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**National Pharmacist Workforce Surveys: Work Environment and Quality of Work Life**

Caroline Gaither, PhD, FAPhA, Presenter  
Douglas J. Scheckelhoff, MS, Moderator

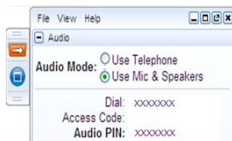
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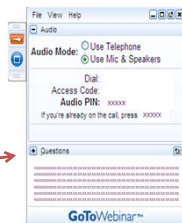
<http://www.ashp.org/DocLibrary/OPA-Pharmacy-Workforce-Surveys-2015.pdf>

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• **Question for the presenter?**

- Q&A Session will follow presentation
- Submit your question using webinar tool



**National Pharmacist Workforce Surveys: Work Environment and Quality of Work Life**

Caroline A. Gaither, PhD, FAPhA  
Pharmacy Workforce Center  
December 1, 2015





## Presentation Overview

- Description of results of the National Pharmacists Workforce Surveys focusing on pharmacists' work environment including:
  - workload perceptions
  - quality of work-life
  - characteristics of the work environment
  - ease of finding a new job
  - future work plans

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## Pharmacy Workforce Center, Inc. (PWC)

- American Association of Colleges of Pharmacy (AACP)
- American College of Clinical Pharmacy (ACCP)
- American Pharmacists Association (APhA)
- American Society of Health-System Pharmacists (ASHP)
- Board of Pharmacy Specialties (BPS)
- Bureau of Health Workforce (BHW)
- National Alliance of State Pharmacy Associations (NASPA)
- National Association of Boards of Pharmacy (NABP)
- National Association of Chain Drug Stores (NACDS) Foundation
- National Community Pharmacists Association (NCPA)
- Pharmacy Technician Certification Board (PTCB)



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## Mission of PWC

- To serve the pharmacy profession and the public by actively researching, analyzing, and monitoring the size, demography and activities of the pharmacy workforce



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### History of the National Pharmacist Workforce Surveys

- Due to predicted shortages and unprecedented demand for pharmacists, researchers from 5 Universities were contacted by the Pharmacy Manpower Project, Inc., to conduct a national survey of pharmacists
- The purpose of the survey was to collect reliable information on demographic and practice characteristics of the pharmacist workforce
- <http://www.aacp.org/resources/research/pharmacyworkforcecenter/Pages/default.aspx>

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### Midwest Pharmacy Workforce Research Consortium



Caroline A. Gaither, PhD  
University of Minnesota



Jon C. Schommer, PhD  
University of Minnesota



William R. Doucette, PhD  
University of Iowa



David H. Kreling, PhD  
University of Wisconsin



David A. Mott, PhD  
University of Wisconsin

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### Overall Methods of the National Pharmacist Workforce Surveys

- Cross-sectional, descriptive survey design
- Survey instrument (4 – 11 pages) mailed to the home addresses of licensed pharmacists
- Sampling frame obtained from a national medical marketing data warehouse
- Random samples of 3,000-5,200 pharmacists were drawn
- Each subject contacted up to five times
- Responses rates: 46% (2000), 44% (2004), 52% (2009) and 48% (2014)

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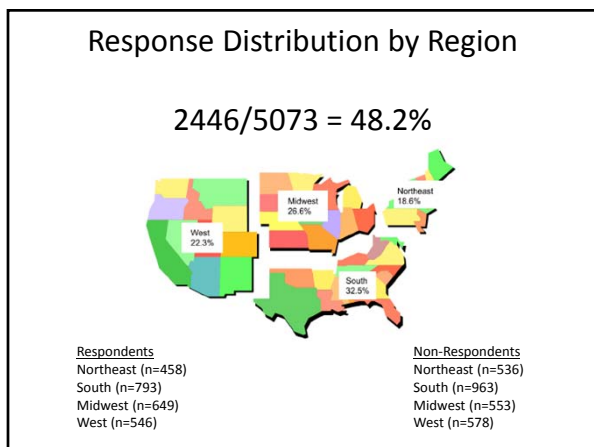
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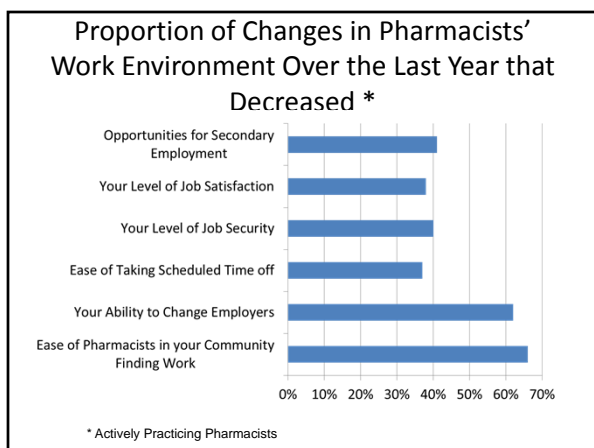
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## Practice Settings

