

WORKPLACE CONDITIONS AND WELL-BEING SURVEY AT A GLANCE

SURVEY METHODS

Quantitative data from Likert scale questions analyzed by one-way and two-way cross-tabulation.
Qualitative comments coded by four independent reviewers.



21,964

CPS invited 21,964 pharmacists, pharmacy technicians, and pharmacy interns to participate in this survey.



1,135

Responses received from 1,135 pharmacists, pharmacy technicians, and pharmacy interns.



WORK ENVIRONMENT QUESTIONS

Questions spanned Employee Engagement and Value in Relation to Burnout, Culture of Safety, and Contributors to Stress.



DEMOGRAPHICS

70% Female | 70% White
70% 18-50 yrs old (30% 31-40 yrs old)
70% pharmacists | 24% pharmacy technicians

SURVEY FINDINGS

Note: The survey showed significant response differences between upper mgmt and other positions, and clear disparities between chain/mass merchant/supermarket settings and independent pharmacies/ambulatory care settings.

67%

of chain/supermarket respondents felt harassment/bullying from customers may contribute to **errors**

67%

rated a pharmacy career **unattractive**

66%

report their workload has **increased** in the past year

66%

of upper mgmt noted reimbursement changes & quality-based pay for performance **contribute to stress**

50%

were **looking to leave** their career, or would consider doing so

More than **50%**

of pharmacists & pharmacy technicians responded that their workload is having a **negative impact** on their **mental/emotional health**

CONTRIBUTORS TO STRESS

- Interruptions from phone calls (74%)
- Inadequate staffing (74%)
- High patient expectations (60%)
- Inadequate training (53%)
- Patient harassment/bullying (45%)

NEXT STEPS

CPS's plans include ongoing communication, stakeholder engagement, and legislative dialogue.

CPS will continue to advocate for the well-being of the pharmacy profession and promote better workplace conditions, keeping safety of patients as the central goal.

- Broad Communication
- Stakeholder Engagement
- Data Sharing
- Collaborative Partnerships
- Ongoing Commitment
- Legislative Dialogue
- Leverage Best Practices