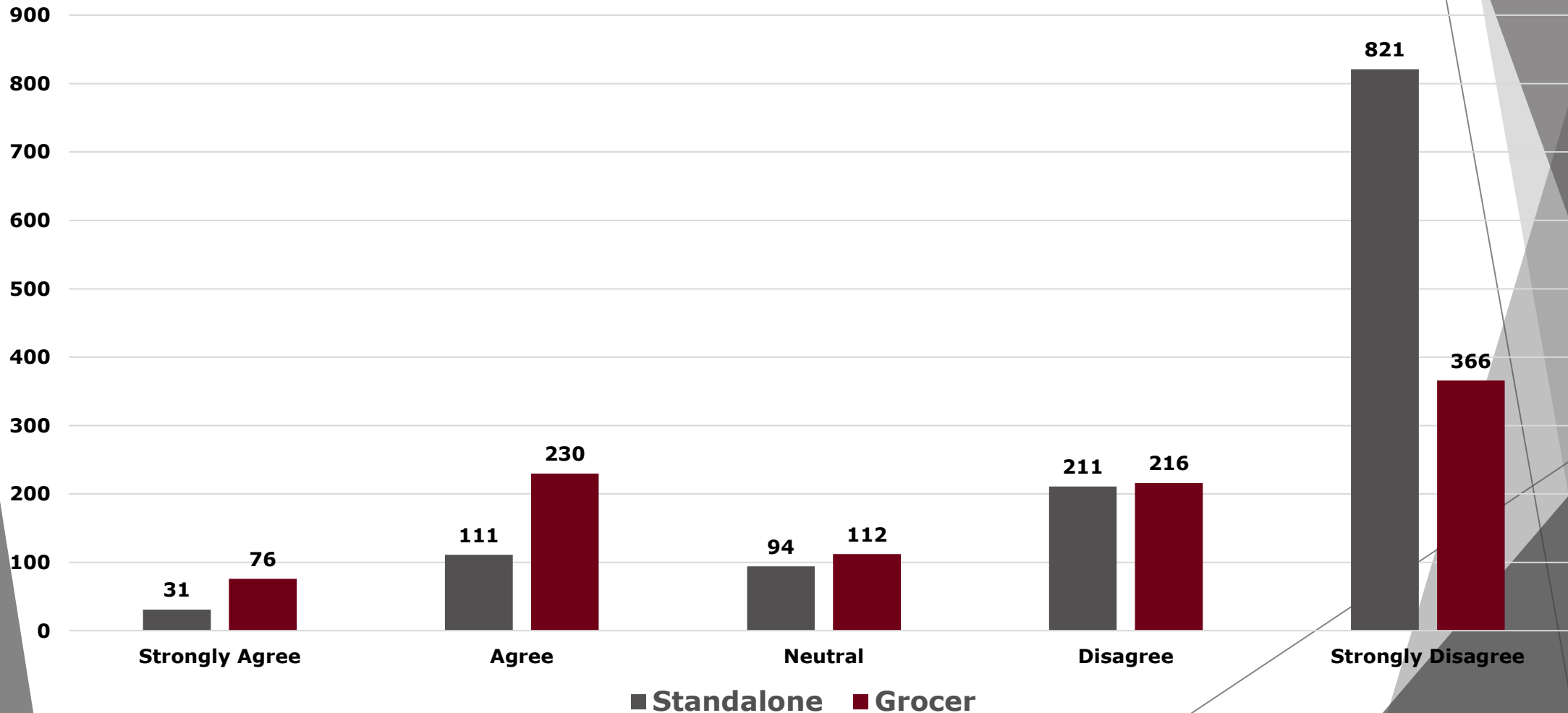


# Workload Questions

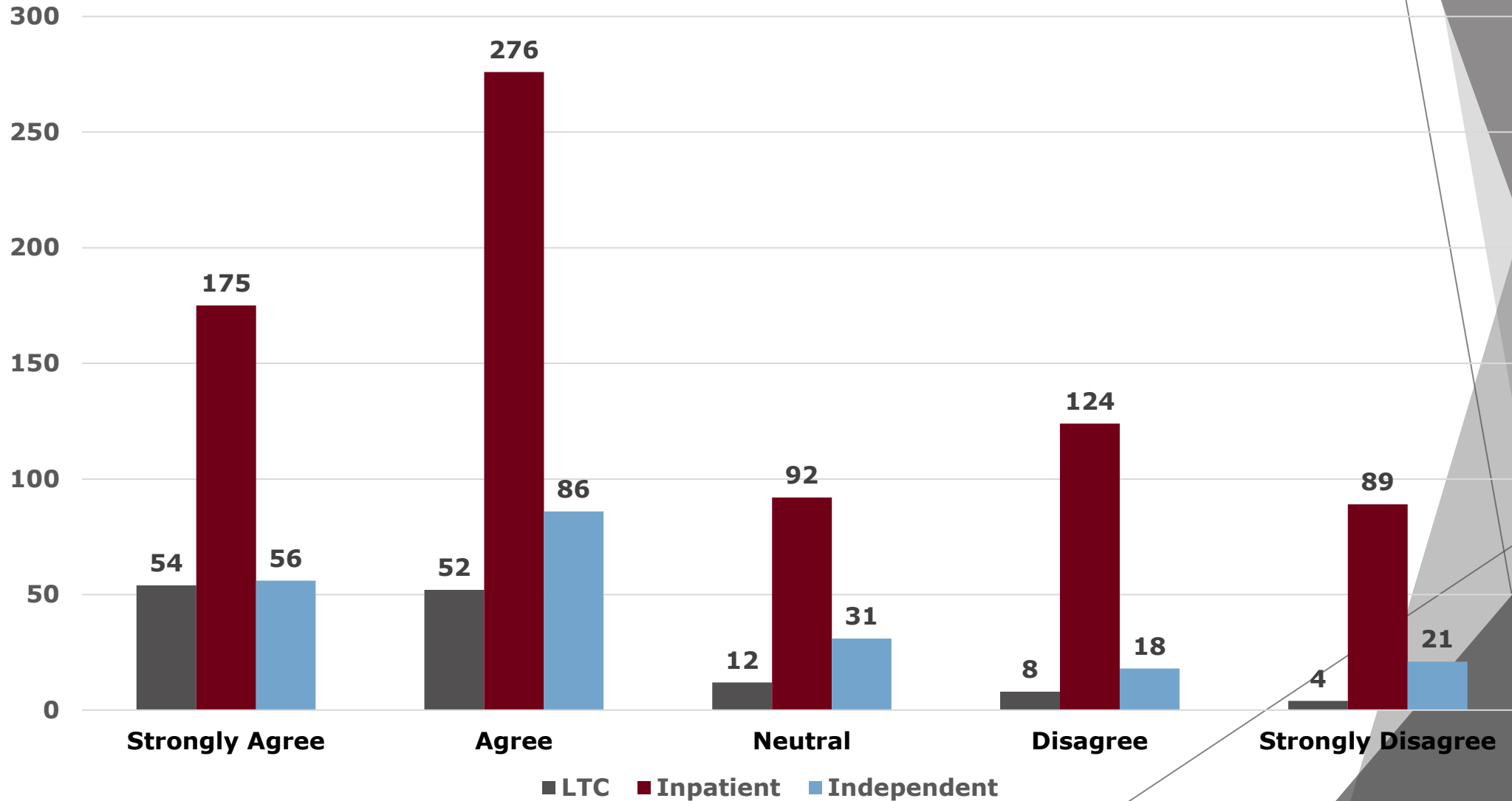
**I am given the opportunity to take lunch breaks or other breaks throughout the workday (All Settings)**