**Community:** Independent, Chain, Mass Merchandiser, Supermarket

**Hospital:** In-patient or out-patient hospital settings

**Other Patient Care Settings:** nursing home/long term care, HMO, nuclear, clinic-based, mail service, central fill, home health/infusion, and specialty pharmacies

**Other Non-Patient Care Settings:** pharmacy benefit administration, academic, government administration, pharmaceutical industry, consulting, professional associations, and other organizations that were not licensed as a pharmacy

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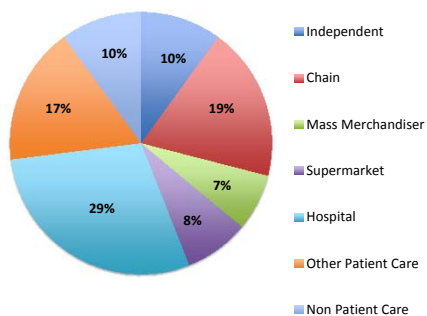
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Actively Practicing Pharmacists' Employment Setting: 2014




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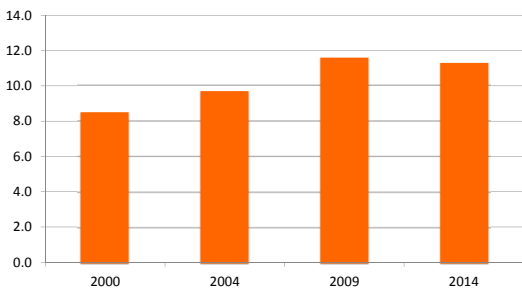
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Mean Years with Current Employer: 2000-2014\*



\* Actively Practicing Pharmacists

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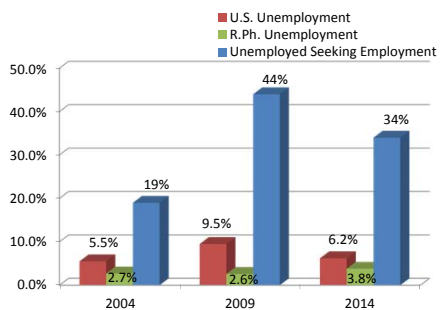
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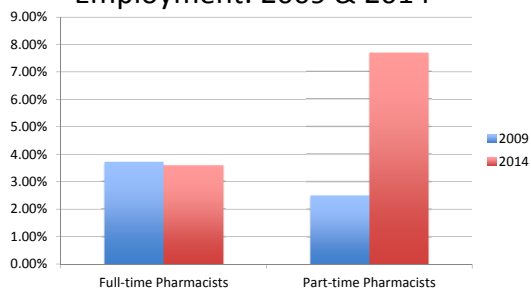
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### Pharmacist Unemployment: 2004-2014\*



