



## 2021 Pharmacist Workload Survey

The State of Ohio Board of Pharmacy is currently evaluating the workload conditions of pharmacy professionals as part of its [Pharmacist Workload Advisory Committee](#). As part of its work, the Committee requested the assistance of Ohio pharmacists in answering a follow-up survey. The responses are intended to provide the Committee with the most up-to-date data as it begins its discussions.

This survey is a follow-up from a [2020 Pharmacist Workload Survey](#).

# **Survey Dates: 11/18/2021 – 12/2/2021**

**Ohio Pharmacists Receiving the Survey: 14,759**

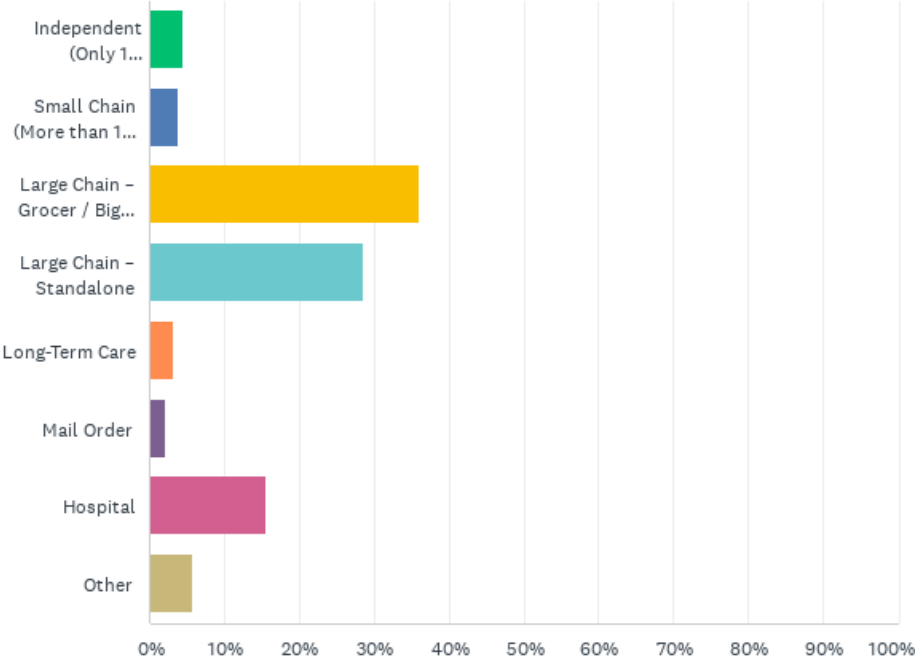
**Total Responses: 2,969**

**Response Rate: 20.11%\***

**\*2020 Pharmacist Survey Response Rate: 26.41%**

# Q1: Please identify your primary practice setting:

Answered: 2,969 Skipped: 0



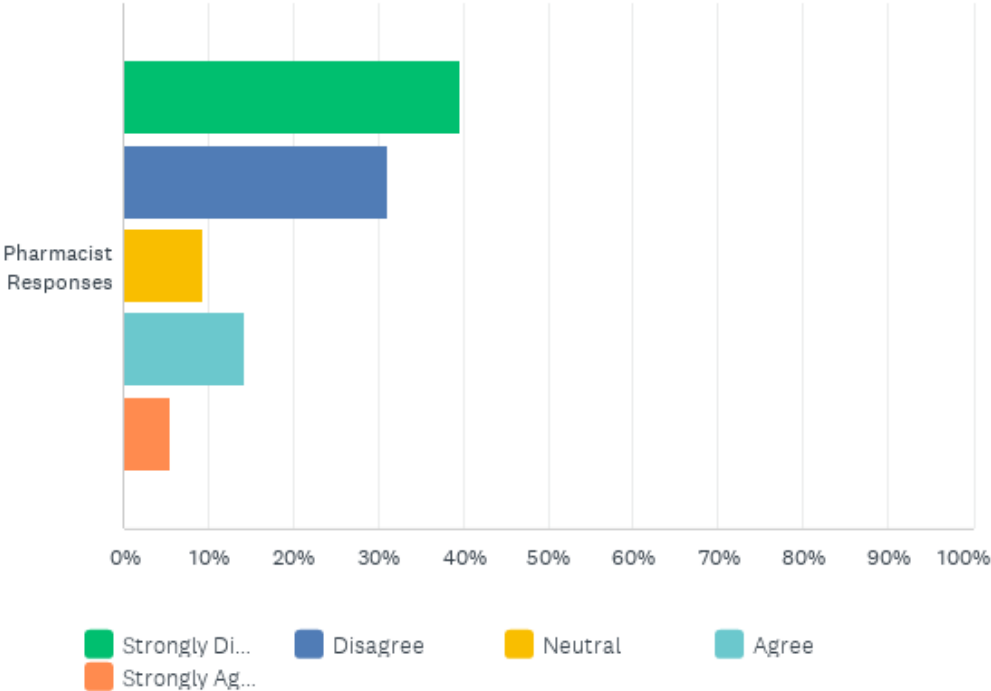
# Q1: Please identify your primary practice setting:

Answered: 2,969 Skipped: 0

ANSWER CHOICES	RESPONSES	
Independent (Only 1 location)	4.55%	135
Small Chain (More than 1, but less than 12 locations)	3.91%	116
Large Chain – Grocer / Big Box Store	36.07%	1,071
Large Chain – Standalone	28.63%	850
Long-Term Care	3.20%	95
Mail Order	2.22%	66
Hospital	15.66%	465
Other	5.76%	171
<b>TOTAL</b>		<b>2,969</b>

# Q2: I feel that I have adequate time to complete my job in a safe and effective manner.

Answered: 2,969 Skipped: 0



## Q2: I feel that I have adequate time to complete my job in a safe and effective manner.

---

### All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	39.71% 1,179	31.12% 924	9.30% 276	14.38% 427	5.49% 163	2,969	2.15

---

**Q2: I feel that I have adequate time to complete my job in a safe and effective manner. *By Practice Setting.***

---

### **Large Chain – Grocer/Big Box**

	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Pharmacist Responses	48.74% 522	39.31% 421	6.44% 69	5.14% 55	0.37% 4	1,071	1.69

---

### **Large Chain – Standalone**

	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Pharmacist Responses	64.24% 546	28.00% 238	4.47% 38	2.35% 20	0.94% 8	850	1.48

