

Pharmacist's Burnout and Wellness

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National Diamondback Pharmacy Alumni
Council

Annual Meeting

Speaker Disclosure



- **I do not have** (nor does any immediate family member have):
 - a vested interest in or affiliation with any corporate organization offering financial support or grant monies for this continuing education activity
 - any affiliation with an organization whose philosophy could potentially bias my presentation

CPE Information



Florida Pharmacy Association is accredited by the Accreditation Council for Pharmacy Education (ACPE) as a provider for continuing pharmacy education. **This activity offers 1.0 contact hours (0.15 CEU).**

- Target Audience: Pharmacists
- ACPE #:
- Activity Type:
 - Knowledge – Transmit Facts



LEARNING OBJECTIVES

Pharmacist Learning Objectives

1. Describe what occupational burnout is and the background associated with burnout
2. Review how to recognize the signs of occupational burnout
3. Review Florida pharmacist burnout data during COVID-19
4. List helpful skills to promote self care and wellness
5. Discuss resilience skills and tools to increase tenacity

Technician Learning Objectives

1. Recognize what occupational burnout is and the background associated with burnout
2. Identify how to recognize the signs of occupational burnout
3. Review Florida pharmacist burnout data during COVID-19
4. List helpful skills to promote self care and wellness
5. Discuss resilience skills and tools to increase tenacity

Nursing Learning Objectives

1. Recognize what occupational burnout is and the background associated with burnout
2. List helpful ways on recognizing the signs of occupational burnout
3. List Florida pharmacist burnout data during COVID-19
4. Identify helpful skills to promote self care and wellness
5. Discuss resilience skills and tools to increase tenacity



WHAT IS
OCCUPATIONAL
BURNOUT?

OCCUPATIONAL BURNOUT

- Everyone feels burnout at some point in time
- Usually related to GAD, stress, workload
- Pharmacists have been shown to have a higher burnout rate than most physicians since 2020





RECOGNIZING BURNOUT IN YOURSELF

What does burnout look like?

"Burnout is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by:

- Feelings of energy depletion or exhaustion
- Increased mental distance from one's job
- Feelings of negativism or cynical nature towards one's job
- Reduced professional efficacy"



What does burnout look like?

- Depressed at work
- “Used up” after leaving work every day
- Treating patients indifferently
- Blaming patients for their own problems
- Not truly caring what happens to patients
- Becoming more callous to patients and team members
- Losing empathy due to loss of others not being empathetic towards you or your team

Let's look at some real feeling words...

Pissed

Exhausted

"Oh absolutely
not"

"Have they lost
their minds"?

"How am I
supposed to fill 60
medications in 25
minutes"?

"25 shots before 2
pm"?

Neglected

Burnout

trigger

words

- Verify to promise time
- PCQ Calls
- "Lane 1"
- "I can't come in today"
- "Your store did not meet its metrics this month. Let's discuss how to do that"
- "I got the **wrong** medication"
- "I need to speak to the pharmacist"
- "Why aren't my meds ready"?

Who has reported more burnout?



COMMUNITY
PHARMACISTS



HOSPITAL PHARMACISTS



COMMUNITY
PHARMACISTS

HOSPITAL PHARMACISTS

Differences?

Community

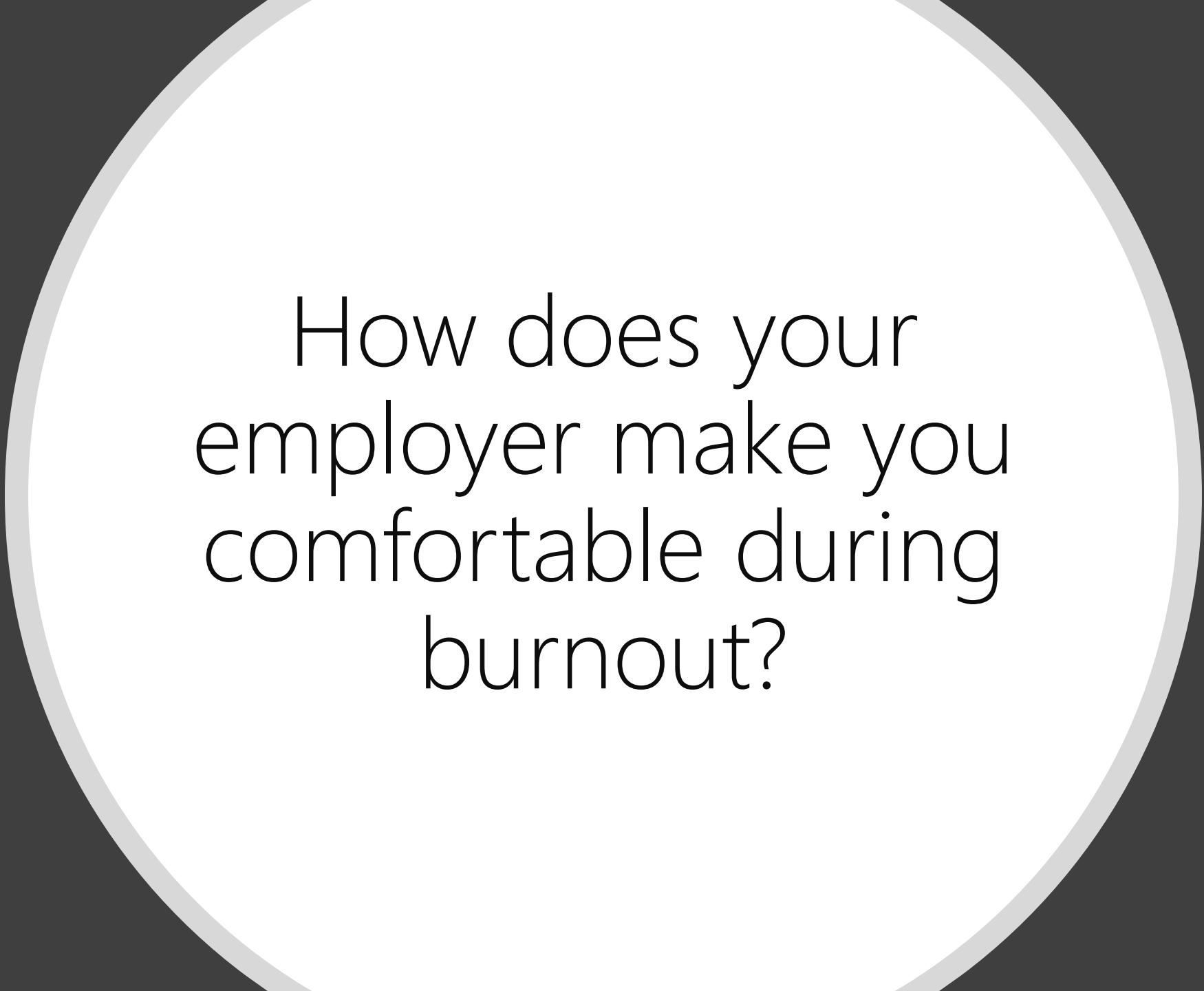
- Time Constraints
- Corporate Metrics
- Negative Patient Interaction
- Vaccines
- Call Outs
- Random Resignations