# I am given the opportunity to take lunch breaks or other breaks throughout the workday (Large Chain Settings)

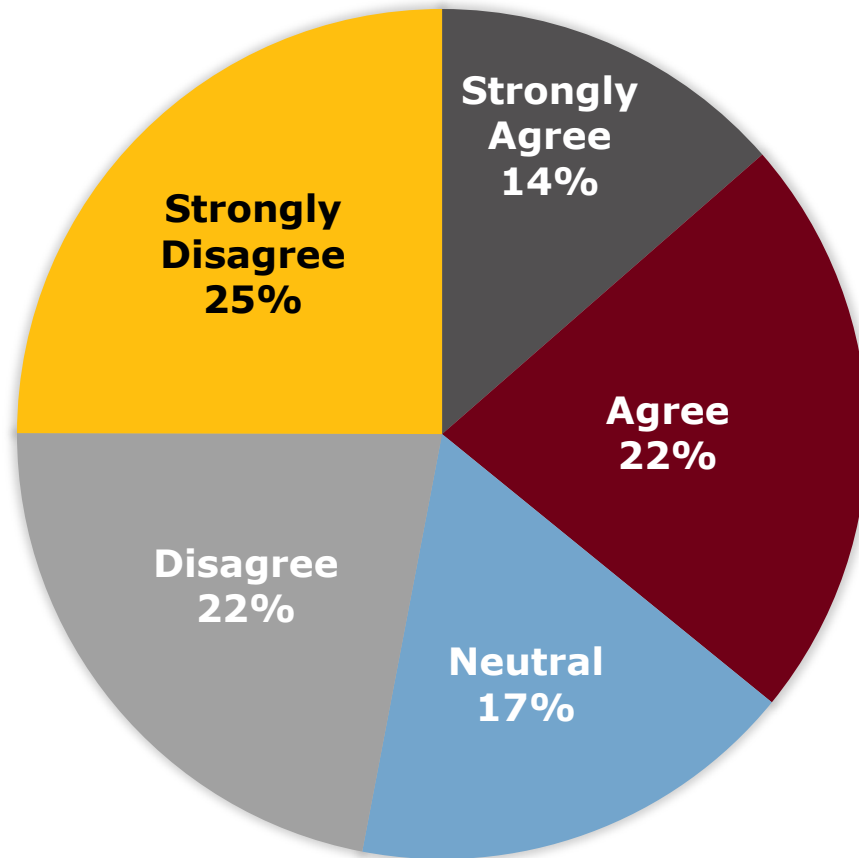


# I am given the opportunity to take lunch breaks or other breaks throughout the workday (Other Settings)

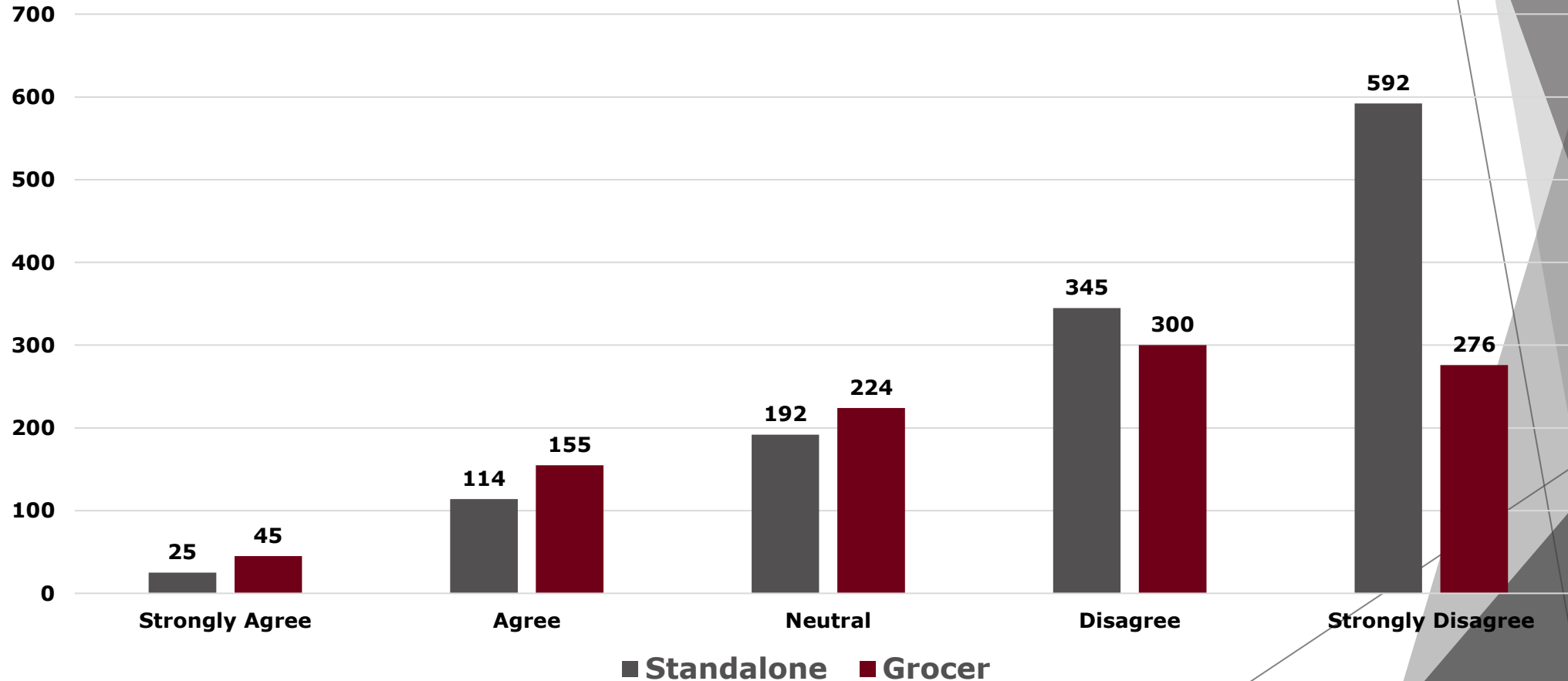




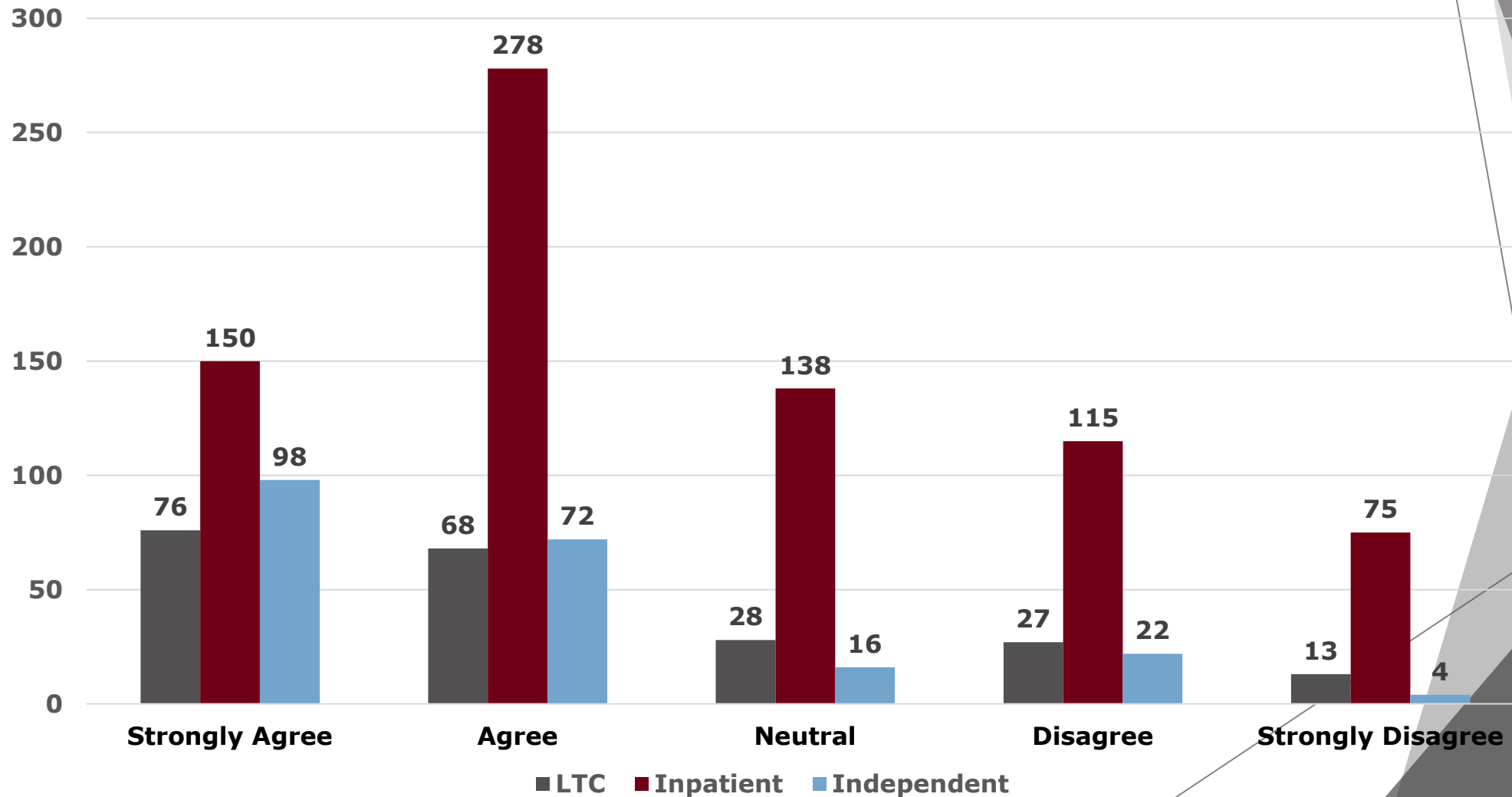
# I feel safe voicing any workload concerns to my employer (All Settings)