---

**Q2: I feel that I have adequate time to complete my job in a safe and effective manner. *By Practice Setting.***

---

### **Independent / Small Chain**

	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Pharmacist Responses	7.17% 18	19.12% 48	14.74% 37	40.64% 102	18.33% 46	251	3.44

---

### **Hospital**

	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Pharmacist Responses	12.26% 57	28.39% 132	19.78% 92	31.61% 147	7.96% 37	465	2.95

---



**Q2: I feel that I have adequate time to complete my job in a safe and effective manner. *By Practice Setting.***

---

### Long-Term Care

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	11.58% 11	28.42% 27	13.68% 13	34.74% 33	11.58% 11	95	3.06

---

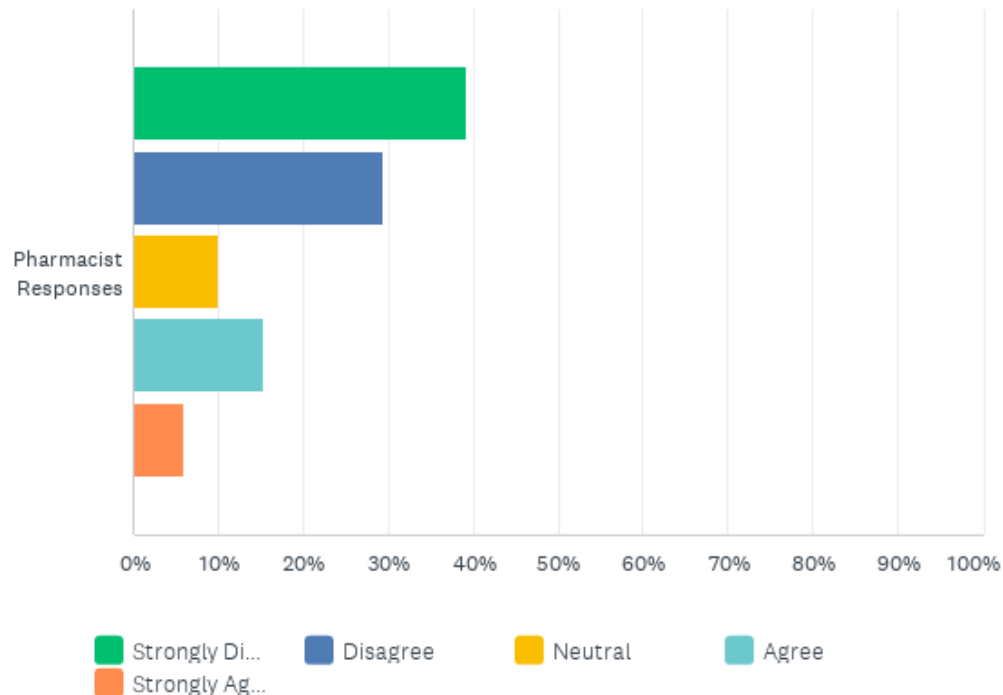
### Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	6.06% 4	22.73% 15	12.12% 8	24.24% 16	34.85% 23	66	3.59

---

### Q3: I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care.

Answered: 2,969 Skipped: 0



### Q3: I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care.

---

#### All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	39.17% 1,163	29.44% 874	9.97% 296	15.39% 457	6.03% 179	2,969	2.20

---

**Q3: I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care. *By Practice Setting.***

### Large Chain – Grocer/Big Box

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	47.53% 509	34.45% 369	8.59% 92	8.87% 95	0.56% 6	1,071	1.80

### Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	61.29% 521	28.12% 239	5.76% 49	3.76% 32	1.06% 9	850	1.55

**Q3: I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care. *By Practice Setting.***

**Independent / Small Chain**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	7.17% 18	14.34% 36	13.15% 33	45.02% 113	20.32% 51	251	3.57

**Hospital**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	16.13% 75	32.69% 152	15.05% 70	27.10% 126	9.03% 42	465	2.80

**Q3: I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care. *By Practice Setting.***

**Long-Term Care**

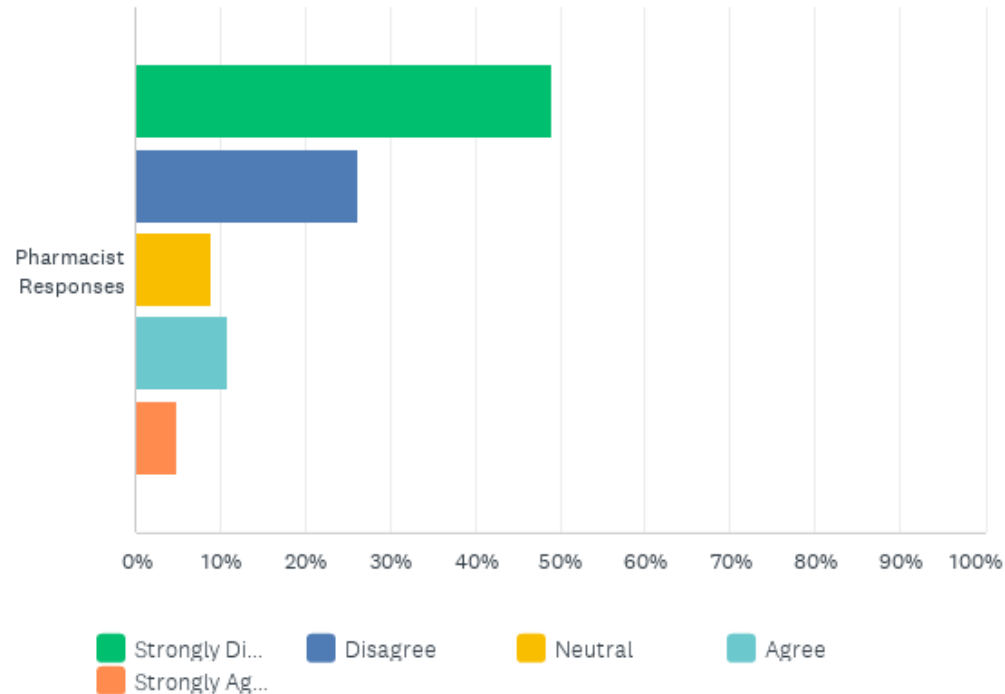
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	11.58% 11	33.68% 32	13.68% 13	28.42% 27	12.63% 12	95	2.97