Hospital

- Time Constraints
- Dosing/Therapy Recommendation
- Overpopulation

Dangers of Pharmacist Burnout

- Medication Errors
- Mental Health Implications
- Physical Health Implications
- Financial Strain
- Work-Life **Imbalance**
- Family Strain
- Lack of Autonomy
- Lack of Trust in Employer
- Negative Workplace Relationships



How does your
employer make you
comfortable during
burnout?

How does your employer make you comfortable during burnout?

Pizza parties?

Hiring more
trained help?

More breaks?

Less metrics
strains?

More money?

Better
Technology

Mental health
resources?

Do these

Pizza parties?

Hiring more
trained help?

More breaks?

Less metrics
strains?

More money?

Better
Technology

Mental health
resources?

things help?



Pharmacist Burnout Stat Review

2021 U.S. Pharmacist Article

"Since the start of the pandemic, prescription volume has fluctuated, drive-through use has increased, COVID-19 testing has been implemented, and vaccination changes have occurred. A perfect storm is brewing in community pharmacy owing to the new, unique challenges directly associated with the COVID-19 pandemic that have the potential to leave burned-out pharmacy personnel in the aftermath"



What percentage
of pharmacists
reported burnout
before COVID-19
Pandemic?



75%



Why Pharmacists?

Why Pharmacists?



Pharmacists are the **gatekeepers** and the **final check** before patients begin **most** medical treatments



Pharmacists explain medication benefits, side effects, instructions, and any **unrelated medical conditions** to patients



Pharmacists are usually the **largest** population of immunizers during the pandemic

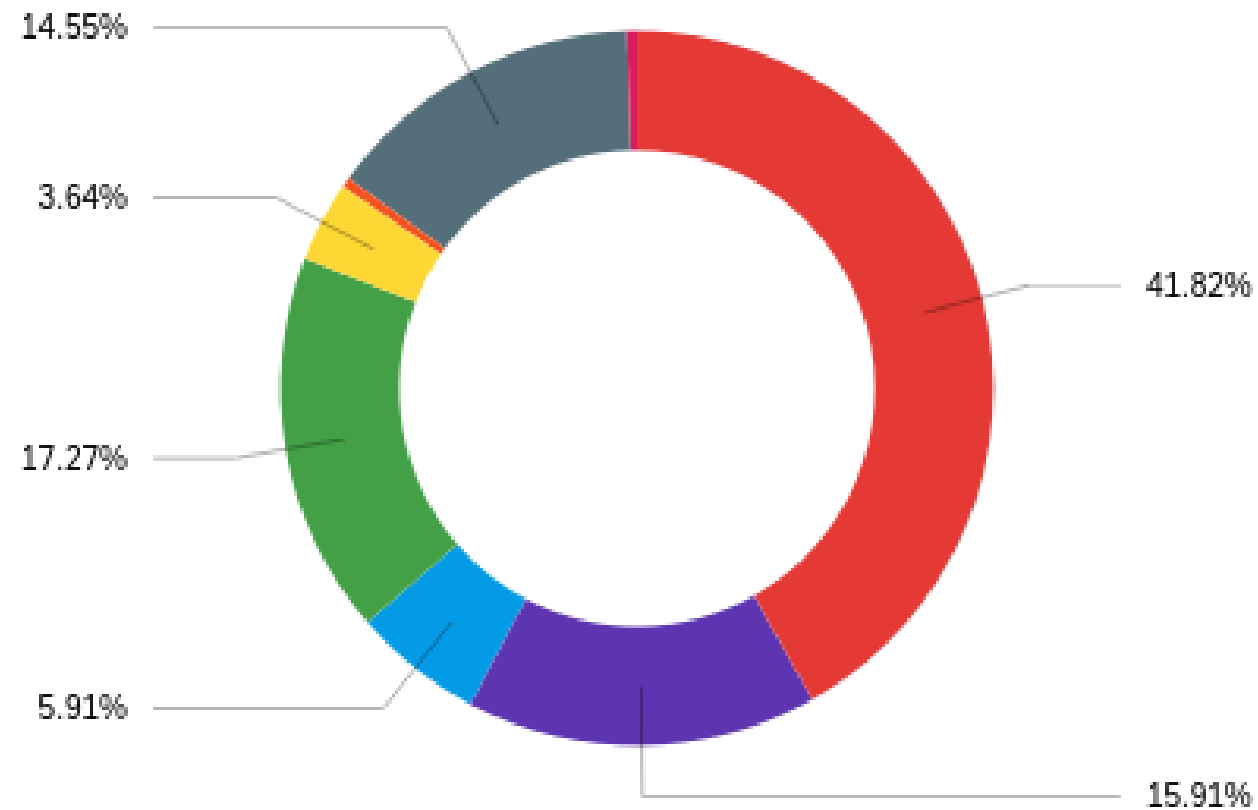
Maslach Burnout Inventory

- 22 question Survey
- Often referred to as:
 - MBI Assessment
 - Wellness Survey
 - Job Attitudes Assessment
 - Employee Well-Being Survey
 - Likert scale of "job related feelings"
- FAMU College of Pharmacy received IRB approval in May 2022 to administer the first round of surveys to any practicing pharmacist