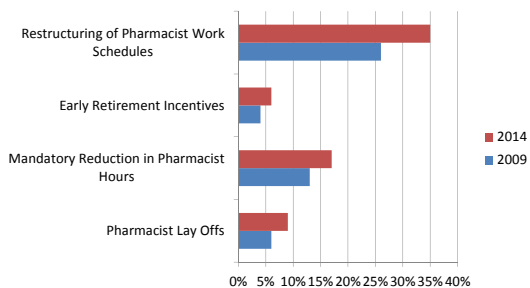
\* All Licensed Pharmacists

### Vacancy Rates Reported by Pharmacists at Their Place of Employment: 2009 & 2014\*



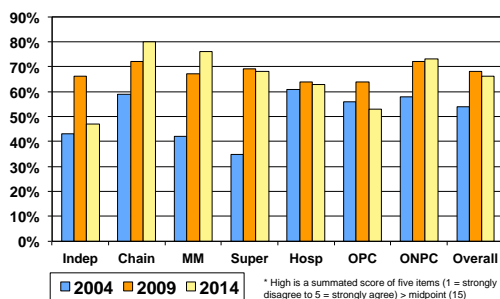
\* Actively Practicing Pharmacists

### Workplace Labor Reductions: 2009 & 2014\*



\* Actively Practicing Pharmacists

Ratings of Workload as High or Excessively High\* by Work Setting: 2004, 2009 & 2014®



@ Actively Practicing Pharmacists

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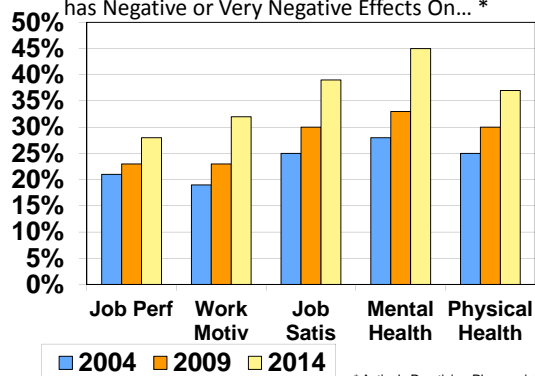
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Percent of Pharmacists Reporting Current Workload has Negative or Very Negative Effects On... \*



\* Actively Practicing Pharmacists

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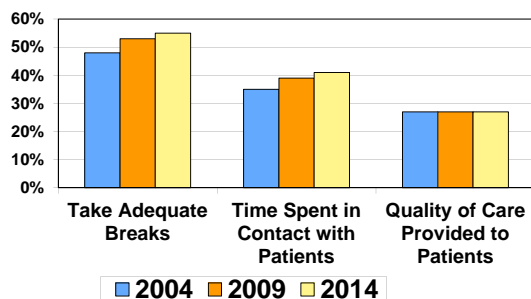
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Percent of Pharmacists Reporting Current Workload has Negative or Very Negative Effects On... (Continued) \*



\* Actively Practicing Pharmacists

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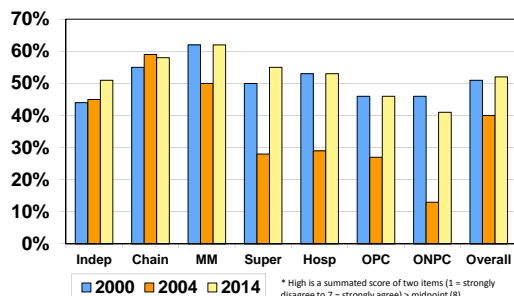
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Proportion of Full-time Pharmacists with High\* Work-Home Conflict by Practice Setting: 2000, 2004 & 2014@




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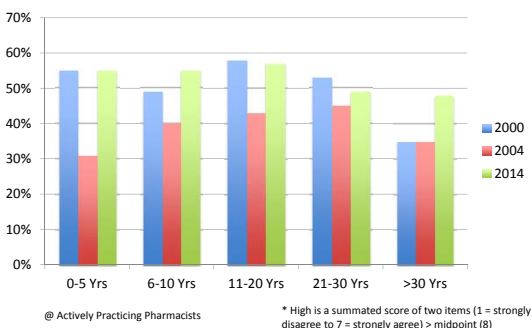
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Proportion of Full-time Pharmacists with High\* Work-Home Conflict by Years of Experience: 2000, 2004 & 2014@