**Mail Order**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	9.09% 6	10.61% 7	16.67% 11	24.24% 16	39.39% 26	66	3.74

## Q4: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care.

Answered: 2,969 Skipped: 0



## Q4: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care.

---

### All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	49.14% 1,459	26.17% 777	8.89% 264	10.81% 321	4.98% 148	2,969	1.96

---



**Q4: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care. *By Practice Setting.***

### Large Chain – Grocer/Big Box

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	60.22% 645	26.24% 281	6.91% 74	5.98% 64	0.65% 7	1,071	1.61

### Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	65.76% 559	24.94% 212	4.59% 39	3.65% 31	1.06% 9	850	1.49

**Q4: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care. *By Practice Setting.***

---

**Independent / Small Chain**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	11.95% 30	23.11% 58	10.76% 27	35.06% 88	19.12% 48	251	3.26

---

**Hospital**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	36.13% 168	33.76% 157	11.61% 54	12.69% 59	5.81% 27	465	2.18

---

**Q4: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care. *By Practice Setting.***

---

**Long-Term Care**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	23.16% 22	29.47% 28	18.95% 18	16.84% 16	11.58% 11	95	2.64

---

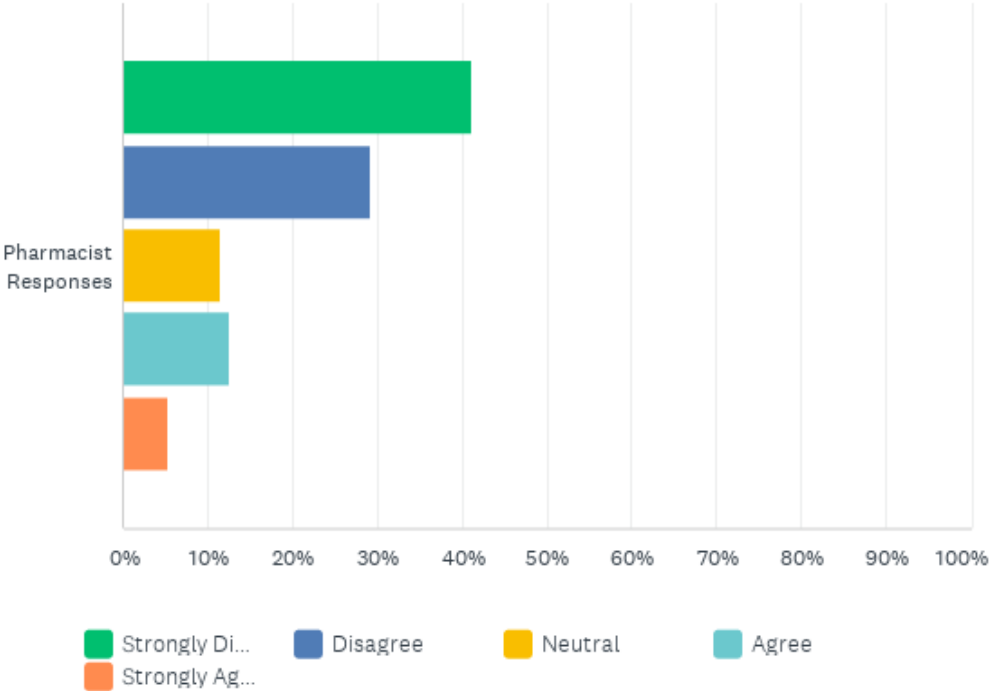
**Mail Order**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	10.61% 7	6.06% 4	21.21% 14	33.33% 22	28.79% 19	66	3.64

---

# Q5: I feel that staffing at my pharmacy is adequate to prevent delays in patients receiving medications in a timely manner.

Answered: 2,969 Skipped: 0



## Q5: I feel that staffing at my pharmacy is adequate to prevent delays in patients receiving medications in a timely manner.

---

### All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	41.23% 1,224	29.30% 870	11.42% 339	12.63% 375	5.42% 161	2,969	2.12

---

**Q5: I feel that staffing at my pharmacy is adequate to prevent delays in patients receiving medications in a timely manner. *By Practice Setting.***

### Large Chain – Grocer/Big Box

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	52.29% 560	31.37% 336	9.90% 106	5.88% 63	0.56% 6	1,071	1.71

### Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	59.53% 506	30.24% 257	6.00% 51	3.18% 27	1.06% 9	850	1.56

**Q5: I feel that staffing at my pharmacy is adequate to prevent delays in patients receiving medications in a timely manner. *By Practice Setting.***

---

### **Independent / Small Chain**

	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Pharmacist Responses	6.37% 16	19.52% 49	11.16% 28	38.65% 97	24.30% 61	251	3.55

---

### **Hospital**

	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Pharmacist Responses	20.00% 93	34.62% 161	18.49% 86	19.57% 91	7.31% 34	465	2.60

---

**Q5: I feel that staffing at my pharmacy is adequate to prevent delays in patients receiving medications in a timely manner. *By Practice Setting.***

### Long-Term Care

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	17.89% 17	29.47% 28	17.89% 17	27.37% 26	7.37% 7	95	2.77