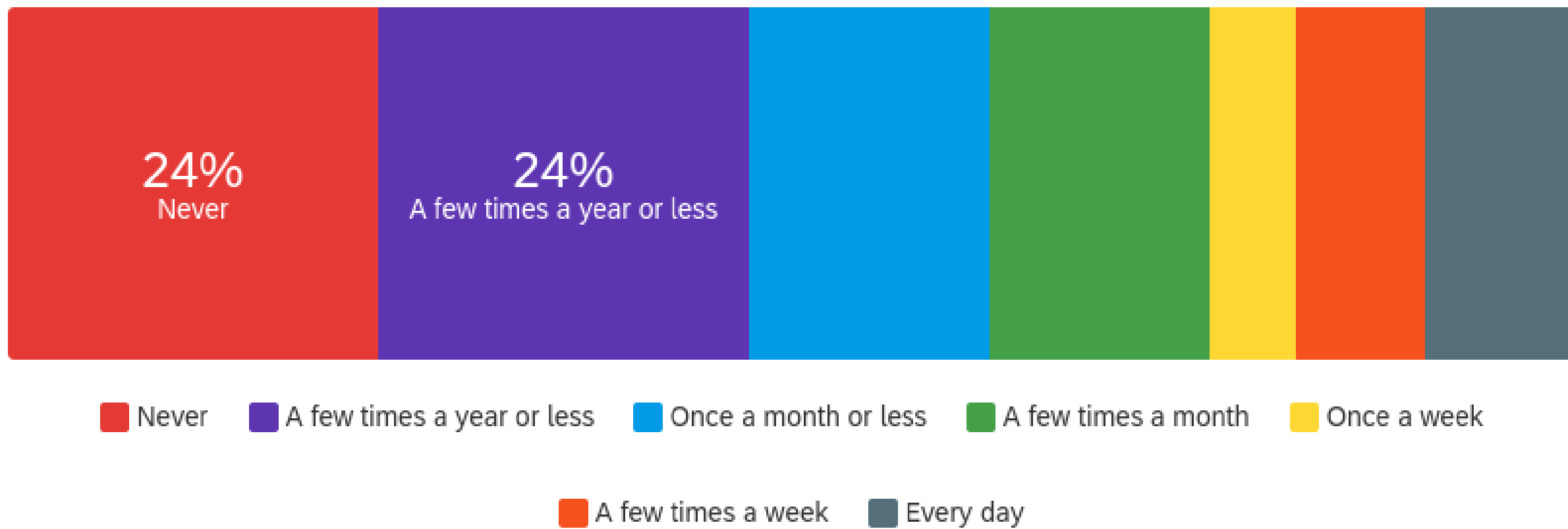


Preliminary
Data

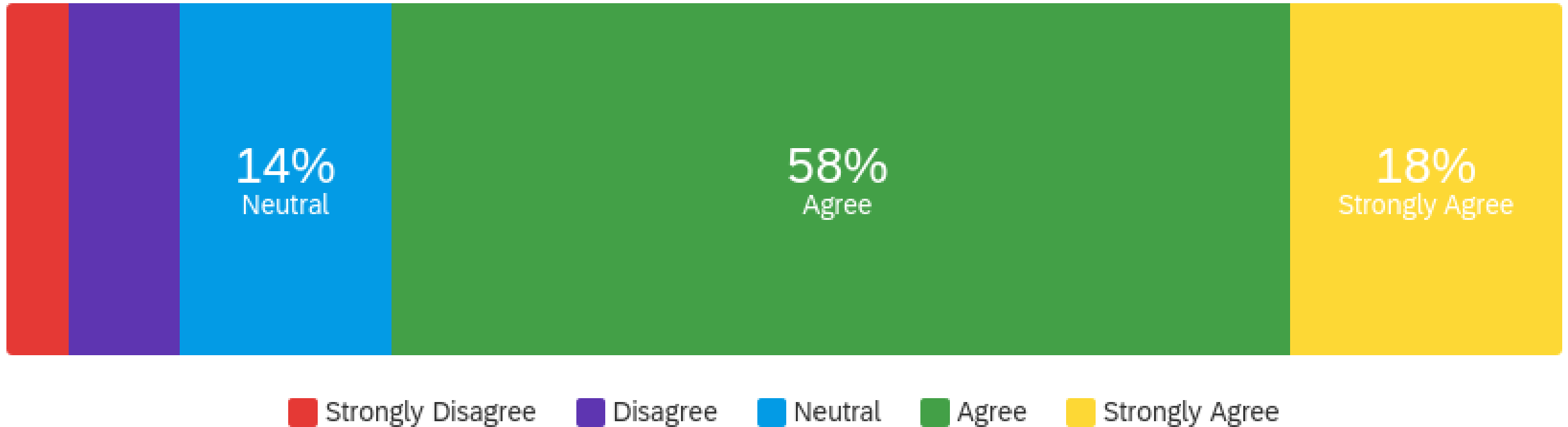
Demographics

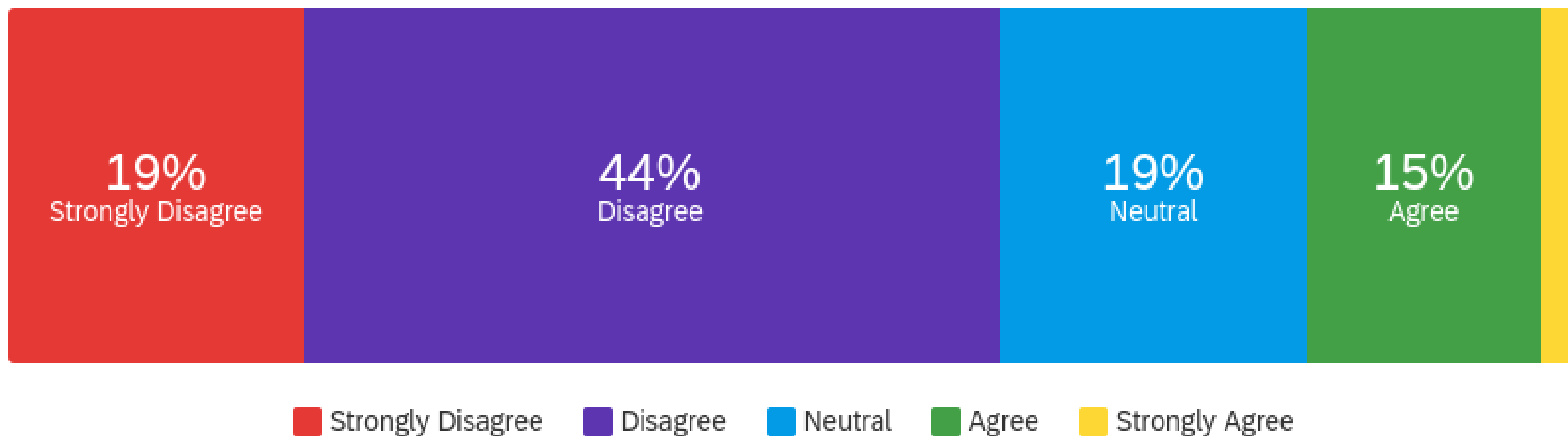