# I feel safe voicing any workload concerns to my employer (Large Chain Settings)

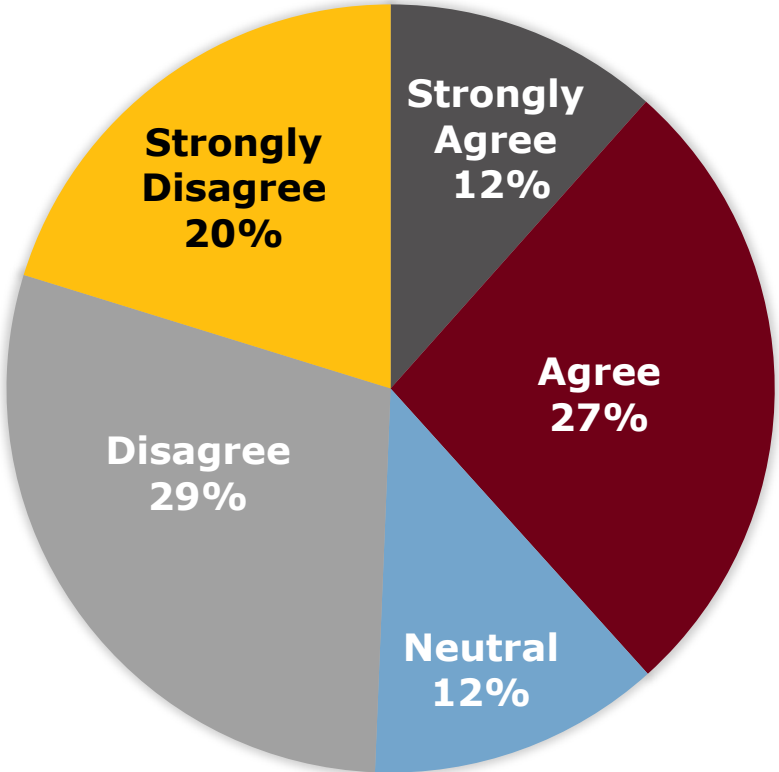


# I feel safe voicing any workload concerns to my employer (Other Settings)

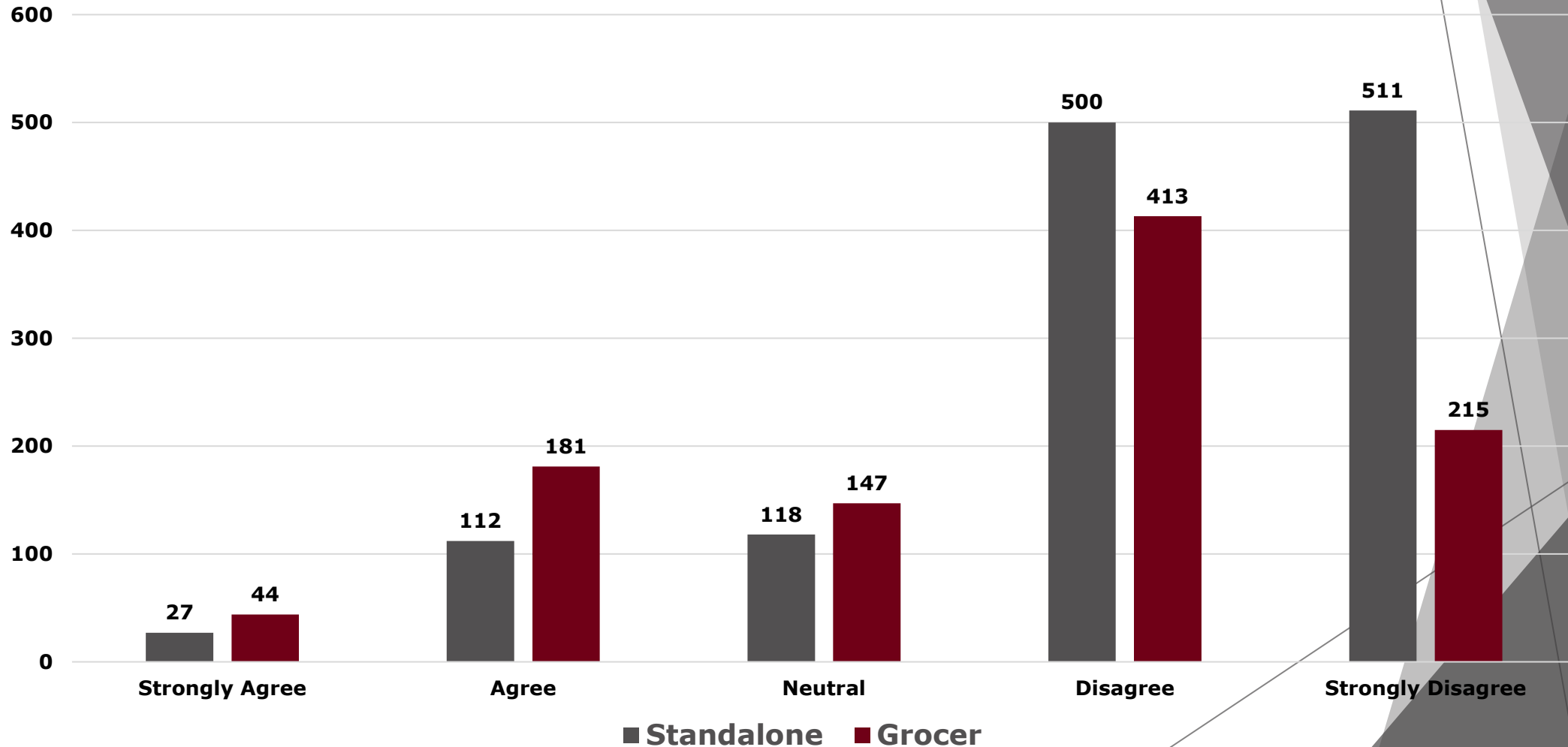


# Patient Safety Questions

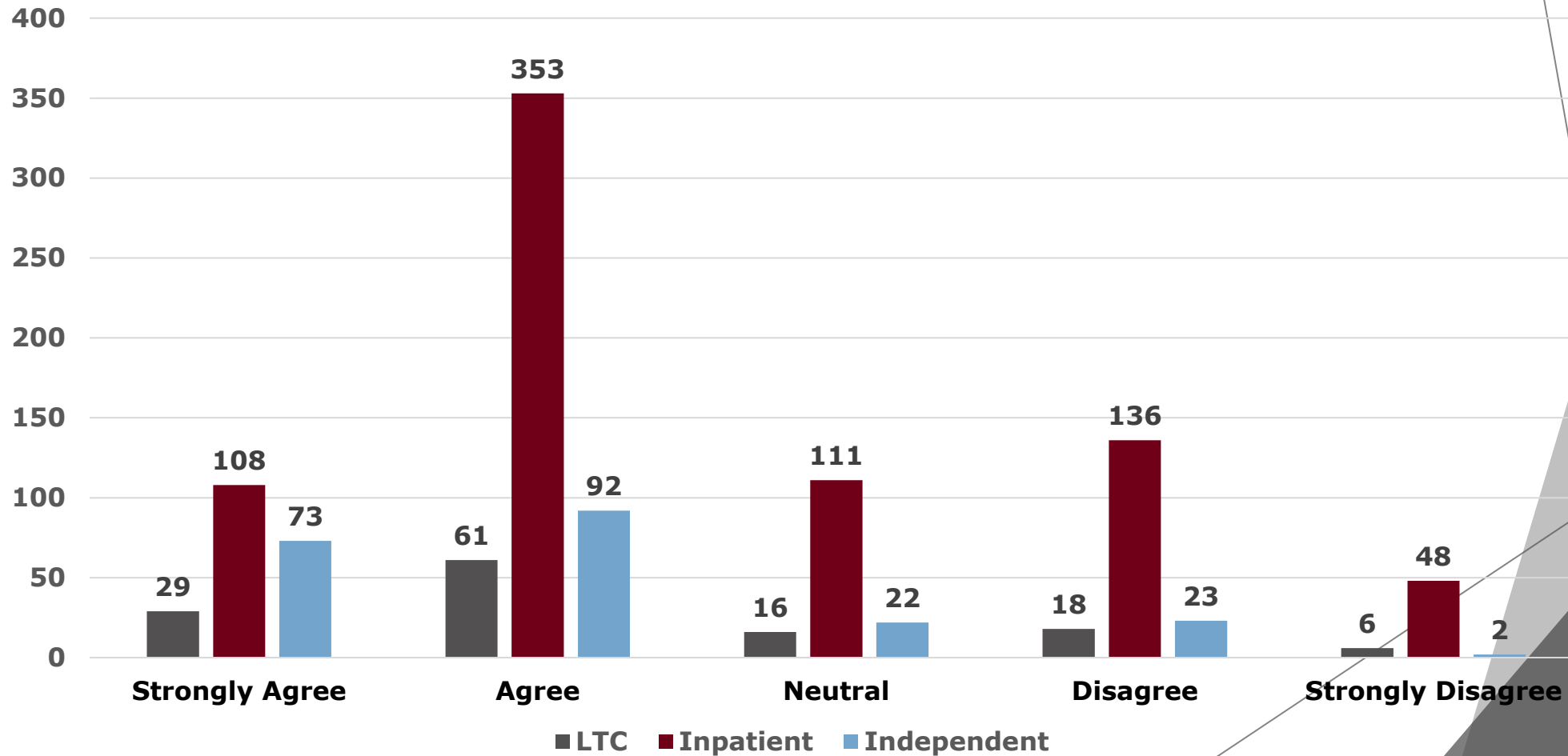
I feel that I have adequate time to complete my job in a safe and effective manner (All)



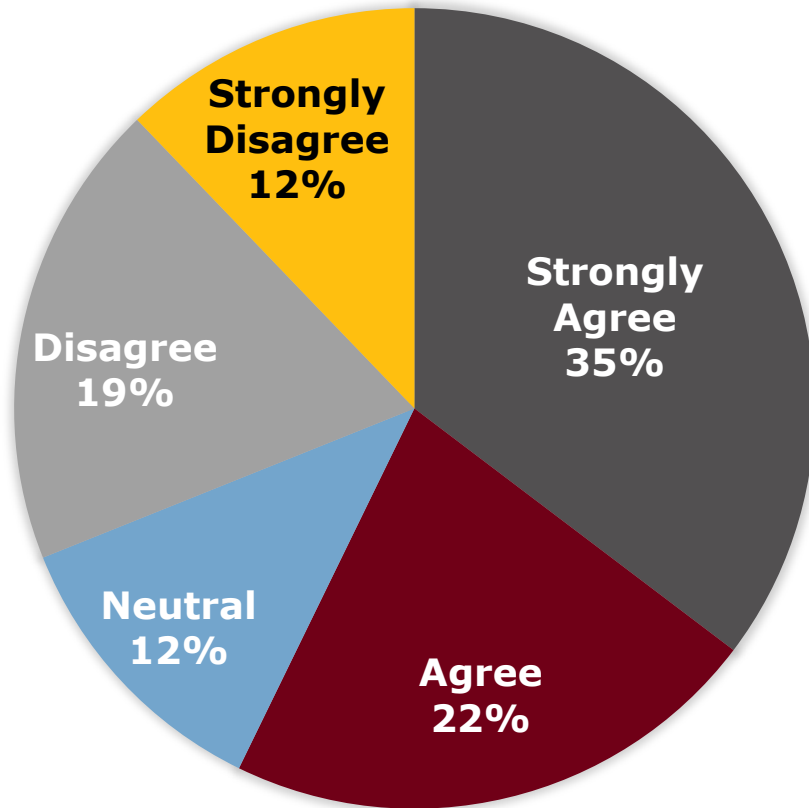
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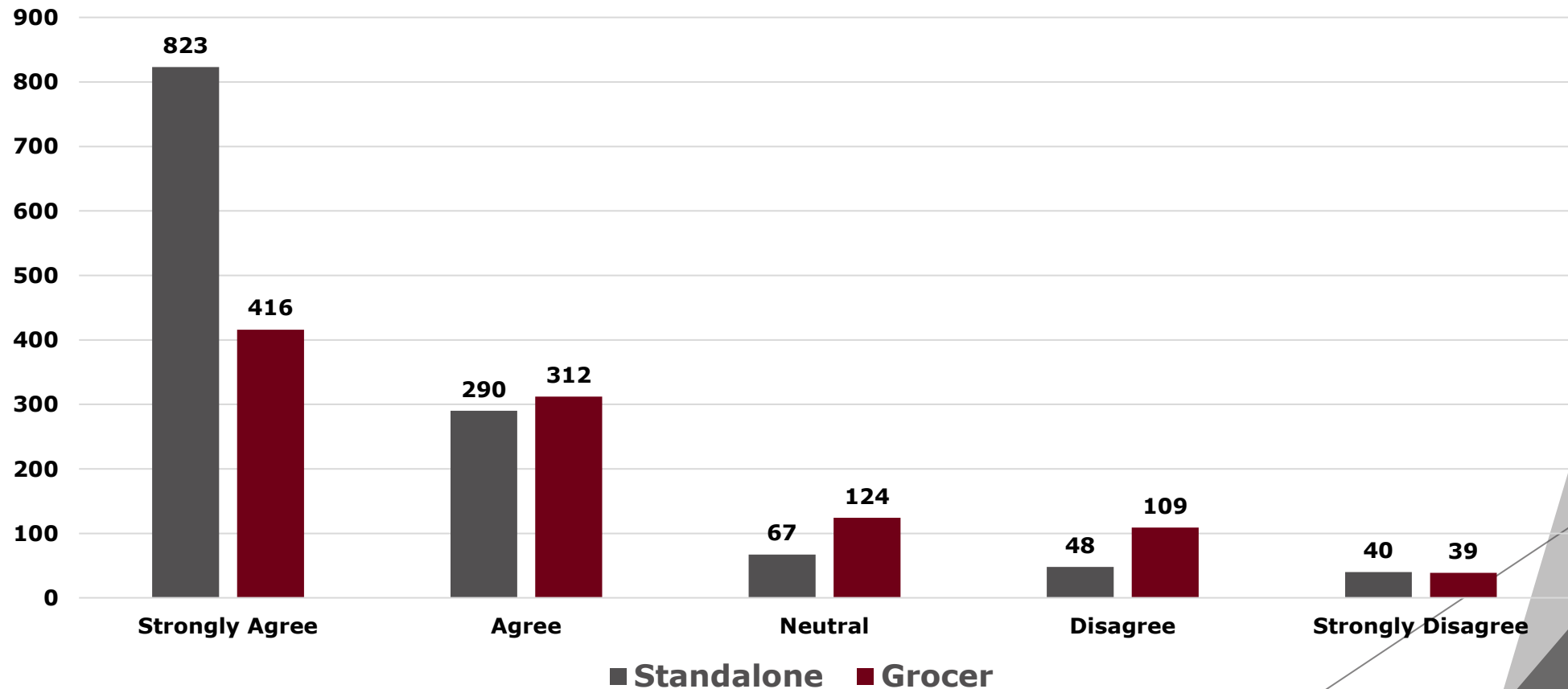
# I feel that I have adequate time to complete my job in a safe and effective manner (Other Settings)



**I feel pressure by my employer or supervisor to meet standards or metrics that may interfere with safe patient care (All Settings)**