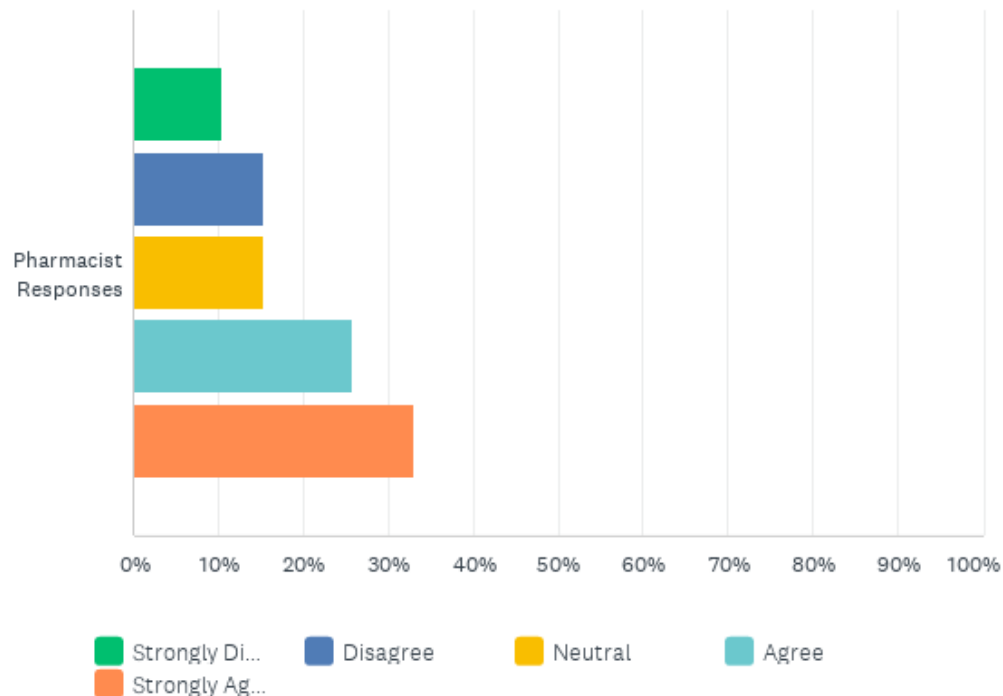
### Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	10.61% 7	15.15% 10	15.15% 10	24.24% 16	34.85% 23	66	3.58



## Q6: I feel pressure by my employer or supervisor to meet standards or metrics that may interfere with safe patient care.

Answered: 2,969 Skipped: 0



## Q6: I feel pressure by my employer or supervisor to meet standards or metrics that may interfere with safe patient care.

---

### All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	10.54% 313	15.26% 453	15.29% 454	25.90% 769	33.01% 980	2,969	3.56

---

**Q6: I feel pressure by my employer or supervisor to meet standards or metrics that may interfere with safe patient care. *By Practice Setting.***

### Large Chain – Grocer/Big Box

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	4.39% 47	9.43% 101	13.45% 144	33.15% 355	39.59% 424	1,071	3.94

### Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	6.94% 59	5.06% 43	12.24% 104	23.53% 200	52.24% 444	850	4.09

**Q6: I feel pressure by my employer or supervisor to meet standards or metrics that may interfere with safe patient care. *By Practice Setting.***

---

### Independent / Small Chain

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	34.66% 87	29.48% 74	14.34% 36	15.94% 40	5.58% 14	251	2.28

---

### Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	15.70% 73	31.18% 145	23.01% 107	20.65% 96	9.46% 44	465	2.77

---

**Q6: I feel pressure by my employer or supervisor to meet standards or metrics that may interfere with safe patient care. *By Practice Setting.***

### Long-Term Care

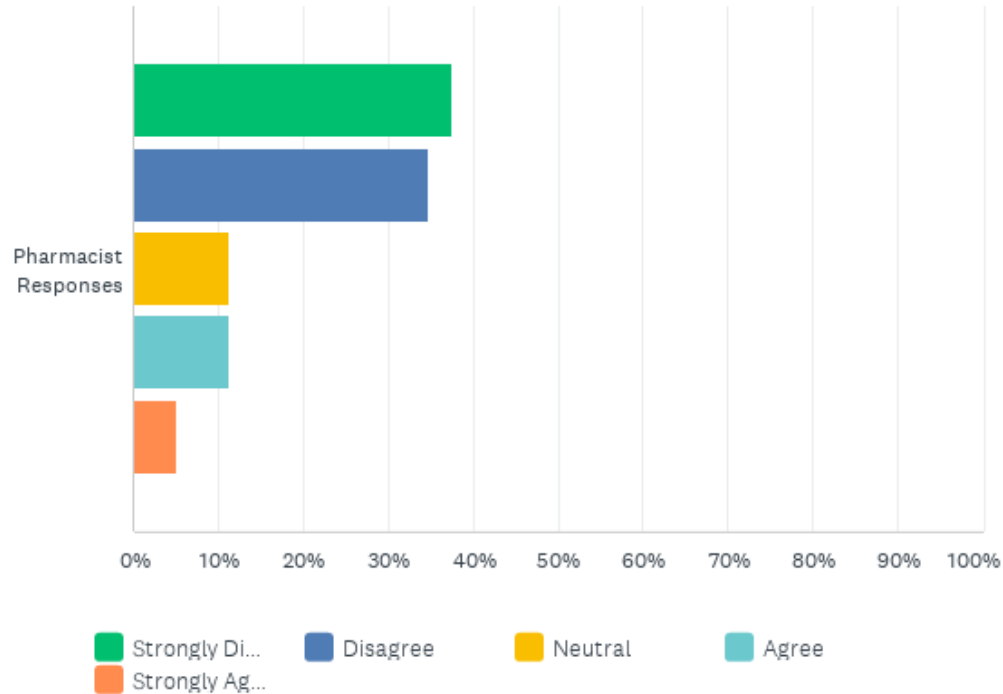
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	8.42% 8	27.37% 26	22.11% 21	29.47% 28	12.63% 12	95	3.11

### Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	13.64% 9	28.79% 19	22.73% 15	18.18% 12	16.67% 11	66	2.95

## Q7: I feel that the workload to staff ratio allows me to provide for patients in a safe and effective manner.

Answered: 2,969 Skipped: 0



## Q7: I feel that the workload to staff ratio allows me to provide for patients in a safe and effective manner.

---

### All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	37.49% 1,113	34.83% 1,034	11.25% 334	11.32% 336	5.12% 152	2,969	2.12

---

**Q7: I feel that the workload to staff ratio allows me to provide for patients in a safe and effective manner. *By Practice Setting.***

### Large Chain – Grocer/Big Box

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	46.78% 501	40.06% 429	7.94% 85	4.48% 48	0.75% 8	1,071	1.72

### Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	58.24% 495	33.65% 286	5.06% 43	2.24% 19	0.82% 7	850	1.54



**Q7: I feel that the workload to staff ratio allows me to provide for patients in a safe and effective manner. *By Practice Setting.***

### Independent / Small Chain

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	5.98% 15	20.32% 51	15.94% 40	37.05% 93	20.72% 52	251	3.46

### Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	13.12% 61	37.20% 173	22.58% 105	20.22% 94	6.88% 32	465	2.71

**Q7: I feel that the workload to staff ratio allows me to provide for patients in a safe and effective manner. *By Practice Setting.***