I feel like I'm at the end of my rope



I tend to bounce back quickly after hard times.





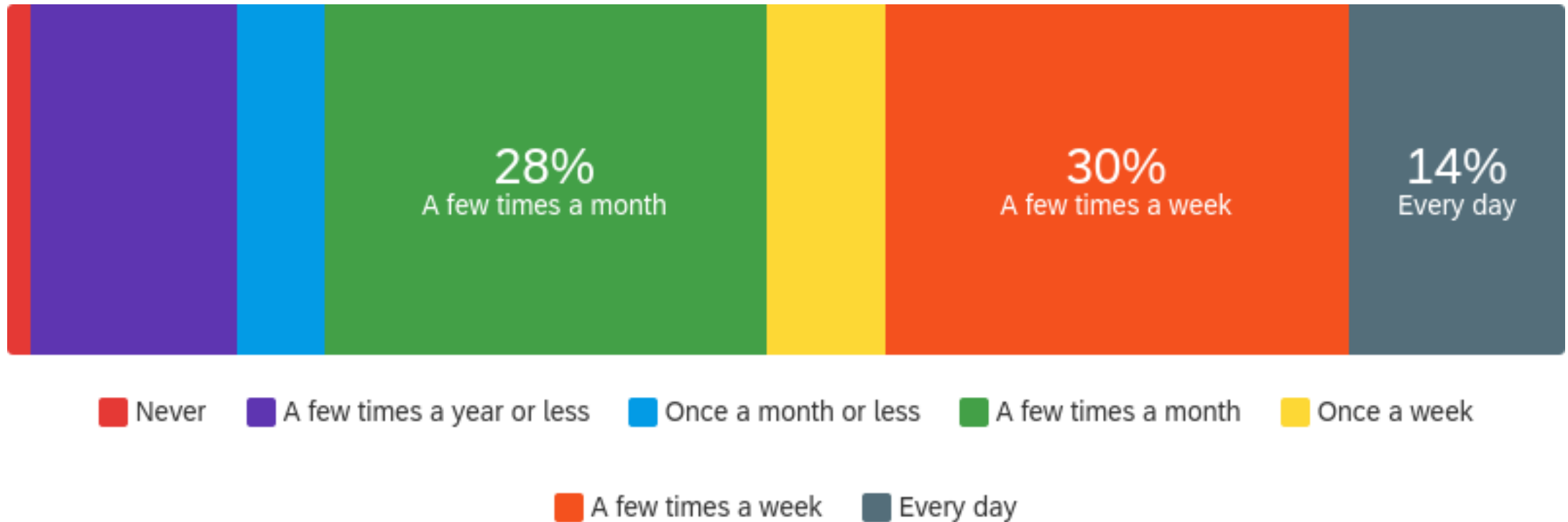
I have a hard time making it through stressful events.