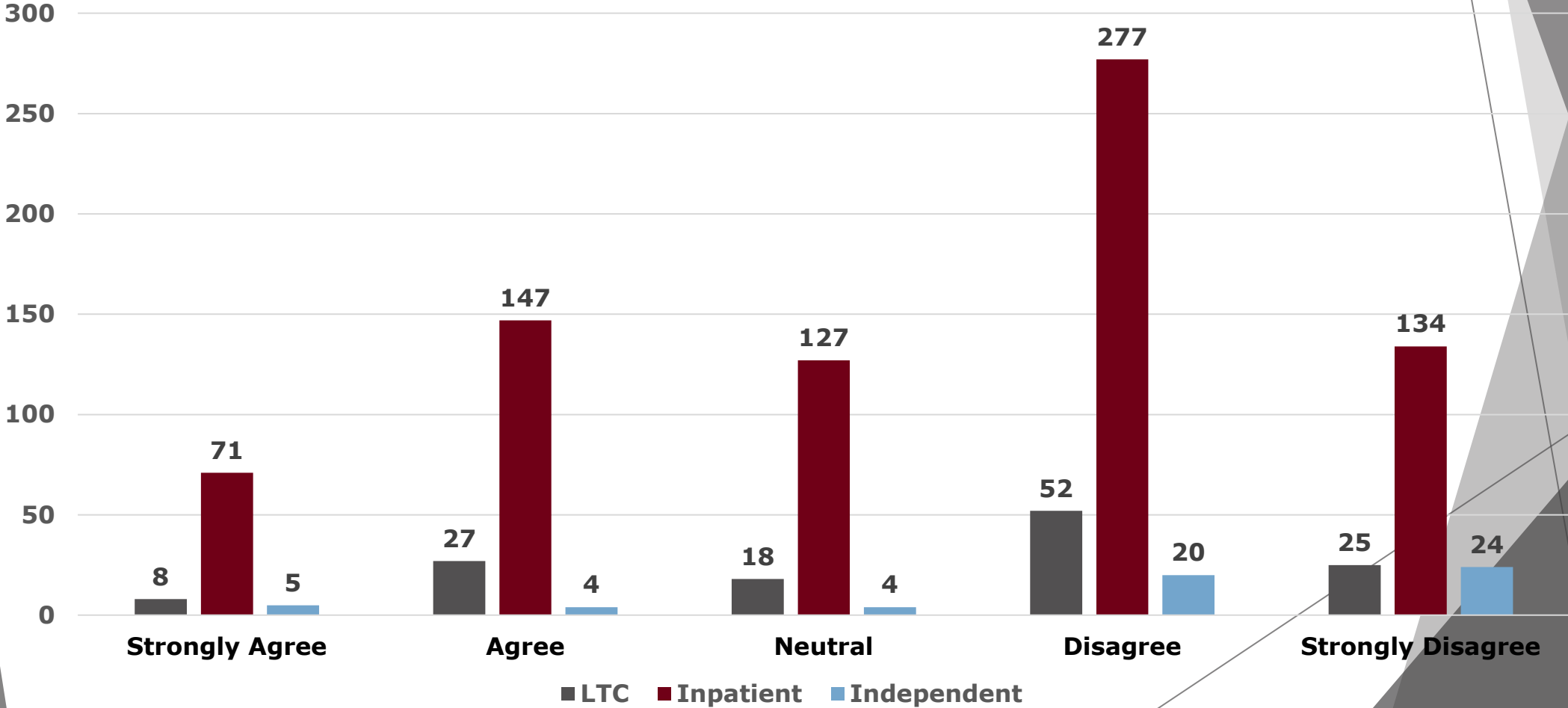


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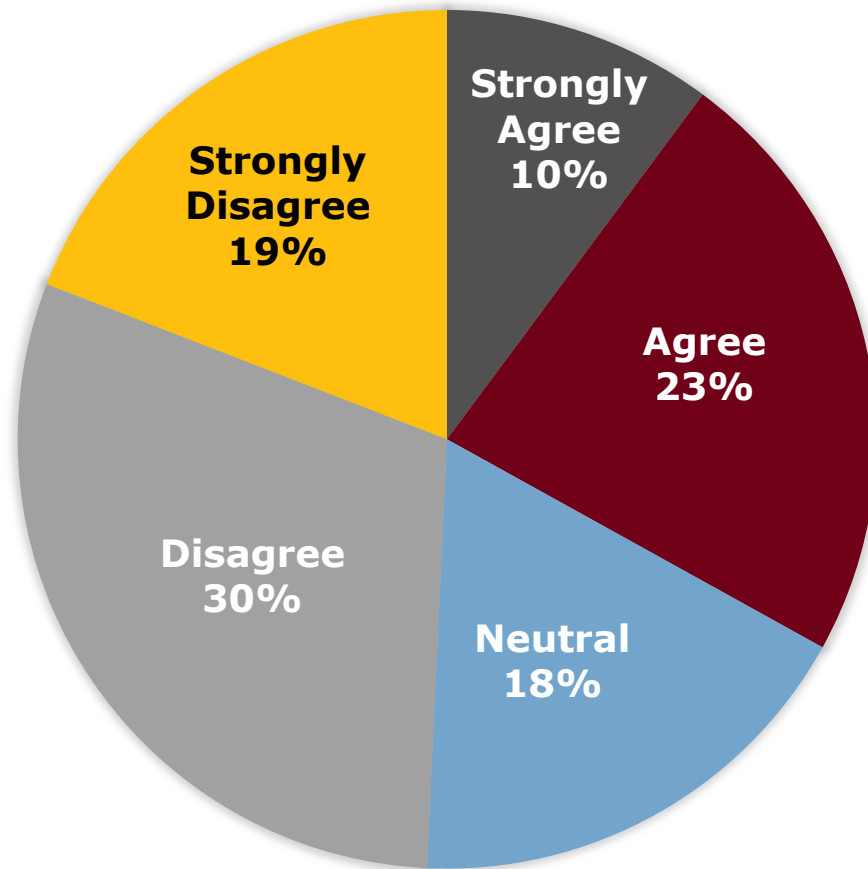




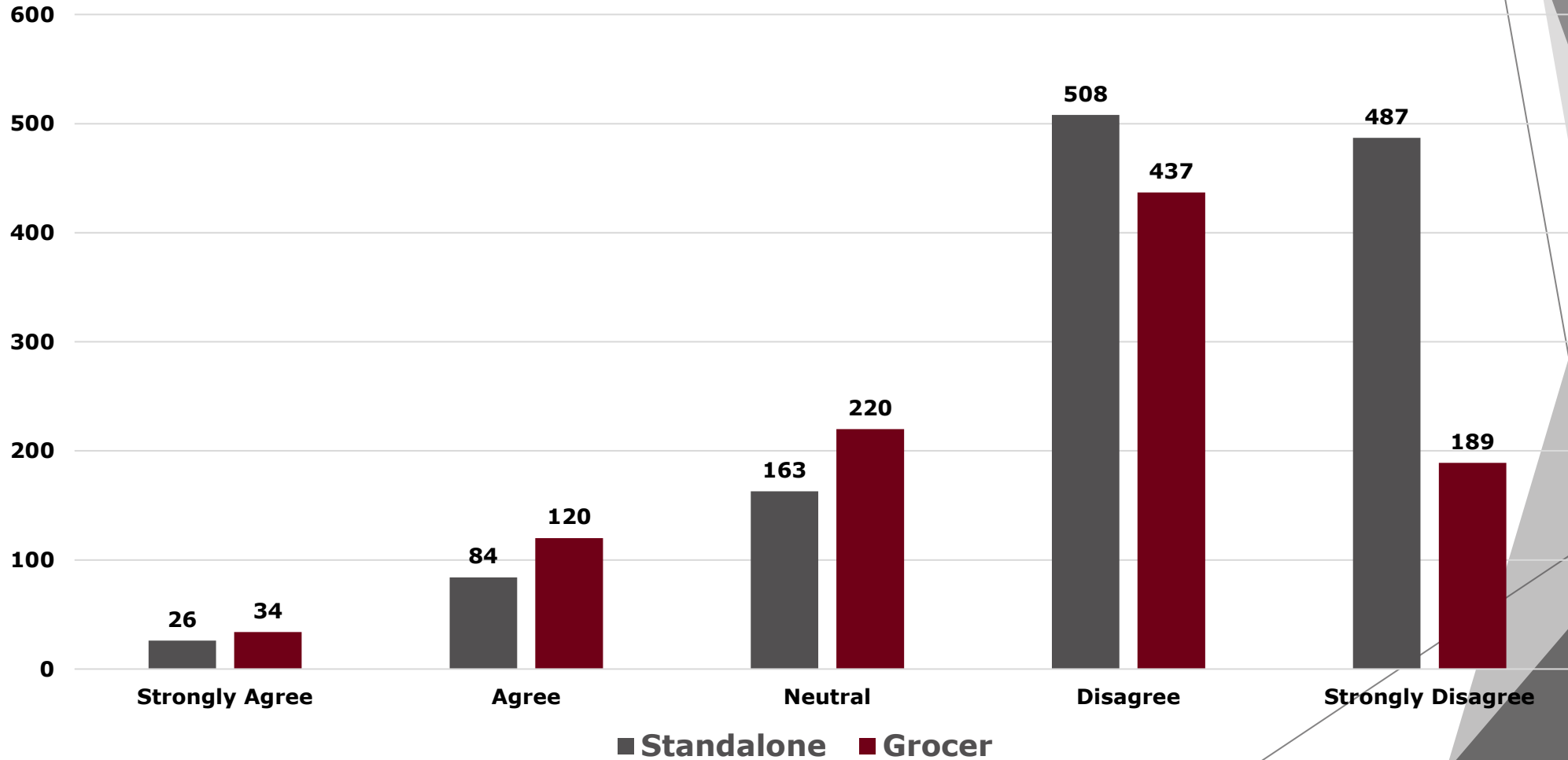
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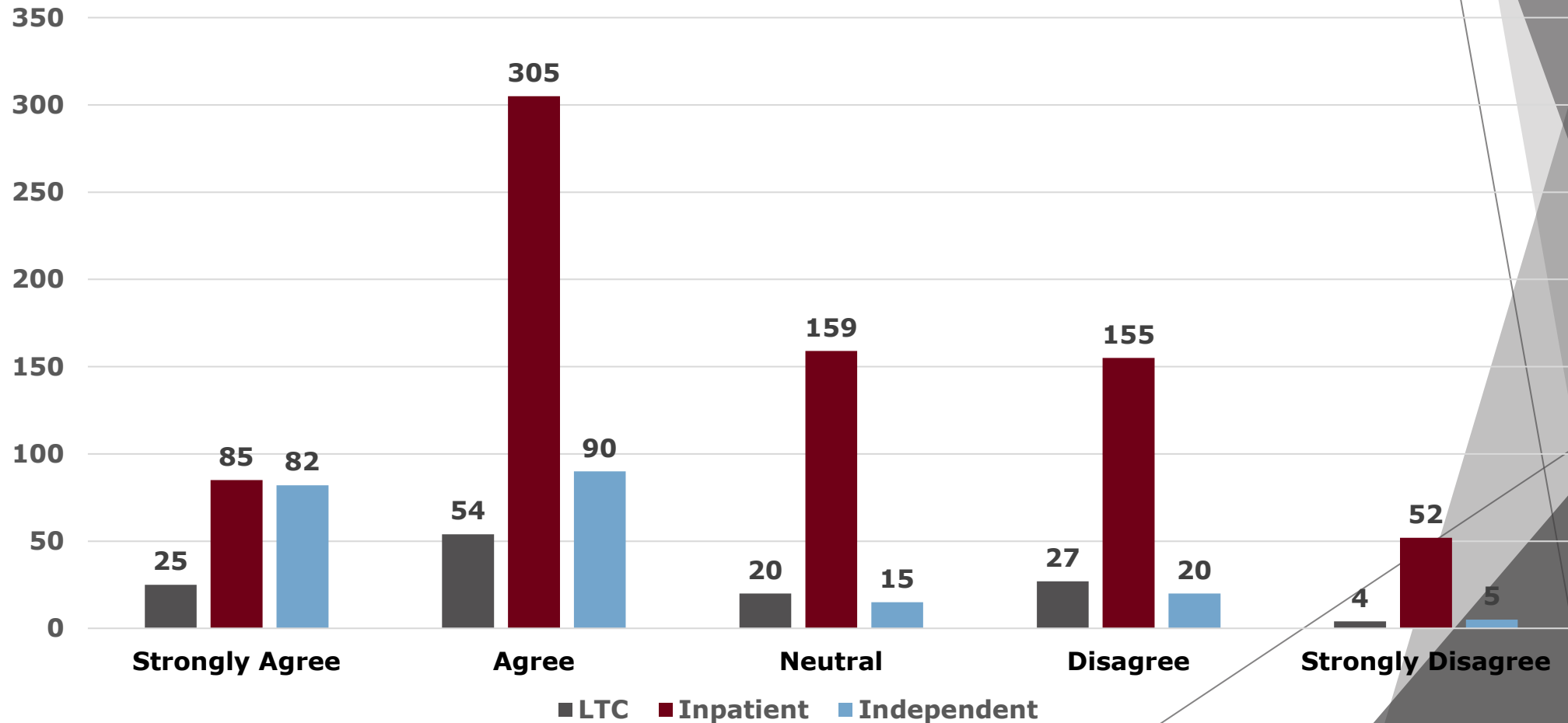
**I feel that the workload to staff ratio allows me  
to provide for patients in a safe manner  
(All Settings)**