---

### Long-Term Care

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	12.63% 12	33.68% 32	17.89% 17	27.37% 26	8.42% 8	95	2.85

---

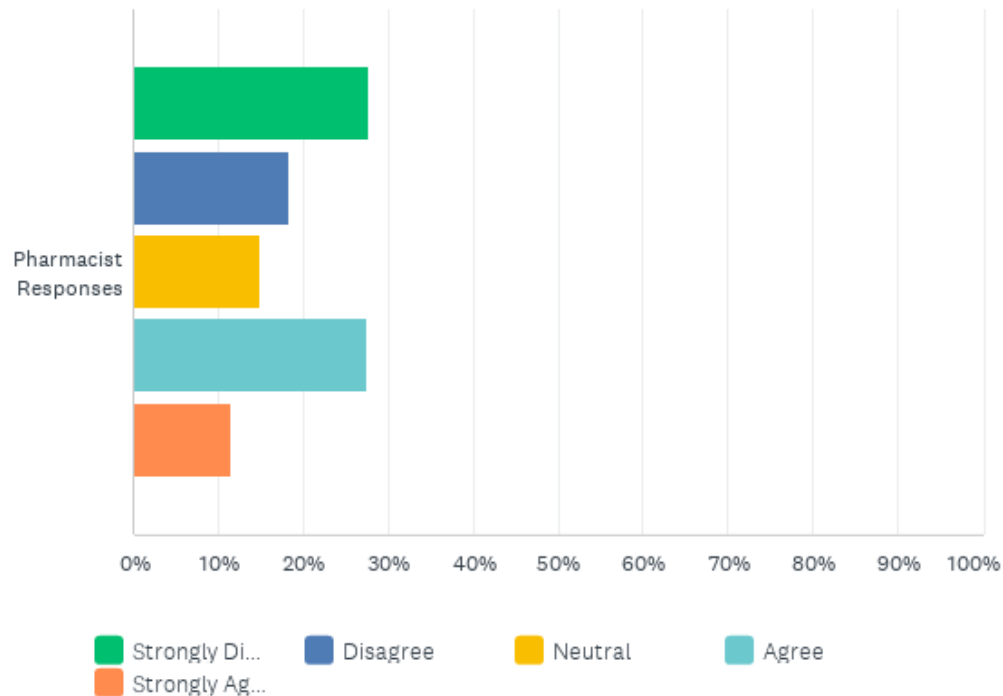
### Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	10.61% 7	21.21% 14	13.64% 9	25.76% 17	28.79% 19	66	3.41

---

## Q8: I am given the opportunity to take lunch breaks or other breaks throughout the workday.

Answered: 2,969 Skipped: 0



## Q8: I am given the opportunity to take lunch breaks or other breaks throughout the workday.

---

### All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	27.72% 823	18.26% 542	15.02% 446	27.45% 815	11.55% 343	2,969	2.77

---

**Q8: I am given the opportunity to take lunch breaks or other breaks throughout the workday. *By Practice Setting.***

---

### **Large Chain – Grocer/Big Box**

	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Pharmacist Responses	38.56% 413	20.07% 215	14.57% 156	22.13% 237	4.67% 50	1,071	2.34

---

### **Large Chain – Standalone**

	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Pharmacist Responses	31.65% 269	20.24% 172	16.71% 142	25.65% 218	5.76% 49	850	2.54

---

**Q8: I am given the opportunity to take lunch breaks or other breaks throughout the workday. *By Practice Setting.***

---

### **Independent / Small Chain**

	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Pharmacist Responses	17.53% 44	17.93% 45	14.34% 36	31.08% 78	19.12% 48	251	3.16

---

### **Hospital**

	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Pharmacist Responses	13.55% 63	17.42% 81	15.27% 71	35.48% 165	18.28% 85	465	3.28

---

**Q8: I am given the opportunity to take lunch breaks or other breaks throughout the workday. *By Practice Setting.***

---

### Long-Term Care

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	8.42% 8	9.47% 9	10.53% 10	47.37% 45	24.21% 23	95	3.69

---

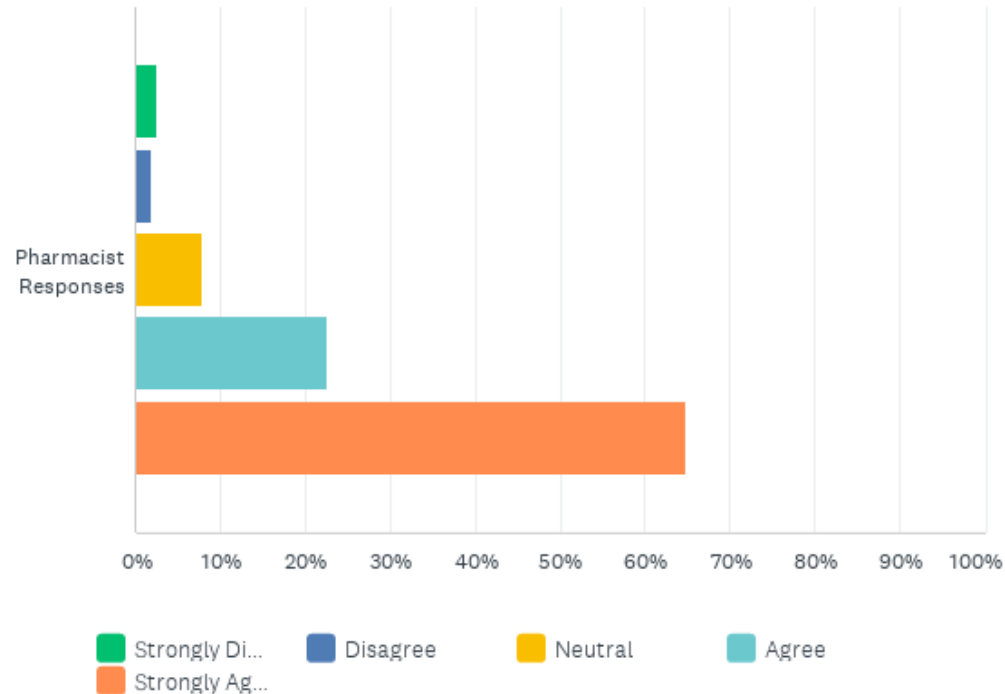
### Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	4.55% 3	4.55% 3	3.03% 2	30.30% 20	57.58% 38	66	4.32