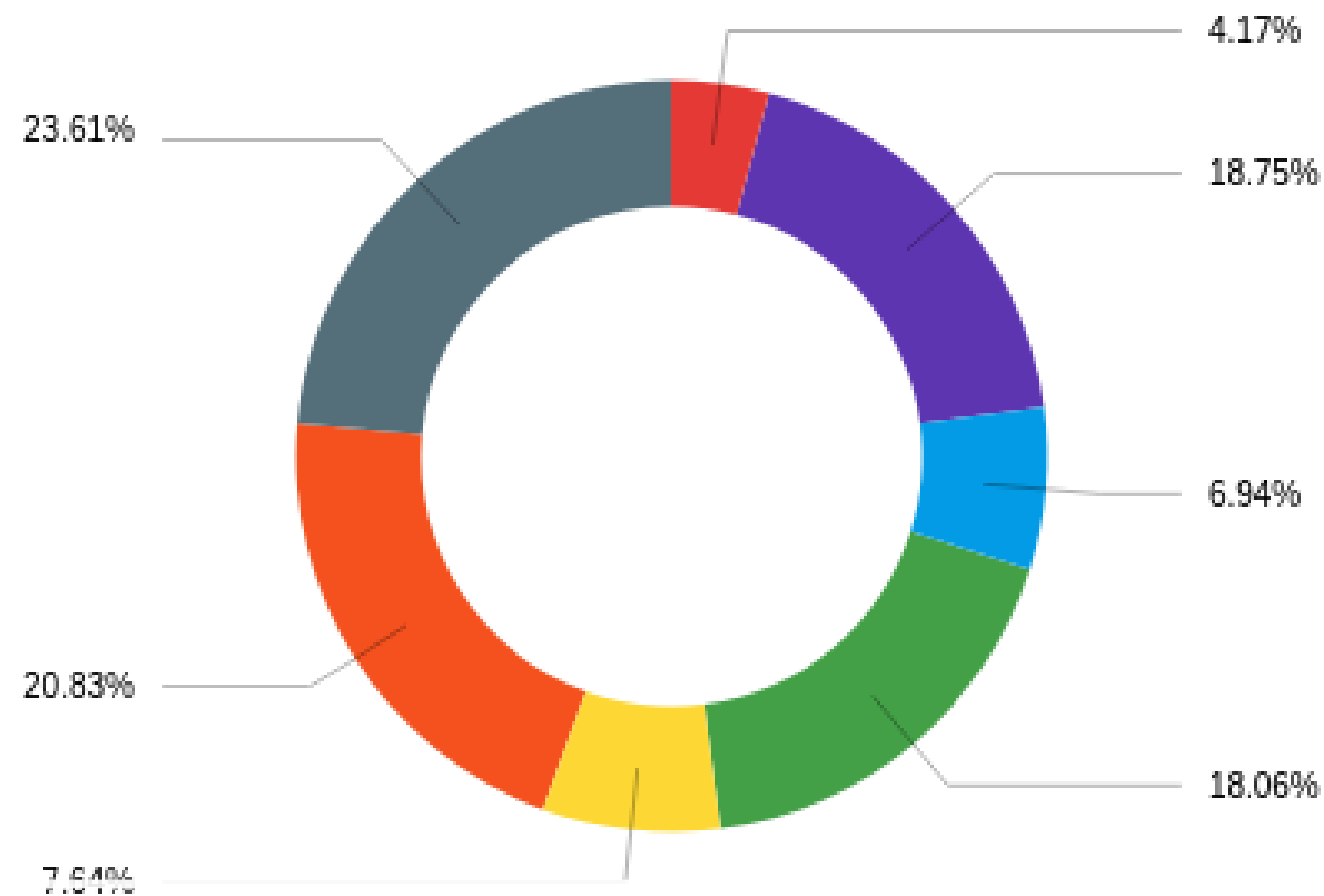
I feel patients blame me for some of their problems.



■ Never ■ A few times a year or less ■ Once a month or less ■ A few times a month ■ Once a week
■ A few times a week ■ Every day

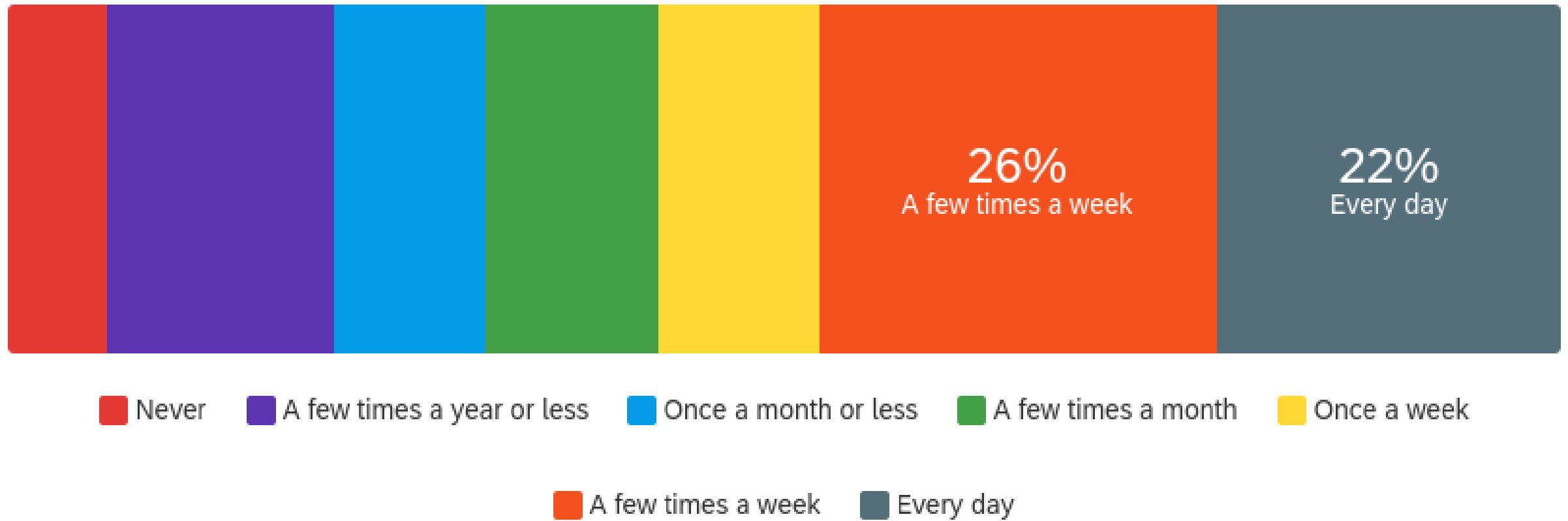
I feel emotionally drained from my work.





I feel burned out from my work.