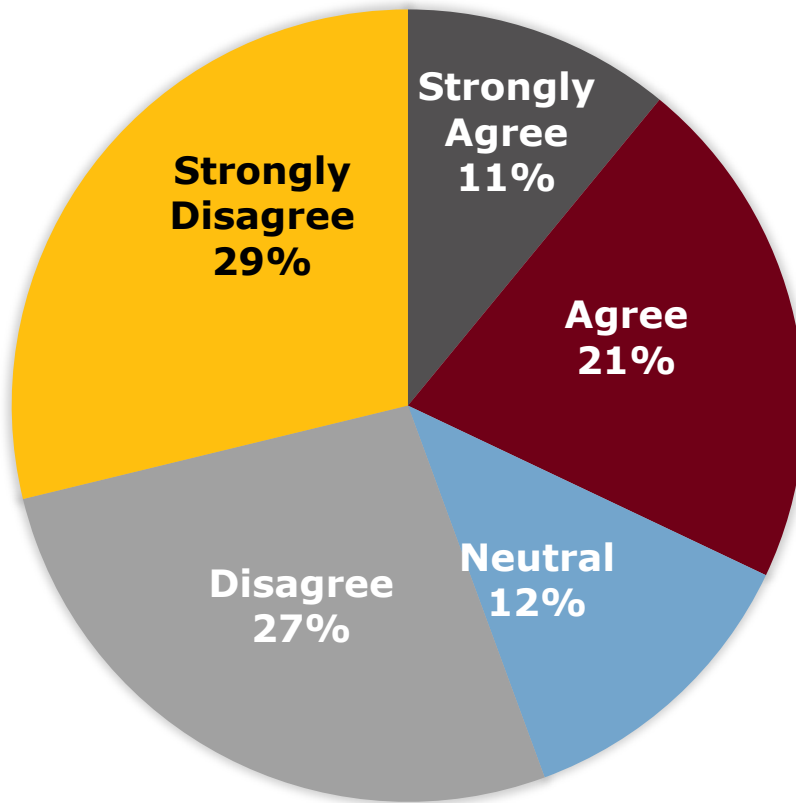
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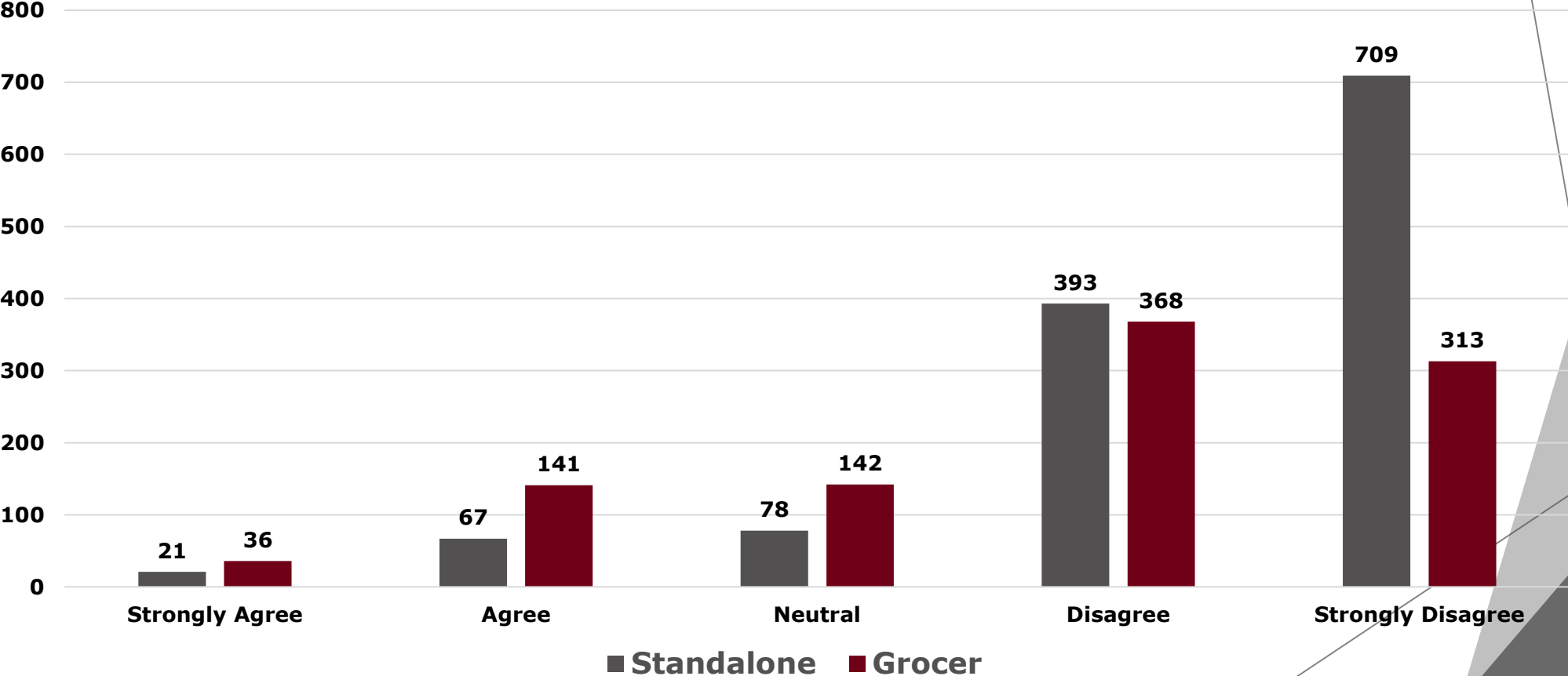
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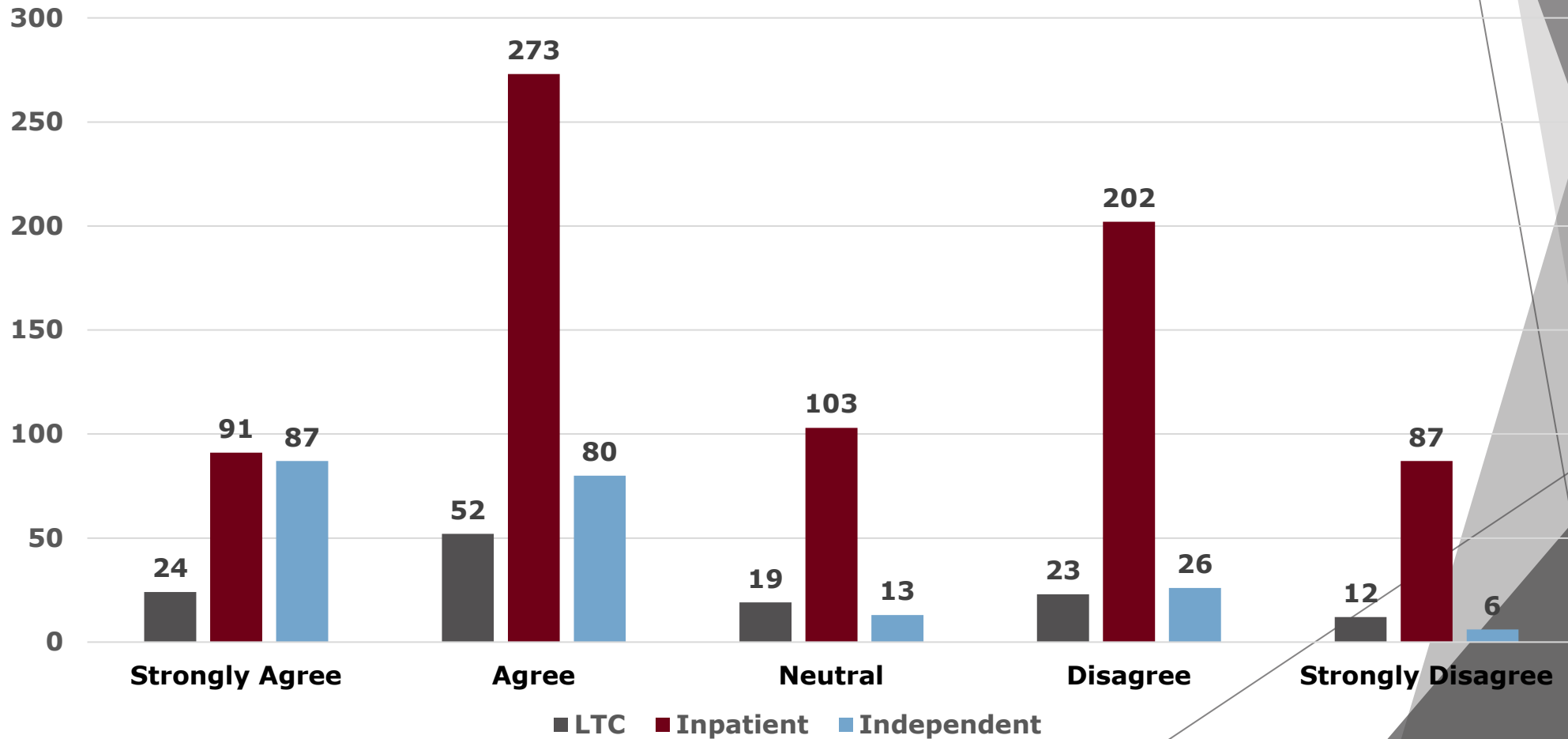
# I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care (All Settings)



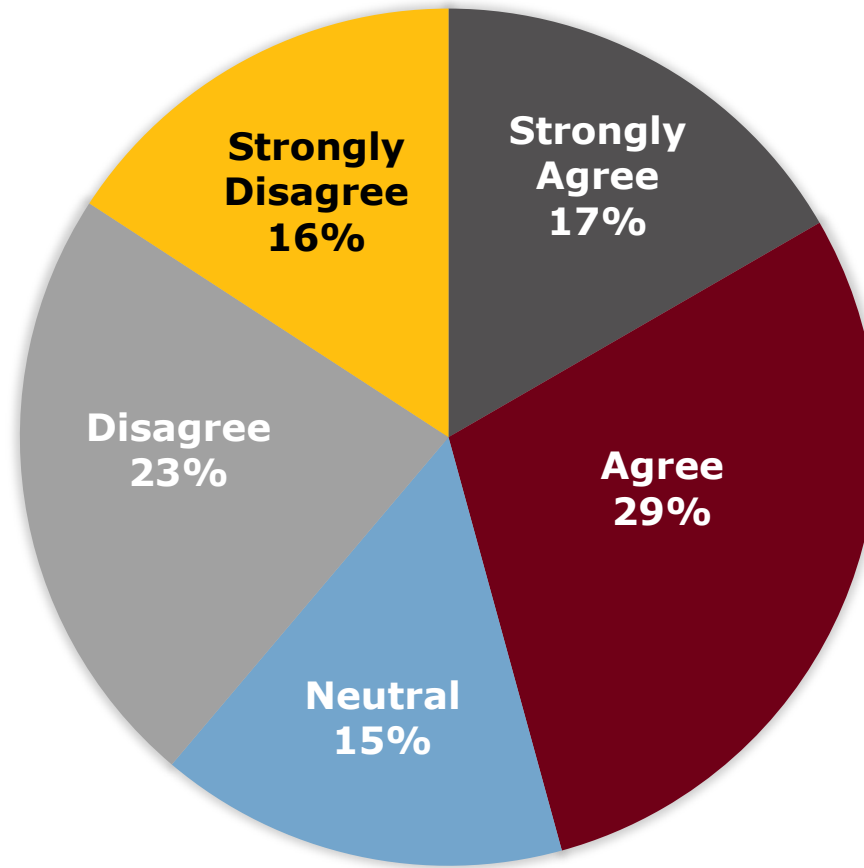
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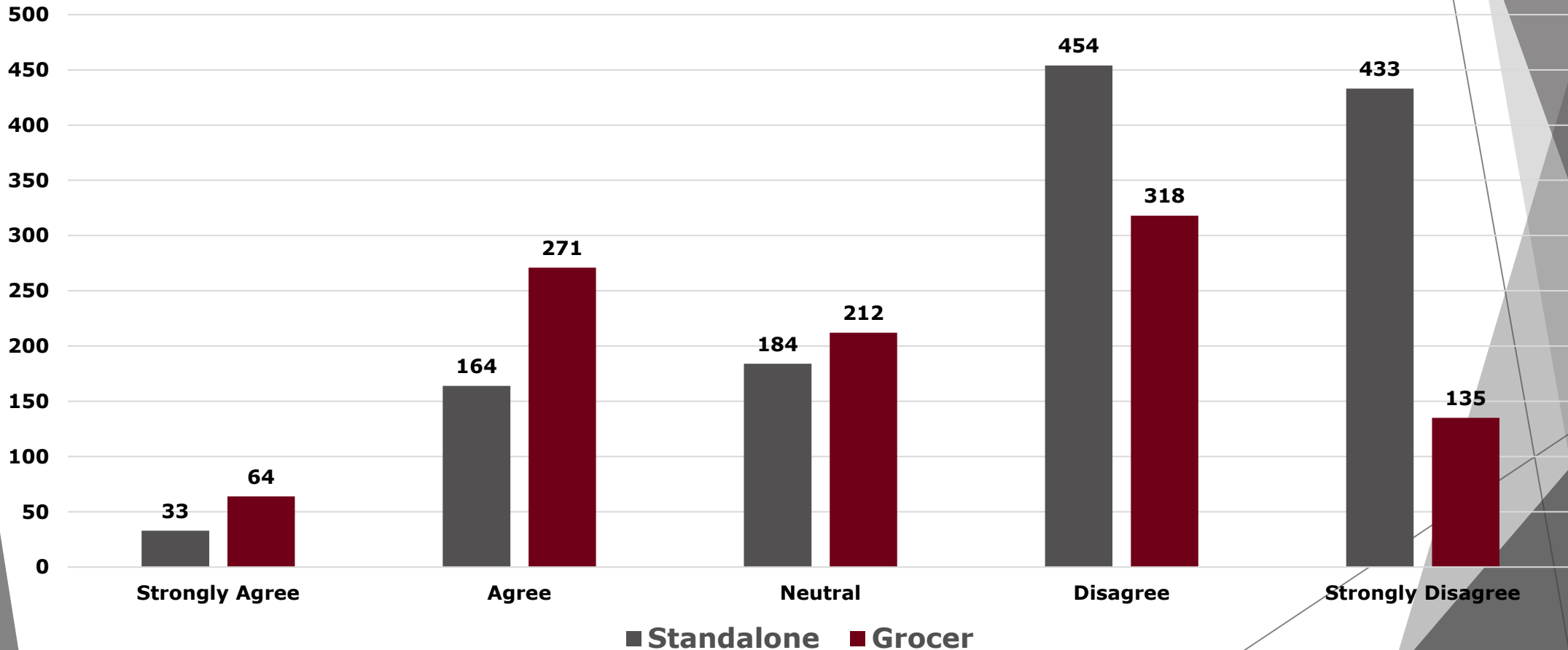