---

**Q9: I feel that additional services (such as immunizations, testing, etc.) without additional staffing for those services will delay patients from getting their medications in a timely manner.**

---





**Q9: I feel that additional services (such as immunizations, testing, etc.) without additional staffing for those services will delay patients from getting their medications in a timely manner.**

---

### All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	2.56% 76	2.02% 60	7.98% 237	22.60% 671	64.84% 1,925	2,969	4.45

---

**Q9: I feel that additional services (such as immunizations, testing, etc.) without additional staffing for those services will delay patients from getting their medications in a timely manner. *By Practice Setting.***

### Large Chain – Grocer/Big Box

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	1.87% 20	0.75% 8	1.68% 18	18.21% 195	77.50% 830	1,071	4.69

### Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	3.06% 26	0.71% 6	0.82% 7	12.82% 109	82.59% 702	850	4.71

**Q9: I feel that additional services (such as immunizations, testing, etc.) without additional staffing for those services will delay patients from getting their medications in a timely manner. *By Practice Setting.***

### Independent / Small Chain

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	1.99% 5	8.76% 22	14.34% 36	36.65% 92	38.25% 96	251	4.00

### Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	3.01% 14	3.23% 15	19.35% 90	38.92% 181	35.48% 165	465	4.01

**Q9: I feel that additional services (such as immunizations, testing, etc.) without additional staffing for those services will delay patients from getting their medications in a timely manner. *By Practice Setting.***

### Long-Term Care

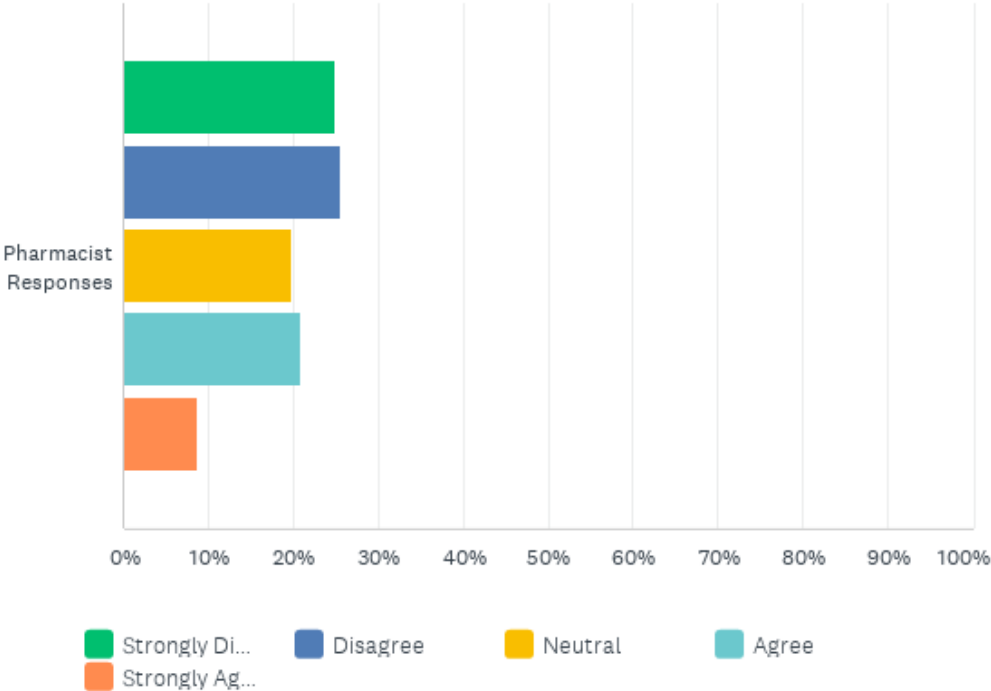
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	2.11% 2	4.21% 4	21.05% 20	35.79% 34	36.84% 35	95	4.01

### Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	4.55% 3	1.52% 1	39.39% 26	22.73% 15	31.82% 21	66	3.76

# Q10: I feel safe voicing any workload concerns to my employer.

Answered: 2,969 Skipped: 0



## Q10: I feel safe voicing any workload concerns to my employer.

---

### All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	24.92% 740	25.63% 761	19.80% 588	20.92% 621	8.72% 259	2,969	2.63

---

## Q10: I feel safe voicing any workload concerns to my employer.

### **By Practice Setting.**

#### Large Chain – Grocer/Big Box

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	28.20% 302	30.35% 325	21.38% 229	16.06% 172	4.01% 43	1,071	2.37

#### Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	36.24% 308	27.06% 230	20.24% 172	13.06% 111	3.41% 29	850	2.20

## Q10: I feel safe voicing any workload concerns to my employer.

### **By Practice Setting.**

#### Independent / Small Chain

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	7.57% 19	15.14% 38	16.73% 42	31.47% 79	29.08% 73	251	3.59

#### Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	13.76% 64	20.43% 95	19.78% 92	34.84% 162	11.18% 52	465	3.09