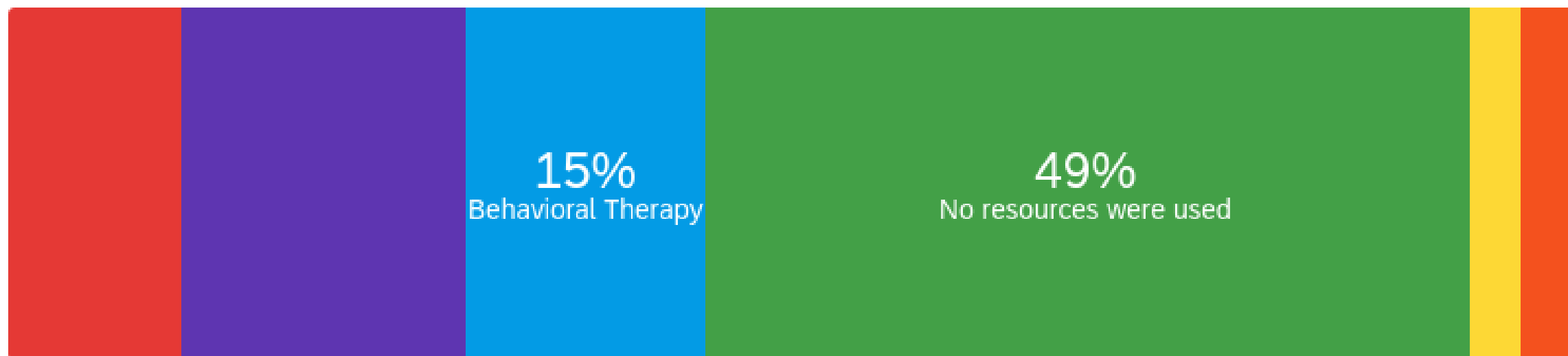
I feel fatigued when I get up in the morning and have to face another day at my job.





Q13 - Which of the following resources have you used since 2020? (One or more categories may be selected)

FLORIDA
PHARMACY
ASSOCIATION



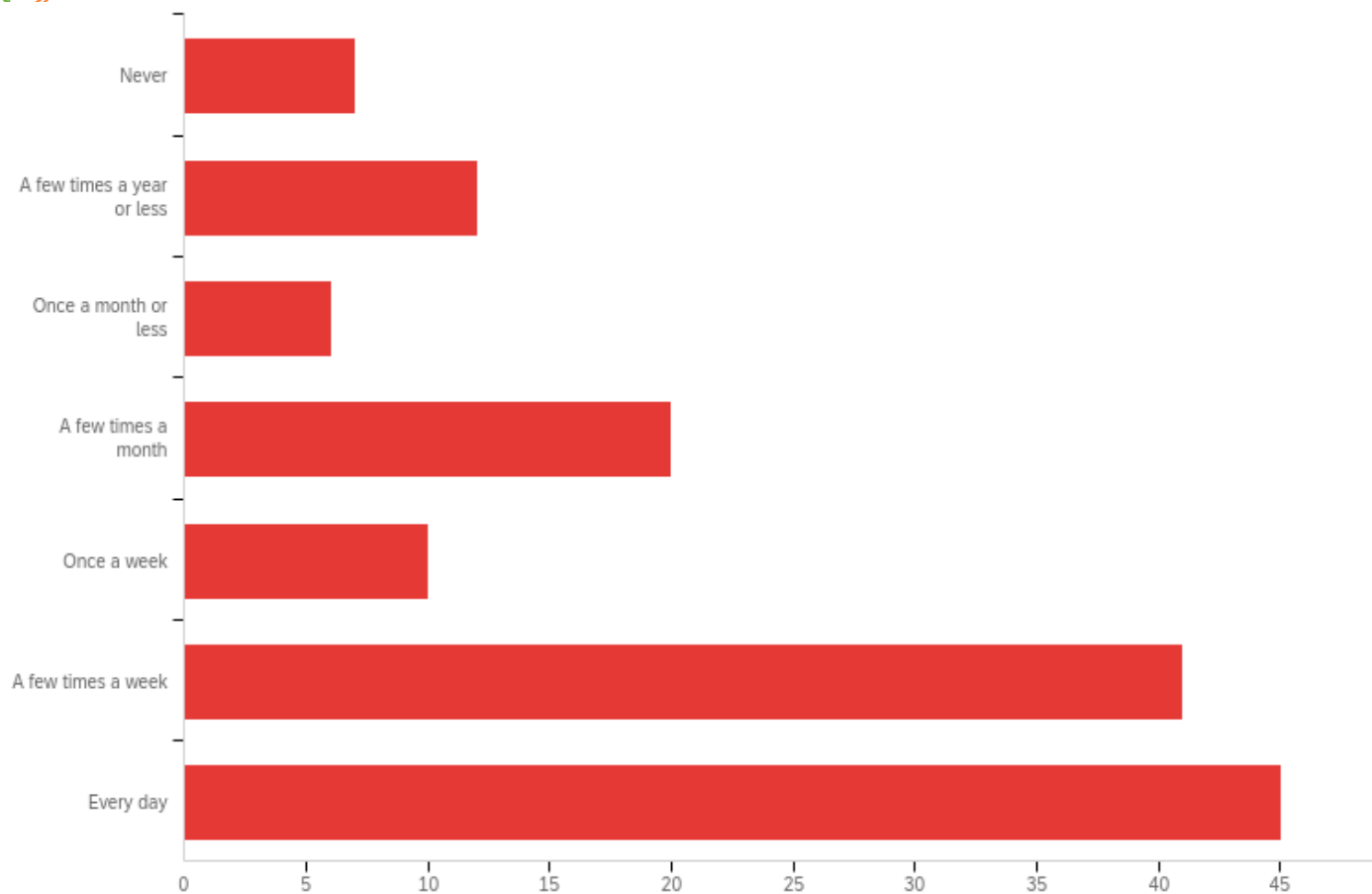
Employee Assistance Program Services (EAP) Pharmacological Therapy Behavioral Therapy