# I feel that my employer provides a work environment that allows for safe patient care (All)

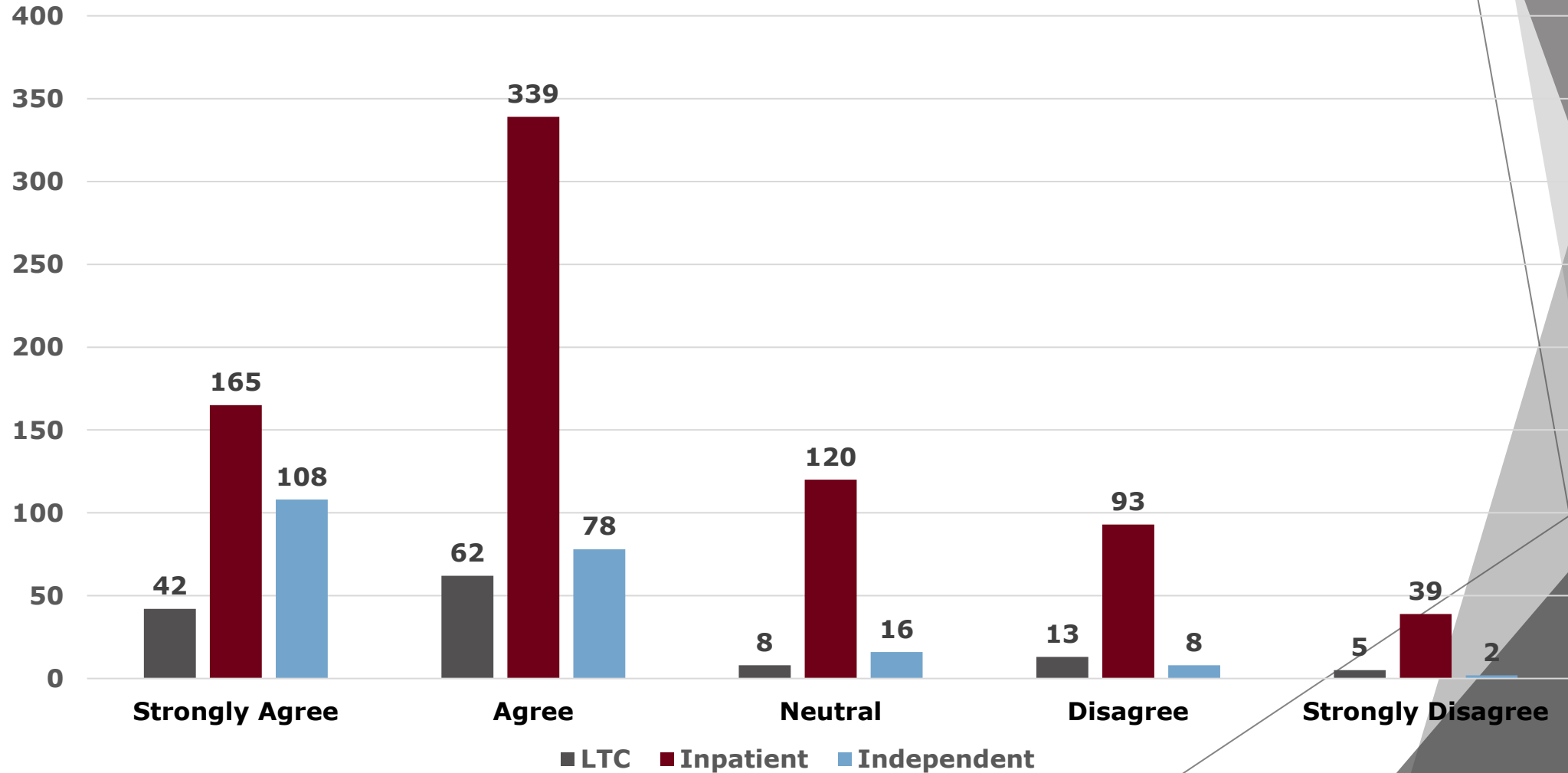




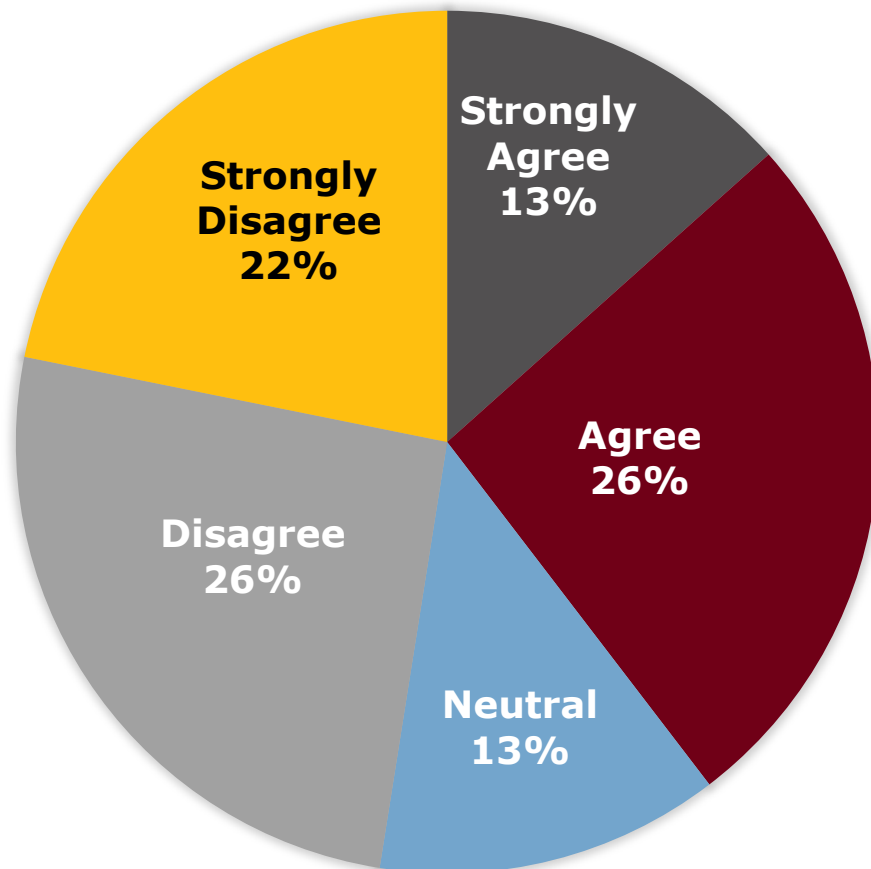
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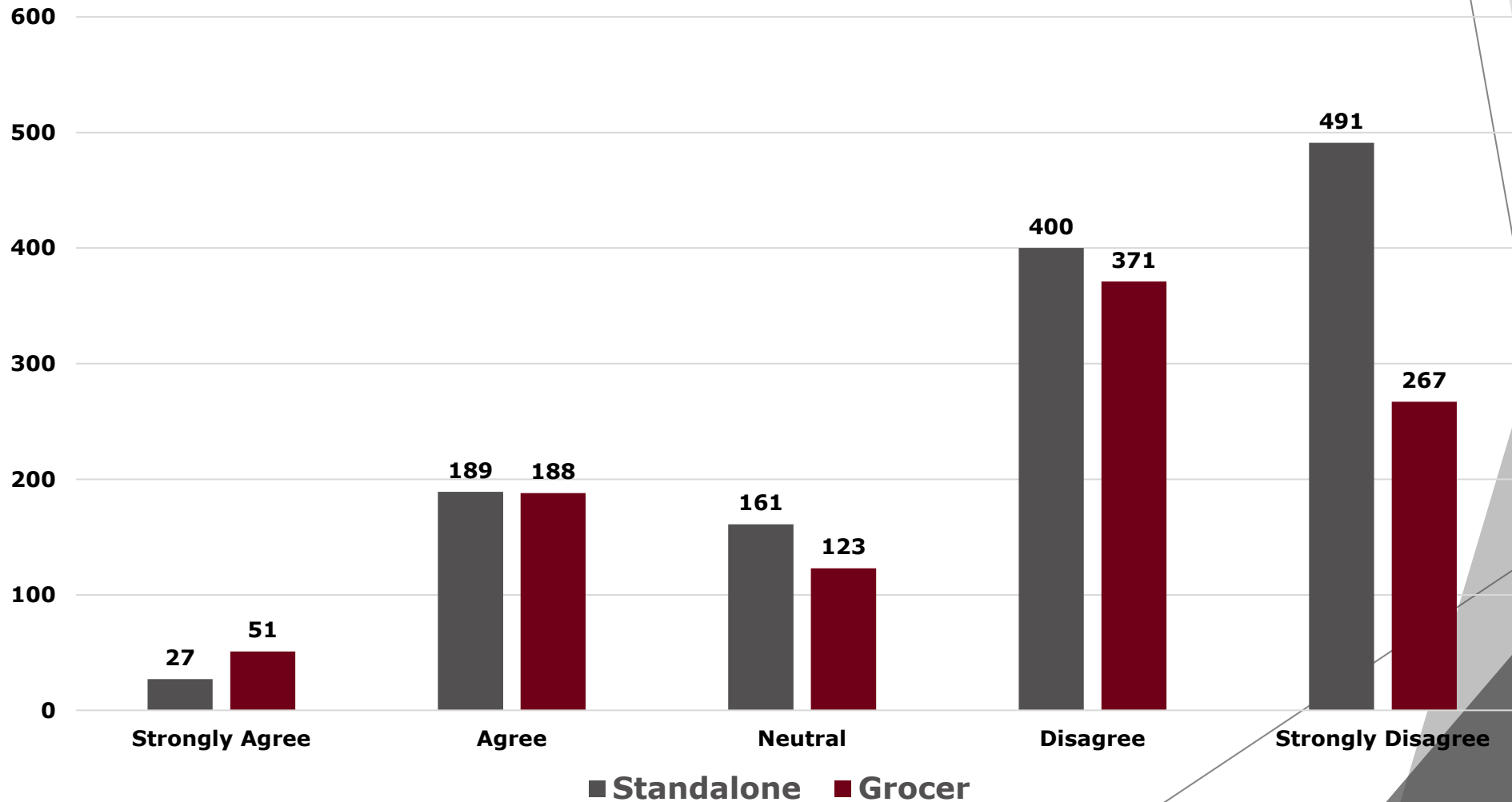
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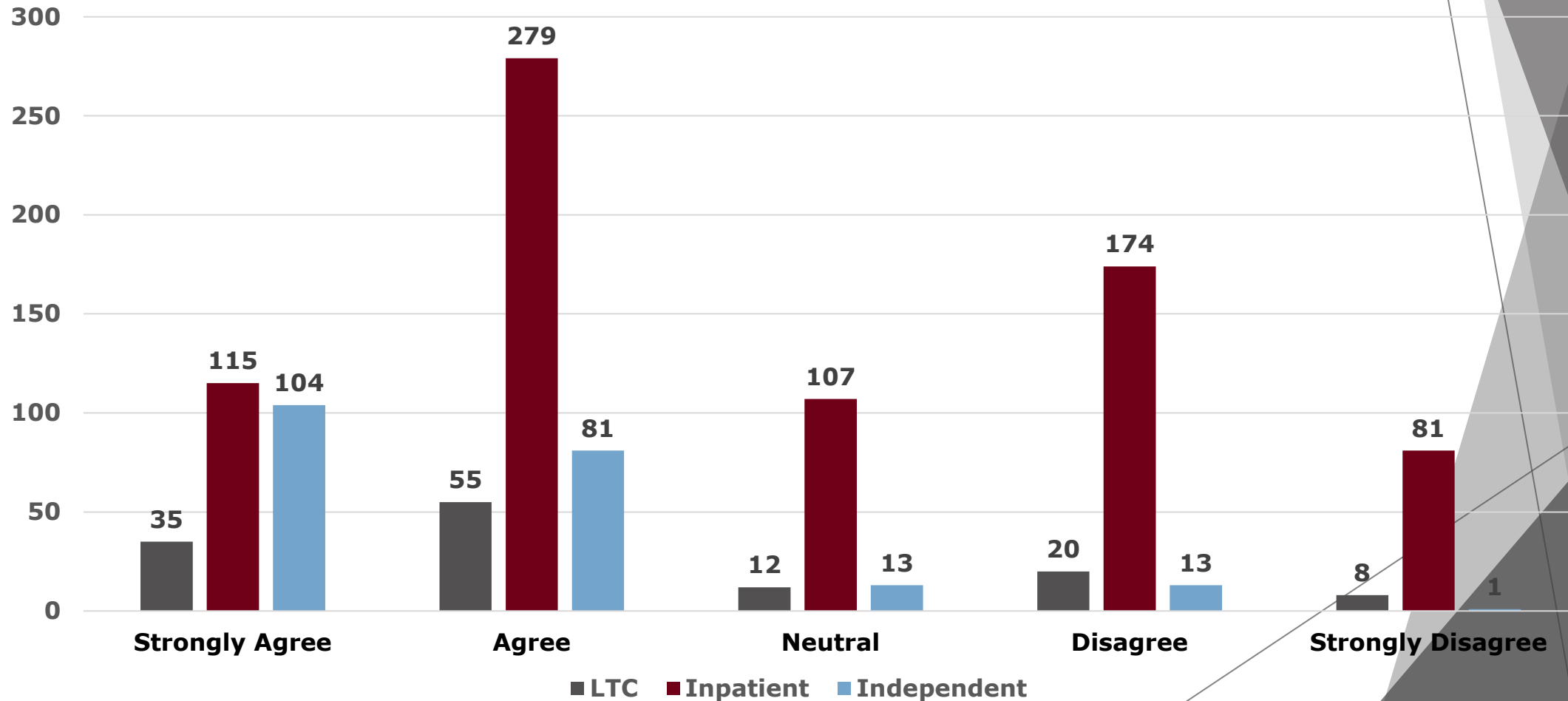
# I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care (All)