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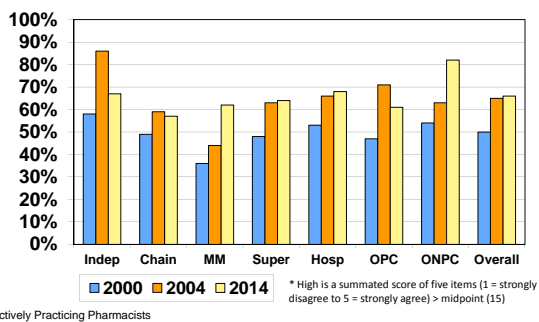
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Proportion of Full-time Pharmacists with High\* Professional Commitment by Practice Setting: 2000, 2004 & 2014@




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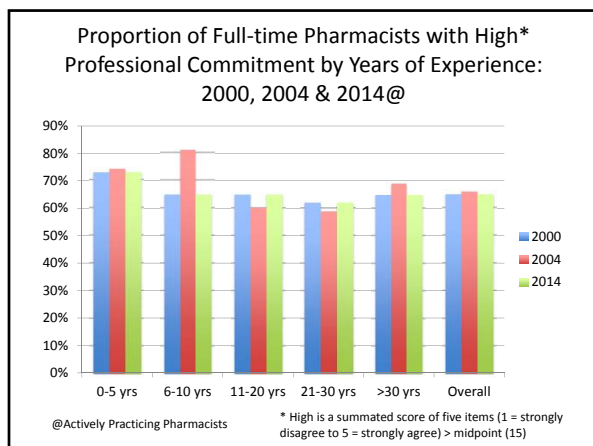
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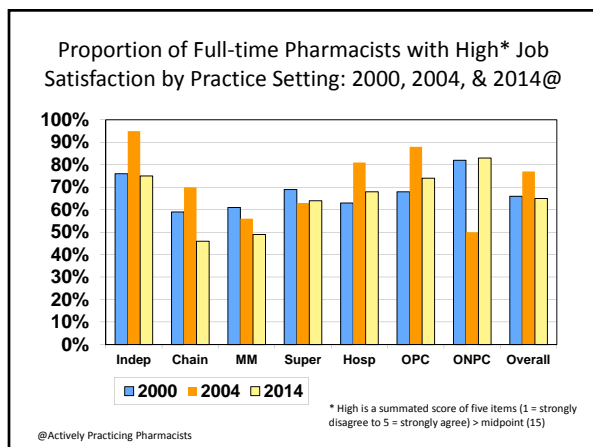
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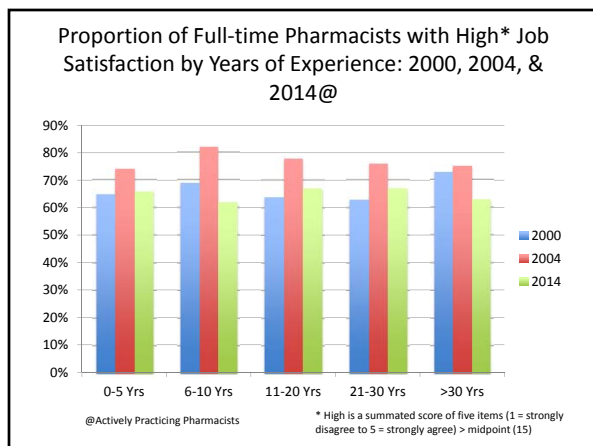