## Q10: I feel safe voicing any workload concerns to my employer.

### **By Practice Setting.**

#### Long-Term Care

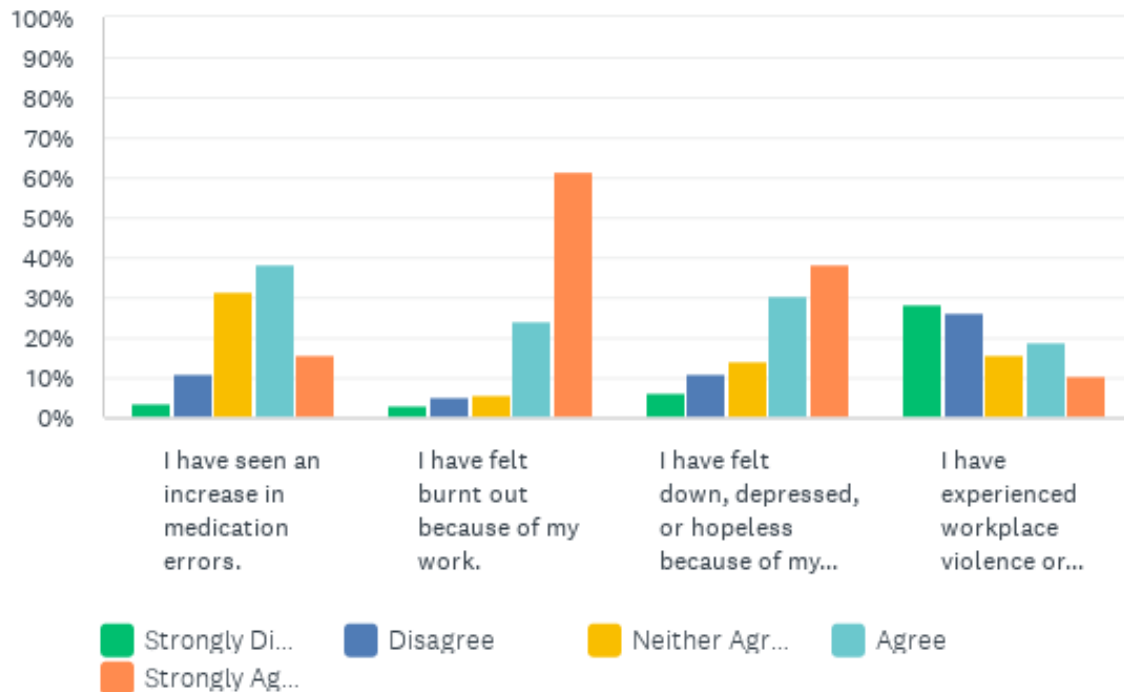
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	18.95% 18	21.05% 20	14.74% 14	34.74% 33	10.53% 10	95	2.97

#### Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	12.12% 8	19.70% 13	15.15% 10	31.82% 21	21.21% 14	66	3.30

# Q11: Please respond to each statement based upon your experience over the past six months:

Answered: 2,969 Skipped: 0



# Q11: Please respond to each statement based upon your experience over the past six months:

## All Settings

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I have seen an increase in medication errors.	3.91% 116	10.95% 325	31.36% 931	38.19% 1,134	15.59% 463	2,969	3.51
I have felt burnt out because of my work.	3.17% 94	5.29% 157	5.69% 169	24.25% 720	61.60% 1,829	2,969	4.36
I have felt down, depressed, or hopeless because of my work.	6.10% 181	10.81% 321	14.01% 416	30.62% 909	38.46% 1,142	2,969	3.85
I have experienced workplace violence or harassment.	28.36% 842	26.37% 783	15.76% 468	19.10% 567	10.41% 309	2,969	2.57

**Q11: Please respond to each statement based upon your experience over the past six months: *[By Practice Setting]***

## Large Chain – Grocer/Big Box

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I have seen an increase in medication errors.	1.12% 12	8.12% 87	29.69% 318	42.48% 455	18.58% 199	1,071	3.69
I have felt burnt out because of my work.	0.93% 10	1.31% 14	2.80% 30	21.38% 229	73.58% 788	1,071	4.65
I have felt down, depressed, or hopeless because of my work.	1.77% 19	6.35% 68	12.23% 131	33.89% 363	45.75% 490	1,071	4.15
I have experienced workplace violence or harassment.	19.70% 211	26.61% 285	17.65% 189	23.72% 254	12.32% 132	1,071	2.82

**Q11: Please respond to each statement based upon your experience over the past six months: *[By Practice Setting]***

**Large Chain – Standalone**

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I have seen an increase in medication errors.	1.29% 11	5.53% 47	27.88% 237	42.59% 362	22.71% 193	850	3.80
I have felt burnt out because of my work.	1.29% 11	1.88% 16	2.24% 19	17.06% 145	77.53% 659	850	4.68
I have felt down, depressed, or hopeless because of my work.	2.94% 25	4.24% 36	11.41% 97	28.59% 243	52.82% 449	850	4.24
I have experienced workplace violence or harassment.	19.65% 167	22.24% 189	18.24% 155	24.47% 208	15.41% 131	850	2.94

**Q11: Please respond to each statement based upon your experience over the past six months: *[By Practice Setting]***

**Independent / Small Chain**

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I have seen an increase in medication errors.	14.74% 37	28.69% 72	29.48% 74	23.51% 59	3.59% 9	251	2.73
I have felt burnt out because of my work.	12.35% 31	14.74% 37	13.15% 33	32.27% 81	27.49% 69	251	3.48
I have felt down, depressed, or hopeless because of my work.	19.12% 48	22.31% 56	19.12% 48	22.71% 57	16.73% 42	251	2.96
I have experienced workplace violence or harassment.	51.79% 130	25.10% 63	10.36% 26	9.16% 23	3.59% 9	251	1.88

**Q11: Please respond to each statement based upon your experience over the past six months: *[By Practice Setting]***

**Hospital**

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I have seen an increase in medication errors.	3.87% 18	15.48% 72	37.20% 173	34.62% 161	8.82% 41	465	3.29
I have felt burnt out because of my work.	3.23% 15	7.96% 37	9.46% 44	35.70% 166	43.66% 203	465	4.09
I have felt down, depressed, or hopeless because of my work.	7.74% 36	20.00% 93	16.34% 76	34.41% 160	21.51% 100	465	3.42
I have experienced workplace violence or harassment.	39.35% 183	33.33% 155	11.18% 52	10.97% 51	5.16% 24	465	2.09

**Q11: Please respond to each statement based upon your experience over the past six months: *[By Practice Setting]***

**Long-Term Care**

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I have seen an increase in medication errors.	6.32% 6	10.53% 10	41.05% 39	35.79% 34	6.32% 6	95	3.25
I have felt burnt out because of my work.	4.21% 4	11.58% 11	14.74% 14	32.63% 31	36.84% 35	95	3.86
I have felt down, depressed, or hopeless because of my work.	10.53% 10	17.89% 17	18.95% 18	34.74% 33	17.89% 17	95	3.32
I have experienced workplace violence or harassment.	44.21% 42	28.42% 27	10.53% 10	12.63% 12	4.21% 4	95	2.04