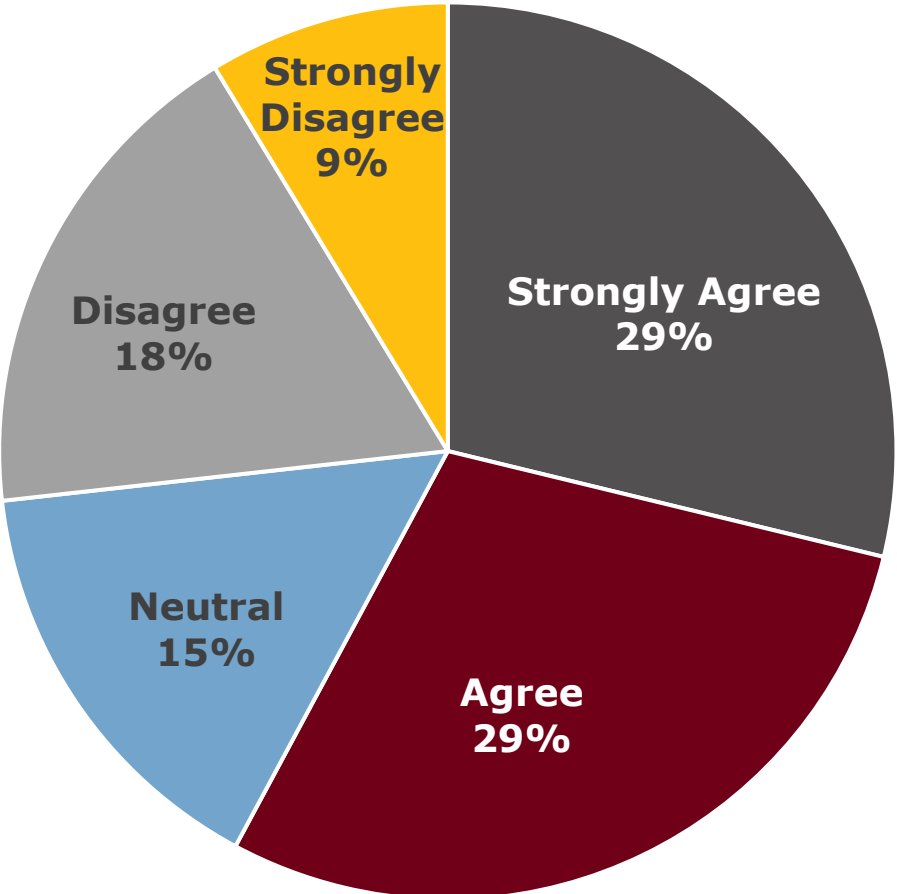
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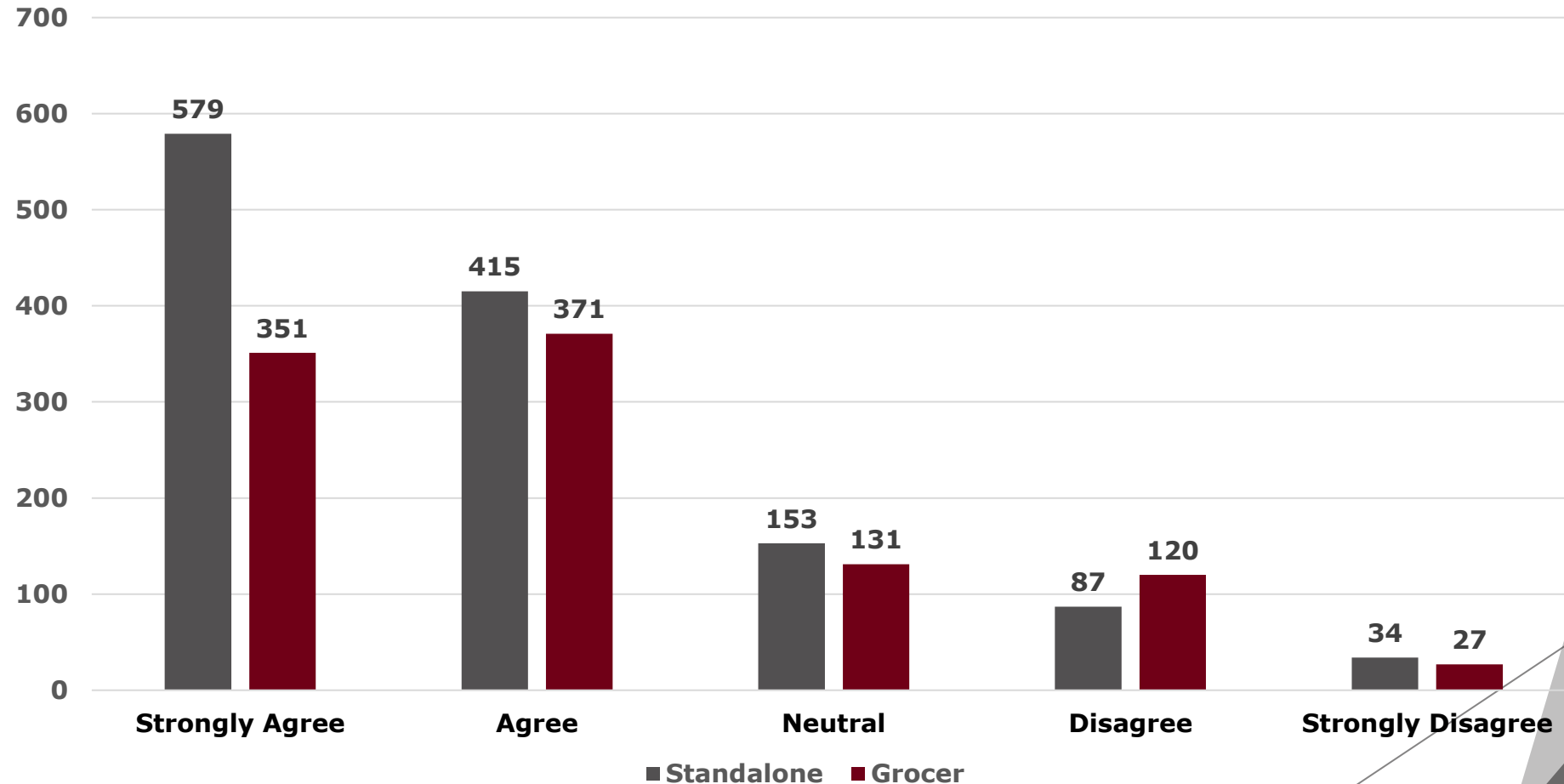
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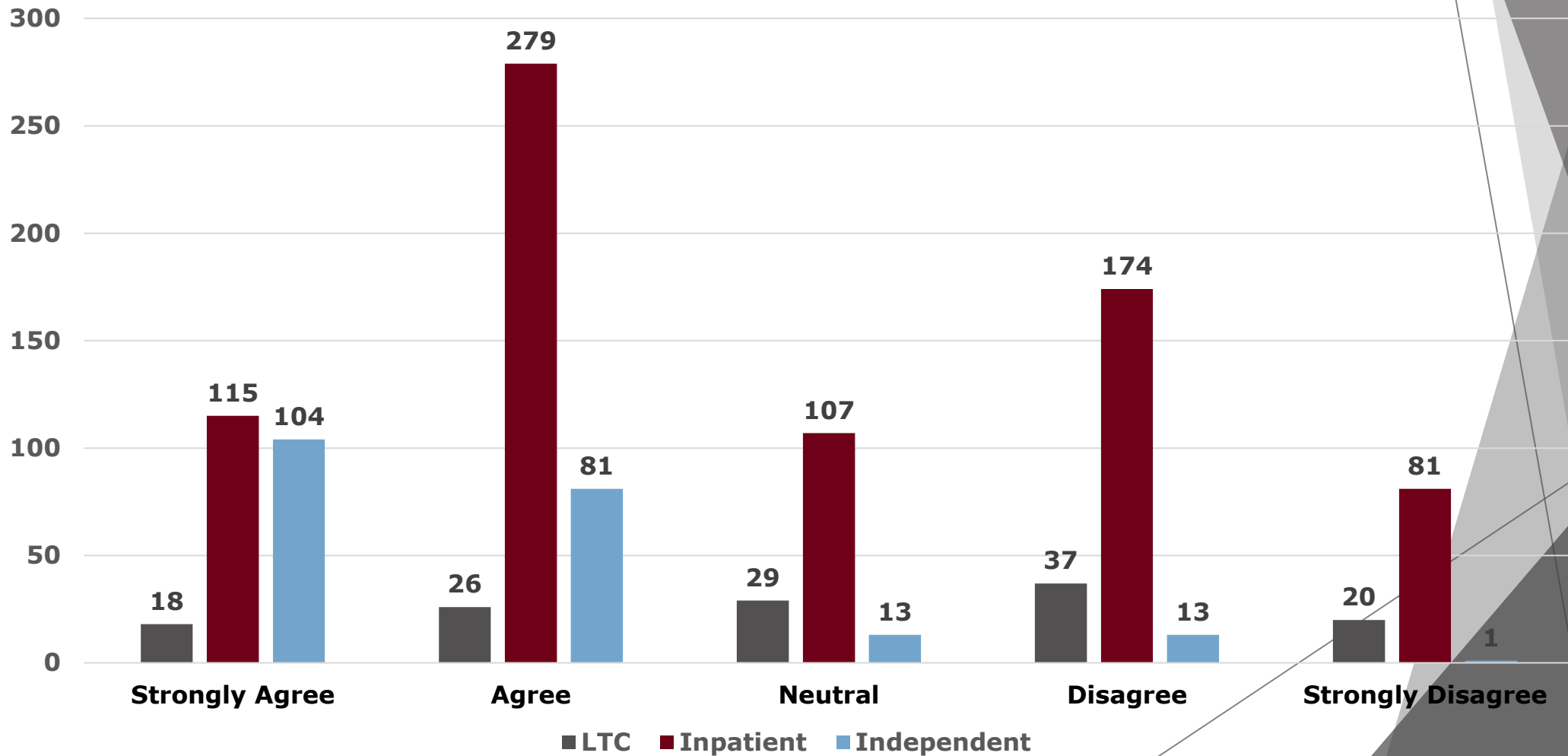
# I feel that inadequate staffing at my pharmacy results in delays in patients receiving medication in a timely manner (All)