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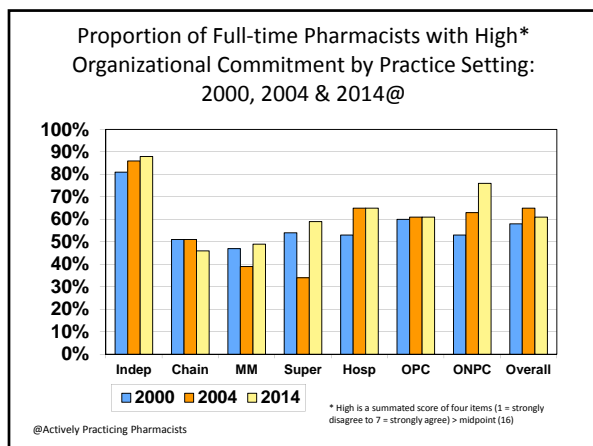
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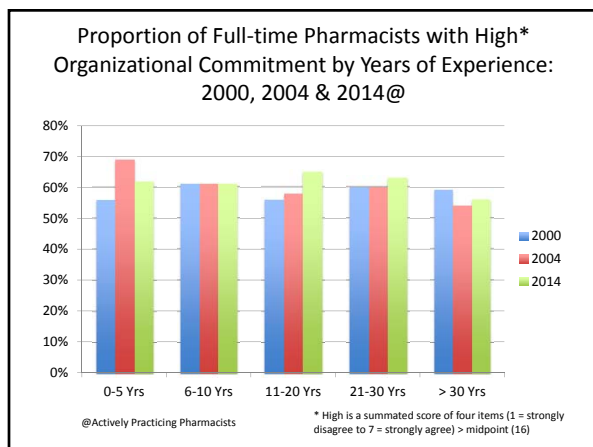
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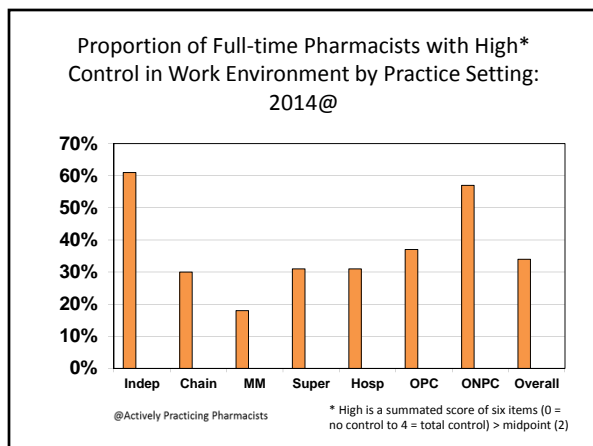
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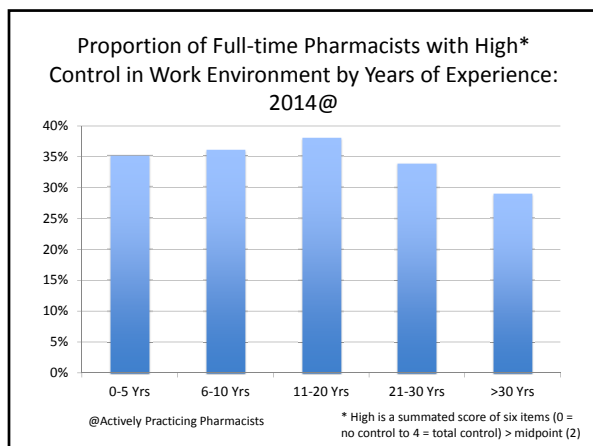
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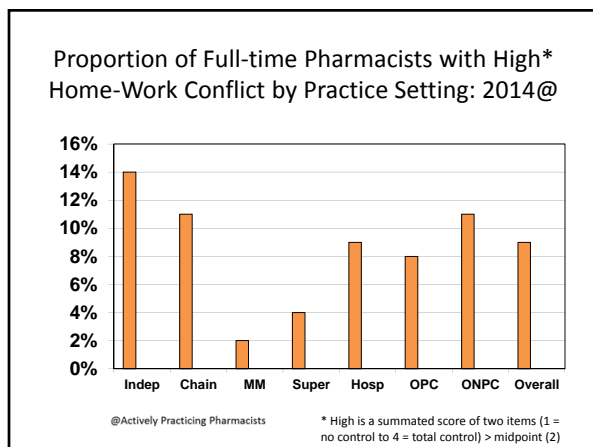
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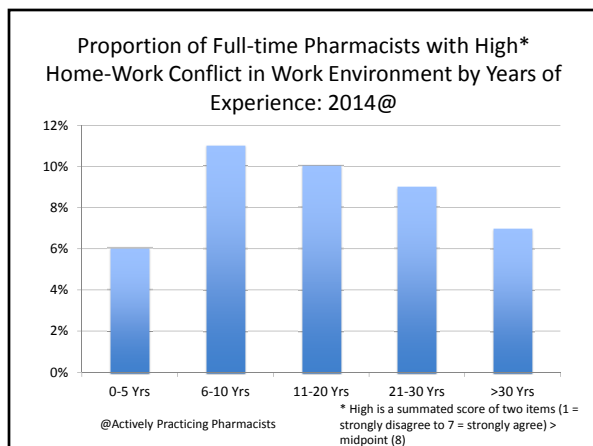