No resources were used No resources were available Prefer not to answer

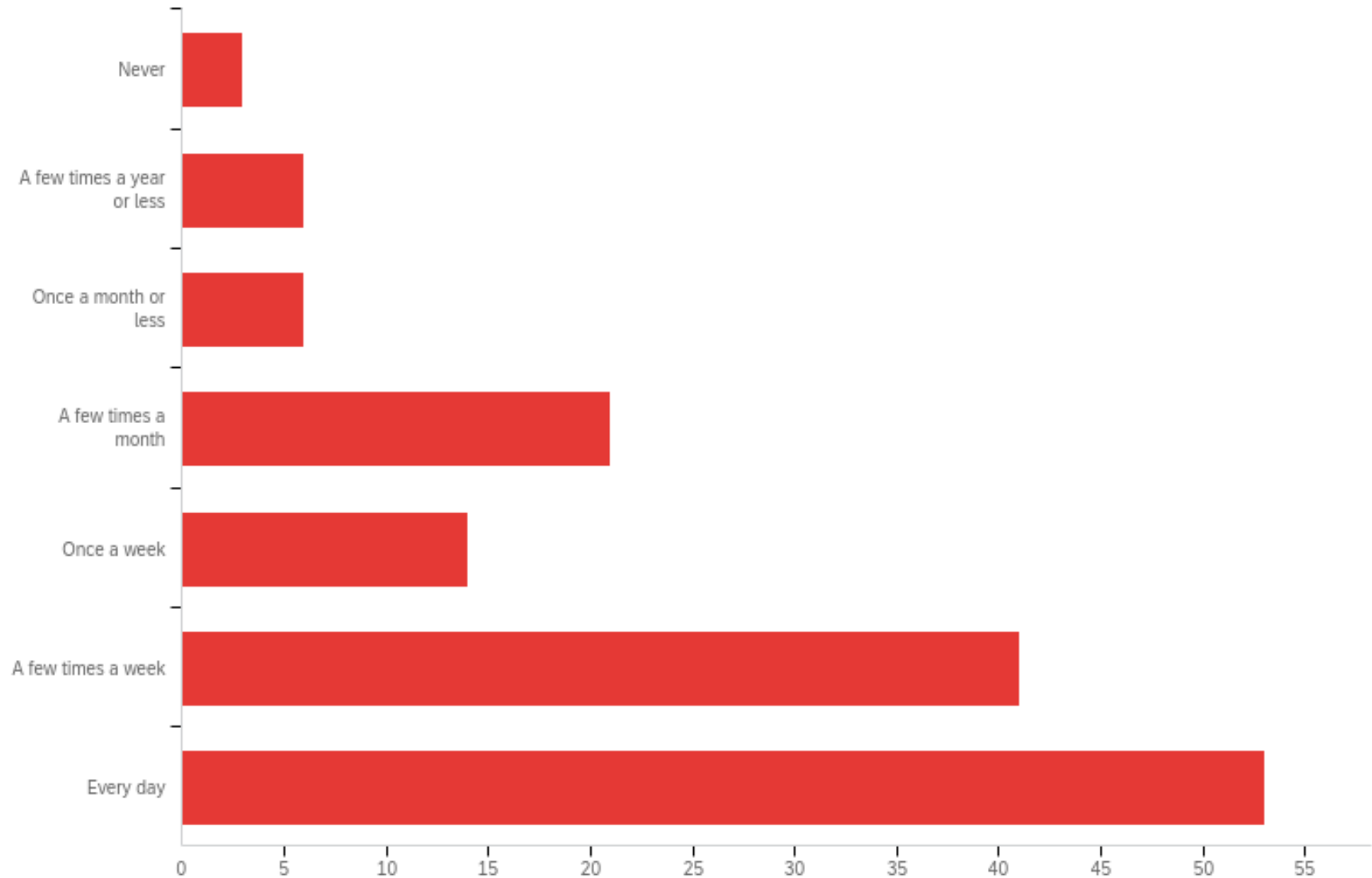


I can easily create a relaxed atmosphere with my patients.

FLORIDA
PHARMACY
ASSOCIATION



I feel I'm positively influencing other people's lives through my work.



RESILIENCE AND WELLNESS



A person wearing a red boxing glove is holding another red boxing glove. The background is dark and out of focus.

AMERICAN PHARMACIST ASSOCIATION 2018 STATEMENT OF WELL- BEING AND RESILIENCY

"APhA acknowledges that the well-being and resiliency of pharmacists and pharmacy personnel are maintained, and the delivery of their services are optimal when":

Statement of Well-Being and Resiliency

- They are valued, respected, and supported by patients, employers, other healthcare professionals, payers, and policy-makers.
- They can fully utilize their knowledge, education, and training to impact patients' lives and health.
- They can practice in supportive environments with adequate resources.
- Administrative burdens are decreased by support from employers.

Statement of Well-Being and Resiliency

- They can take part in their profession and establish relationships with other pharmacists outside of their practice site.
- Coverage of medication use process supports and encourages the provision of quality patient care services; and
- They are entitled to identify and achieve their work-life balance by aligning personal and well-being goals with their chosen workplace.

Pharmacy Workplace and Well-Being Reporting

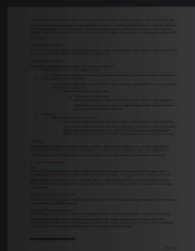
- Launched in October 2021
- Confidential and anonymous online service for pharmacy personnel to submit both positive and negative experiences
- From October 6, 2021 to December 10, 2021, there were **440 completed submissions**
 - 9 Positive and **431 Negative**
- From December 11, 2021 to January 9, 2022, there were **528 completed submissions**
 - 4 Positive and **524 Negative**
- At least 1 submission received from each of the 47 states and District of Columbia
 - 10 of these states have 20 or more submissions
 - In descending order: Florida, California, Texas, Illinois, New York, Michigan, Pennsylvania, Ohio, North Carolina, and New Jersey

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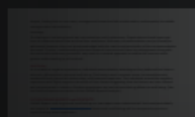
1



2



3



Pharmacy Workplace and Well-being Reporting (PWWR)

PWWR Report II

February 2022

Introduction

The [Pharmacy Workplace and Well-being Reporting \(PWWR\)](#), launched in October 2021¹, is an online confidential anonymous service for pharmacy personnel to submit both positive and negative experiences across all pharmacy practices. The experiences are submitted to and analyzed by the Alliance for Patient Medication Safety (APMS), a federally recognized Patient Safety Organization (PSO). Submissions are protected by the confidentiality and privilege provisions of the Patient Safety and Quality Improvement Act of 2005 and cannot be disclosed, subpoenaed or subject to discovery in a legal proceeding. PWWR is a safe place that gives voice and amplification to pharmacy personnel concerns and suggested solutions while mitigating the fear of reporting.