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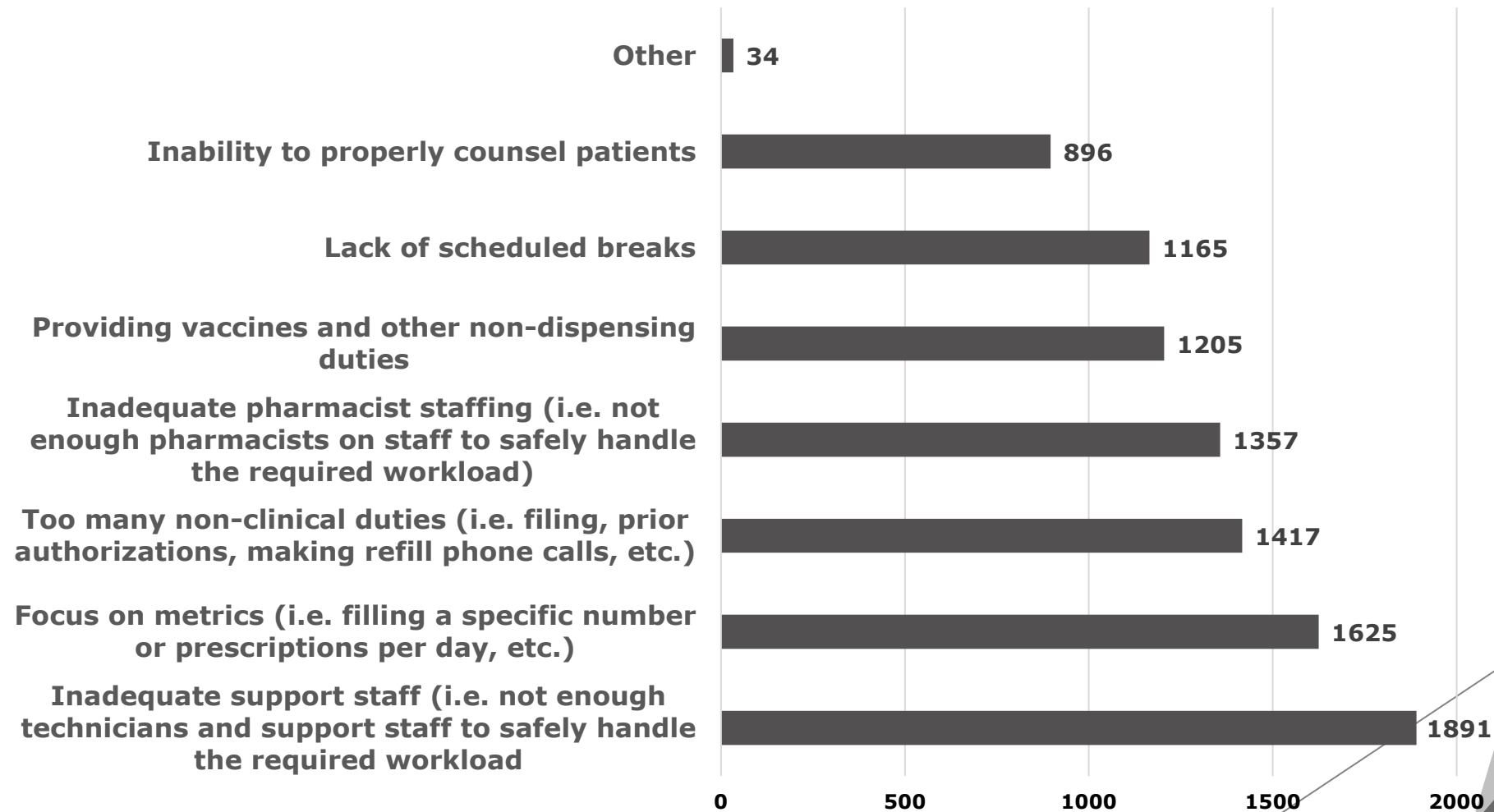


# I feel that inadequate staffing at my pharmacy results in delays in patients receiving medication in a timely manner (Other Settings)





# If you believe you are unable to practice safely at your current pharmacy practice site, please select the reasons why\*:



*\*Breakdown by setting is not available due to the option to select multiple options.*



# Review of Policies to Address Workload Shortage – “Buckets”

Scheduled Breaks

Non-Dispensing Duties

Pharmacist and Technician Staffing

Metrics

Prescription Volume

Non-Clinical Duties

*Others?*



# Review of Policies to Address Workload Shortage – “Buckets”

## Bucket #1: Scheduled Breaks

- ▶ *My largest concern is working a 13-hour shift as the ONLY pharmacist that day with NO scheduled lunch or breaks and I often feel guilty for sitting down for 15 minutes to eat lunch and dinner throughout the day. There is no “good” time for me to eat or use the restroom when working 13-hour shifts. I feel very strongly that this should not be okay as it can lead to unnecessary hazards to not only the pharmacist working the shift, but patient safety as well.*
- ▶ *No breaks when your (sic) are the only pharmacist working, hard to use the restroom or even eat food.*



# Review of Policies to Address Workload Shortage – “Buckets”

## Bucket #2: Non-Dispensing Duties

- ▶ *Pharmacy has gone away from a patient centered true Healthcare profession. Its now like any other business with the focus on doing as much as possible with as little help as possible. The focus on metrics only makes things worse, then add in non-dispensing roles like vaccines and MTM with their own metrics, and it adds more undue stress to an already stressful profession.*
- ▶ *I love giving vaccines but it's very challenging to give vaccines while filling hundreds of scripts a day.*



# Review of Policies to Address Workload Shortage – “Buckets”

## Bucket #3: Pharmacist and Technician Staffing

- ▶ *Technician staffing has been an issue since I've been licensed. Finding competent help that you are comfortable working with has become more scarce. With the layouts of the pharmacies having multiple windows to service drop off and pick up of prescriptions, more help is necessary yet routinely technician hours are cut. I also feel this is a safety issue when there aren't enough people to watch these windows that allow access to the pharmacy. There are also the increasing numbers of immunizations and MTM services required to be completed on a regular basis.*
- ▶ *Because of lack of support staff. I generally spend about 80% of my day doing tasks technicians are allowed to do on type of pharmacists tasks- answering phone calls, data entry, filling, and ringing out customers. It is an unsafe environment when I have to type most prescriptions I check and no other eyes are on them.*



# Review of Policies to Address Workload Shortage – “Buckets”

## Bucket #4: Metrics

- ▶ *Big chains need to be less focused on metrics and more focused on patient care and safety, especially during COVID-19. We are unable to meet the requirements of keeping our pharmacy clean and safe to the public, as well as meet promised times for prescriptions being filled. There needs to be some sort of balance here... or we need support from other staff to do the cleaning duties so that we can properly take care of patients.*
- ▶ *Company focus on metrics makes the current practice of Pharmacy unsafe and results in high risk of errors. We are constantly expected to “do more” with less. Company’s use the fact that a majority of pharmacists are salaried, therefore you are expected to meet any goal or metric by working before and after your shift for any amount of time to meet a metric. This affects mental health, work-life-balance and ultimately makes the entire profession unappealing in the long run.*



# Review of Policies to Address Workload Shortage – “Buckets”

## Bucket #5: Prescription Volume

- ▶ *I work for a large chain grocer and provide remote verification and DUR screening for the pharmacies. The quantity of prescriptions expected of each pharmacist per day is unsafe and unrealistic, and mistakes are made due to the speed with which pharmacists must perform tasks to stay at goal and keep their job. Verifying prescriptions is not a task that should be timed— every prescription and patient situation requires a different amount of time to process and it is flatly unsafe. The situation has gotten worse every year with the goal getting higher and higher and pharmacists skipping breaks to try to hit the unrealistic goals.*
- ▶ *The workload for one pharmacist is out of control. Between the interruptions, having to stop checking scripts to administer vaccines, the focus on ridiculous metrics such as text messaging and 90 day scripts, and the volume of phone calls we have to make to ask people to refill a script is overwhelming to say the least. We are told to rely on central support but they make mistakes!!! At my location, we have 2 hours of pharmacist overlap. That’s it. It’s not enough for the volume.*



# Review of Policies to Address Workload Shortage – “Buckets”

## Bucket #6: Non-Clinical Duties

- ▶ *Corporate sends you tens of lists of administrative work and collectible items to complete by the end of day regardless of how busy and short staffed you are. They want you to do action plans to increase prescriptions number and NPS and messaging and all kinds of metrics and ignoring the main focus which is the patient safety. Ignoring the fact that they are taking your time from your patients to complete all of these timed action items. they tell you to take a 30 mins lunch per day and there is no other pharmacist overlap and patients won't let you most of the time.*