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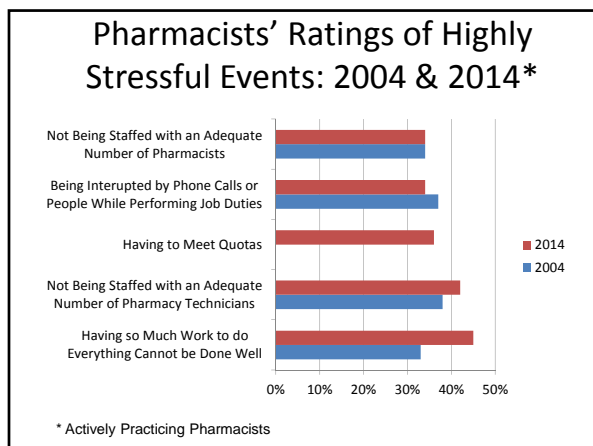
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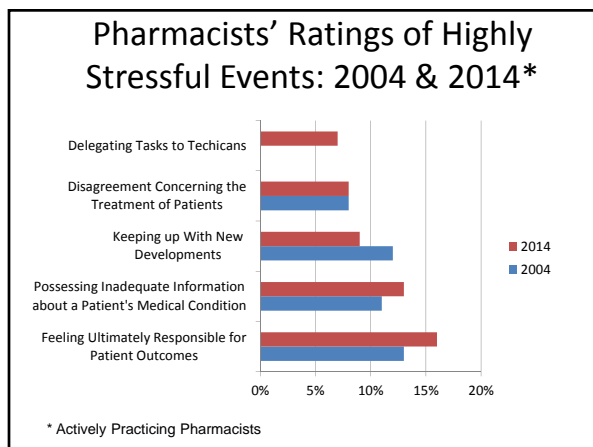
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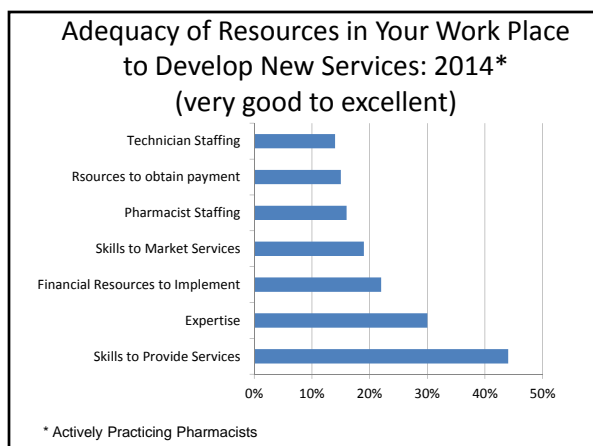
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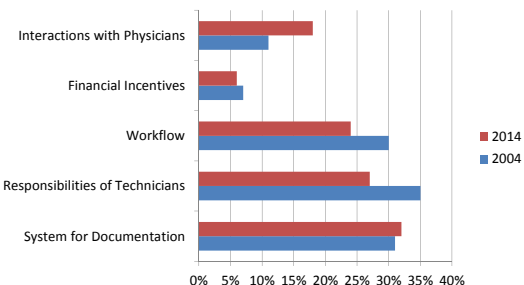
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### Ratings of "A Lot" of Change to Be Able to Provide Innovative Services During the Past Two Years: 2004 & 2014\*



