Pharmacist Survey Results

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Office of Professional Regulation
Why?
• **Trends brought to BOP from OPR’s inspectors**
  - Lack of pharmacist overlap
  - Limitations of pharmacy systems

• **Representative Tom Stevens’ proposed 2017/2018 Bill**
  - H.445 An act relating to work conditions in the practice of pharmacy
Objectives of the consensus conference were to:

- Evaluate factors that contribute to well-being and resilience at the individual, organizational, and profession levels.
- Develop strategies that could improve pharmacist well-being and resilience and decrease moral distress within individuals, managers, organizations, and the profession.
- Identify and prioritize strategies that will drive change and fuel improvements in well-being and resilience.
- Develop actionable recommendations that guide organizations and individuals in implementing positive change.

Fifty consensus recommendations, for boards of pharmacy, pharmacy professional associations, pharmacy employers, pharmacy managers and schools of pharmacy, arose from the conference.

- Among them is the dissemination of workforce surveys assessing pharmacist well-being and patient safety.
Note: Vermont pharmacy counts as of 10/28/2020
<table>
<thead>
<tr>
<th>Question</th>
<th>Hospital</th>
<th>Retail-Independent</th>
<th>Retail-Chain</th>
<th>Retail-Other</th>
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<tbody>
<tr>
<td>Length of Shift</td>
<td>✓</td>
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<tr>
<td>Meal Break</td>
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<td>Pharmacy Technician Staffing</td>
<td>✓</td>
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<tr>
<td>Delegation of Duties</td>
<td>✓</td>
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<td>Sole Pharmacist</td>
<td>✓</td>
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<tr>
<td>Before/After Work Hours</td>
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<td>✓</td>
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<tr>
<td>Patient Safety- Adequacy of # Pharmacist on Duty</td>
<td>✓</td>
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<tr>
<td>Patient Safety- Working Conditions</td>
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<td>✓</td>
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<tr>
<td>Patient Safety- Resignation</td>
<td>✓</td>
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</table>

Survey Results by Pharmacist Setting:

- **Hospital**: 425
- **Retail - Independent**: 210
- **Retail - Chain**: 143
- **Retail - Other**: 103

**Key:** ✓ Favorable Result  ✔ Unfavorable Result
Length of Shift

Typical Length of Shift

- Retail - Other: 19% 10% 57%
- Retail - Chain: 16% 4% 0%
- Retail - Independent: 25% 15% 55%
- Hospital: 24% 10% 66%

>10 Hour Shift

- Hospital: 10%
- Retail - Independent: 5%
- Retail - Chain: 81%
- Retail - Other: 19%
**Meal Breaks**

*In practice, how often do you actually take a meal or rest break in each eight-hour shift?*

**30 Minute Break**

- Hospital: 29% Always, 25% Sometimes, 43% Never
- Retail - Independent: 26% Always, 26% Sometimes, 43% Never
- Retail - Chain: 26% Always, 43% Sometimes, 31% Never
- Retail - Other: 26% Always, 43% Sometimes, 57% Never

**<5 Minutes/No Break**

- Hospital: 14% Always, 20% Sometimes, 26% Never
- Retail - Independent: 20% Always, 26% Sometimes, 14% Never
- Retail - Chain: 26% Always, 38% Sometimes, 5% Never
- Retail - Other: 26% Always, 38% Sometimes, 5% Never

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**REGULATORY STANDARD:** Pursuant to Administrative Rule 9.21(b): No pharmacist shall work more than 8 hours without a meal/rest break.
Pharmacy Technicians

Adequacy of the technician to pharmacist ratio

Too Few technicians

<table>
<thead>
<tr>
<th></th>
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<th>Retail - Independent</th>
<th>Retail - Chain</th>
<th>Retail - Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>17%</td>
<td>83%</td>
<td>82%</td>
<td>24%</td>
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</tbody>
</table>
Delegation of Technician Duties