The analysis of aggregated non-identifiable data will be periodically issued. The analysis will include findings specific to that time period. This is the second analysis of PWWR trends and findings. *PWWR Report I* is available at www.pharmacist.com/pwwr.

It is important to note, that PWWR is not a survey. It is a confidential reporting service. There is not a required number ("n") that is needed for the identified trends and findings to be valid. Pharmacy personnel can, and should, submit to PWWR as often as they have an experience they wish to report. Demographic information and standardized questions about the experience are used to categorize and analyze the experiences. The open-ended responses and stories that explain the experiences and suggested solutions are often the most valuable part of submissions. Individuals are encouraged to enrich the submissions of their experiences with this narrative information.

Learnings and themes can be used by the profession in advocacy efforts, contributions to best practices, education, and discussions between management and pharmacy teams.

Trends and Findings as of January 9, 2022

despair, feeling that no one cares, management knows but fails to take action, and empathy for middle managers who lack authority.

Learnings

The feelings of not being heard and not valued are real in pharmacy. Organizations should open real lines of communications that are free from retaliation. Not every recommendation can (or should) be addressed; however, they can be acknowledged with the merits and practicality of the recommendation discussed. Further, understanding the root causes of concerns and issues by management along with discussion with pharmacy personnel may result in a mutual approach to resolve the concern and a greater understanding by all involved.

Well-Being

As it related to negative experiences, individuals were asked to what degree they believed four factors adversely affected their personal well-being. The factors were increased stress, increased burnout, weakened family/personal relationships, and lessened happiness. The individuals scored the negative experience with highly negative values for all four factors suggesting that the factors are inter-related and not presented in isolation. Positive experiences can and do have lasting effects on well-being. (See the Positive Experiences section of this *PWWR Report II* analysis.)

FUTURE PWWR REPORTS and CONTACTS

PWWR Reports outlining trends and findings on new experiences submitted will be issued periodically and posted at www.pharmacist.com/pwwr. New trends and findings will be compared to previous report findings where applicable.

Contact APhA's Mitchel Rothholz at mrothholz@aphanet.org for media inquiries. Contact APhA's April Shaughnessy at ashaughnessy@aphanet.org for permissions to use data and tables.

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Well-Being

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Tenacity & Well-Being

The National Academy of Medicine multi-factoral recommends a model to enhance healthcare worker well-being strategies

Resources for Health Care Worker Well-Being: 6 Essential Elements



Your Psychological PPE

to Promote Mental Health and Well-Being



These recommendations are based on a review of published literature and the experience of health systems. For more information visit [ihi.org](https://www.ihi.org).

Individual



Take a day off and create space between work and home life



Avoid publicity and media coverage about COVID-19



Receive mental health support during and after the crisis



Facilitate opportunities to show gratitude



Reframe negative experiences as positive and reclaim agency

Team Leader



Limit staff time on site/shift



Design clear roles and leadership



Train managers to be aware of key risk factors and monitor for any signs of distress



Make peer support services available to staff



Pair workers together to serve as peer support in a “buddy system”

Audience
Response:

As a pharmacist
individual, how
would you
promote
resilience and
mental
health/wellbeing?

Individual



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Audience Response:

As a **pharmacist leader**, how would you promote resilience and mental health/wellbeing?



INCREASING JOY IN THE WORKPLACE

“Health is not merely the absence of disease. Health is about coherence-a sense that life is comprehensible, manageable, and meaningful”.

-Aaron Antonovsky

Increasing Joy as a Leader

4. Use improvement science to test approaches to improving joy in work in your organization

3. Commit to a systems approach to making joy in work a shared responsibility at all levels of the organization

2. Identify unique impediments to joy in work in the local context

1. Ask staff, “What matters to you?”



WHAT OUR ARE RIGHTS?

2021 American Pharmacist's Association (APhA) and the National Alliance of State Pharmacy Associations (NASPA)

Pharmacist's Fundamental Responsibilities and Rights

Pharmacists Have The Fundamental Responsibility:

- **V. To make decisions and seek resolutions regarding workplace concerns without fear of intimidation or retaliation from their employer or supervisors.**
- Pharmacists have the responsibility to identify, address, and when needed elevate concerns regarding workplace issues that may compromise the safety, health or well-being of the pharmacy personnel or patients they serve.
- Employers and supervisors have a corresponding responsibility to encourage pharmacists and other pharmacy personnel to raise concerns about, and offer solutions to, maintain high-quality patient care and working conditions without fear of retaliation or intimidation from employers or supervisors.

Pharmacists Have The Fundamental Right:

- **V. To a working environment where the necessary resources are allocated to provide both legally required patient care services, as well as any additional enhanced patient care services offered.**
- Pharmacy is a highly-regulated profession which includes specific state and federal legal requirements that must be met when taking care of patients.
- At a minimum, sufficient time and adequate staffing are needed to safely adhere to the basic legal requirements before adding enhanced patient care services (e.g., vaccine administration, Medication Therapy Management (MTM), collaborative practice services).
- In addition, pharmacists should have ready access to current information and appropriate clinical and therapeutic references to support their delivery of patient care.



Pharmacists Have The Fundamental Right:

- **VI. To reasonable working hours and conditions.**

- Pharmacists must be permitted and encouraged to take needed breaks as well as sufficient, appropriate staff to safely complete the tasks at hand.
- Pharmacists should have access to tools when needed to promote and maintain physical and mental health (i.e., ergonomic work tools, stool or chair, cushioned floor mat when standing for long periods, appropriate lighting, access to appropriate restroom and lactation facilities, access to sustenance throughout the day).



Moving Forward...

- What does burnout mean to you?
- How will you address burnout and resiliency at work and home?
- How will your leadership change?



Questions?

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