\* Actively Practicing Pharmacists

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### Characteristics of Your Work Site: 2014\* (Agree to Strongly Agree)



\* Actively Practicing Pharmacists

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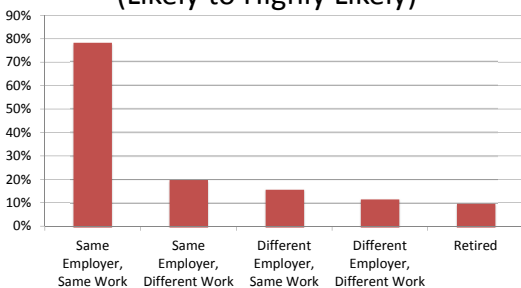
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### Future Work Plans Over the Next Three Years: 2014\* (Likely to Highly Likely)



\* Actively Practicing Pharmacists

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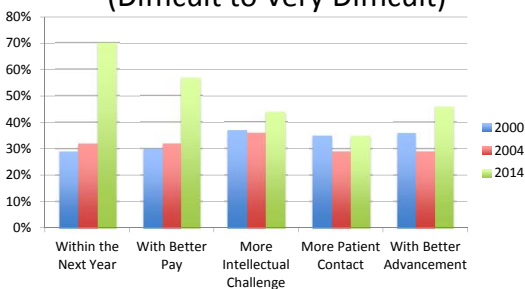
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### Difficulty in Finding an Acceptable Job: 2000, 2004 & 2014 \* (Difficult to Very Difficult)



\* Actively Practicing Pharmacists

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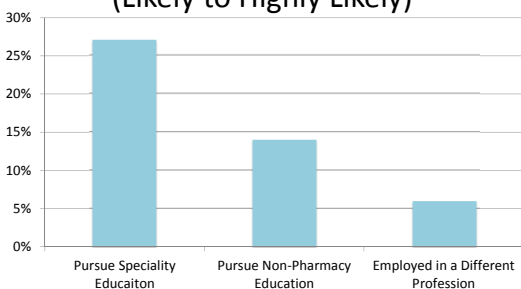
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### Future Education Plans Over the Next Three Years: 2014 (Likely to Highly Likely)\*



\* Actively Practicing Pharmacists

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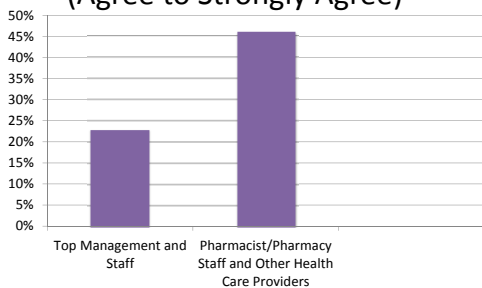
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### High Level of Trust Between... 2014\* (Agree to Strongly Agree)



\* Actively Practicing Pharmacists

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### Summary

- While the unemployment rate of pharmacists is well-below the national average, employers continue to restructure and reduce pharmacist work hours
- In most employment settings, workload has greatly increased and had negative affects on work, patient and pharmacist-related factors
- Over 50% of pharmacists in most setting experience work-home conflict, which increases with years of experience
- Younger pharmacists and those in non-patient care settings possess the most professional commitment

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### Summary (continued)

- Job satisfaction has decreased the most in the chain pharmacy setting and is lower in those who have been in practice the longest
- Organizational commitment is highest in independent and other non-patient care settings
- Least experienced pharmacists and most experienced pharmacists indicate the same level of control
- Staffing and workloads continue to be stressors and cause resource issues for pharmacists

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### Summary (continued)

- Approximately 80% of pharmacists indicate that they will stay with their current employer
- This may be due to the finding that 70% of pharmacists indicated difficulty in finding an acceptable position within the next year
- Almost 40% of pharmacists plan to obtain some additional education over the next three years
- Over 45% of pharmacists indicated a high level of trust between themselves and other health providers, while less than 25% indicate a high level of trust between top management and staff

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## Conclusions

- Continued monitoring of the pharmacist workforce is crucial so the pharmacy profession is able respond to the rapidly changing landscape
- Employers, educators and pharmacy professional associations need to work together to address quality of work life issues of pharmacists

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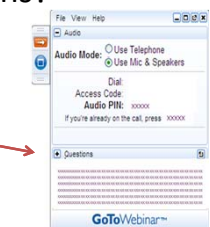
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## Questions?

Please submit questions using the webinar tool



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## National Pharmacist Workforce Surveys: Work Environment and Quality of Work Life

Caroline Gaither, PhD, FAPhA, Presenter  
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Thank You



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