Suitability of Delegation

- Retail - Other: 24% should be delegated, 71% can be delegated
- Retail - Chain: 35% should be delegated, 63% can be delegated
- Retail - Independent: 35% should be delegated, 65% can be delegated
- Hospital: 26% should be delegated, 72% can be delegated

Pharmacists obligated to perform tasks that should be delegated to Techs

- Hospital: 26%
- Retail - Independent: 35%
- Retail - Chain: 63%
- Retail - Other: 24%

Legend:
- Red: Pharmacists are obligated to perform tasks that can and should be delegated to technicians
- Green: Delegation is about right
- Blue: Technicians perform tasks that should be reserved for pharmacists
Sole Pharmacist on Duty

When working a shift for 8 or more hours, what percentage of your shift are you the sole pharmacist on-duty?

0 - 25% of the time

- Hospital: 67%
- Retail - Independent: 40%
- Retail - Chain: 9%
- Retail - Other: 45%

100% of the time

- Hospital: 10%
- Retail - Independent: 30%
- Retail - Chain: 65%
- Retail - Other: 40%
In a 5-day work week, how often do you work before or after your scheduled shift in order to complete necessary work?

**Before or After Work Hours**

![Bar chart showing frequency of working before or after work hours by industry and position.]

- **Always**:
  - Hospital: 4%
  - Retail - Independent: 5%
  - Retail - Chain: 33%
  - Retail - Other: 48%

- **Frequently**:
  - Hospital: 20%
  - Retail - Independent: 24%
  - Retail - Chain: 19%
  - Retail - Other: 30%

- **Sometimes**:
  - Hospital: 15%
  - Retail - Independent: 12%
  - Retail - Chain: 14%
  - Retail - Other: 26%

- **Rarely**:
  - Hospital: 12%
  - Retail - Independent: 14%
  - Retail - Chain: 55%
  - Retail - Other: 2%

- **Never**:
  - Hospital: 5%
  - Retail - Independent: 5%
  - Retail - Chain: 19%
  - Retail - Other: 5%
Number of Pharmacists on Duty Adequate to Provide Safe Patient Care

Consistent

Dangerous

Hospital
Retail - Independent
Retail - Chain
Retail - Other
Working Conditions and Patient Safety

Are working conditions compatible with competent/safe pharmacy care?

<table>
<thead>
<tr>
<th></th>
<th>Always</th>
<th>Sometimes</th>
<th>Never</th>
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<tbody>
<tr>
<td>Hospital</td>
<td>59%</td>
<td>41%</td>
<td>0%</td>
</tr>
<tr>
<td>Retail - Independent</td>
<td>57%</td>
<td>38%</td>
<td>5%</td>
</tr>
<tr>
<td>Retail - Chain</td>
<td>58%</td>
<td>32%</td>
<td>10%</td>
</tr>
<tr>
<td>Retail - Other</td>
<td>56%</td>
<td>41%</td>
<td>4%</td>
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</tbody>
</table>

- **Always**
  - Hospital: 59%
  - Retail - Independent: 57%
  - Retail - Chain: 58%
  - Retail - Other: 56%

- **Sometimes**
  - Hospital: 41%
  - Retail - Independent: 38%
  - Retail - Chain: 32%
  - Retail - Other: 41%

- **Never**
  - Hospital: 0%
  - Retail - Independent: 5%
  - Retail - Chain: 32%
  - Retail - Other: 4%
Considered Leaving Position Due to Patient Safety Concern

- Hospital: 81% Yes, 19% No
- Retail - Independent: 75% Yes, 25% No
- Retail - Chain: 58% Yes, 42% No
- Retail - Other: 71% Yes, 29% No
Next Steps

Rule Making

Additional Surveys
Pharmacy technicians
Drill-down, setting-specific

Legislation

Enforcement
Rule Making

• Illinois

• California – 9/25/20 “No Pharmacist Left Alone”
  • https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201720180SB1442

• Collaborate with other Boards of Pharmacy
  • NABP EO Interactive Forum – Canadian and US Boards have shared their efforts and want to coordinate efforts to highlight this widespread issue that needs national/federal-level attention