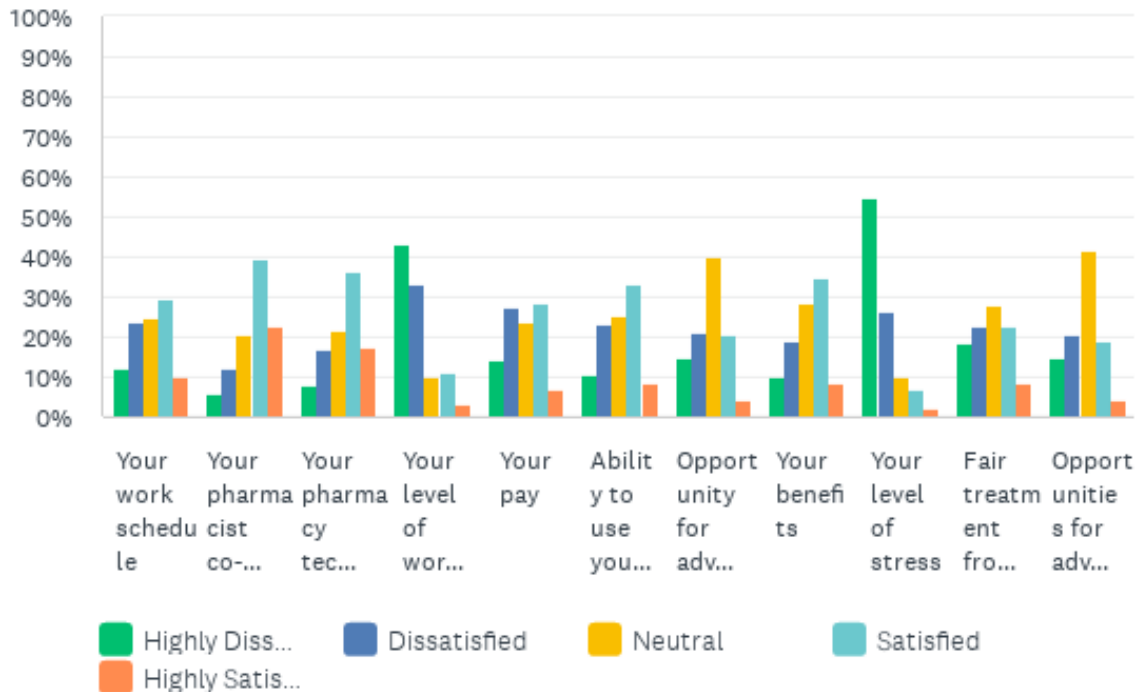
**Q11: Please respond to each statement based upon your experience over the past six months: *[By Practice Setting]***

**Mail Order**

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I have seen an increase in medication errors.	21.21% 14	19.70% 13	31.82% 21	21.21% 14	6.06% 4	66	2.71
I have felt burnt out because of my work.	12.12% 8	22.73% 15	9.09% 6	30.30% 20	25.76% 17	66	3.35
I have felt down, depressed, or hopeless because of my work.	21.21% 14	25.76% 17	15.15% 10	22.73% 15	15.15% 10	66	2.85
I have experienced workplace violence or harassment.	62.12% 41	25.76% 17	6.06% 4	4.55% 3	1.52% 1	66	1.58

# Q12: Please rate your level of satisfaction with the following in your primary place of employment:

Answered: 2,969 Skipped: 0



## Q12: Please rate your level of satisfaction with the following in your primary place of employment:

### All Settings

	HIGHLY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	HIGHLY SATISFIED	TOTAL	WEIGHTED AVERAGE
Your work schedule	11.92% 354	23.75% 705	24.59% 730	29.67% 881	10.07% 299	2,969	3.02
Your pharmacist co-workers	5.73% 170	11.86% 352	20.71% 615	39.24% 1,165	22.47% 667	2,969	3.61
Your pharmacy technician co-workers	7.68% 228	16.94% 503	21.52% 639	36.41% 1,081	17.45% 518	2,969	3.39
Your level of workload	42.98% 1,276	32.97% 979	9.90% 294	11.01% 327	3.13% 93	2,969	1.98
Your pay	14.42% 428	27.11% 805	23.44% 696	28.36% 842	6.67% 198	2,969	2.86
Ability to use your knowledge	10.44% 310	23.17% 688	25.19% 748	32.97% 979	8.22% 244	2,969	3.05
Opportunity for advancement	14.69% 436	20.85% 619	39.95% 1,186	20.38% 605	4.14% 123	2,969	2.78
Your benefits	9.94% 295	19.03% 565	28.22% 838	34.62% 1,028	8.18% 243	2,969	3.12
Your level of stress	54.66% 1,623	26.10% 775	10.17% 302	6.70% 199	2.36% 70	2,969	1.76
Fair treatment from management	18.39% 546	22.87% 679	27.75% 824	22.63% 672	8.35% 248	2,969	2.80
Opportunities for advancement/development	14.85% 441	20.71% 615	41.63% 1,236	18.73% 556	4.08% 121	2,969	2.76

## Q12: Please rate your level of satisfaction with the following in your primary place of employment: **[By Practice Setting]**

### Large Chain – Grocer/Big Box

	HIGHLY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	HIGHLY SATISFIED	TOTAL	WEIGHTED AVERAGE
Your work schedule	14.47% 155	28.94% 310	28.01% 300	24.84% 266	3.73% 40	1,071	2.74
Your pharmacist co-workers	6.44% 69	12.23% 131	20.82% 223	38.75% 415	21.76% 233	1,071	3.57
Your pharmacy technician co-workers	8.78% 94	18.67% 200	21.29% 228	34.45% 369	16.81% 180	1,071	3.32
Your level of workload	54.90% 588	37.25% 399	5.70% 61	2.05% 22	0.09% 1	1,071	1.55
Your pay	15.69% 168	29.04% 311	23.81% 255	26.05% 279	5.42% 58	1,071	2.76
Ability to use your knowledge	12.61% 135	29.60% 317	27.92% 299	27.36% 293	2.52% 27	1,071	2.78
Opportunity for advancement	17.18% 184	21.85% 234	41.46% 444	17.65% 189	1.87% 20	1,071	2.65
Your benefits	9.06% 97	19.05% 204	28.20% 302	38.10% 408	5.60% 60	1,071	3.12
Your level of stress	67.88% 727	25.30% 271	4.95% 53	1.59% 17	0.28% 3	1,071	1.41
Fair treatment from management	20.26% 217	24.28% 260	29.97% 321	21.94% 235	3.55% 38	1,071	2.64
Opportunities for advancement/development	17.65% 189	21.20% 227	44.07% 472	15.69% 168	1.40% 15	1,071	2.62

# Q12: Please rate your level of satisfaction with the following in your primary place of employment: **[By Practice Setting]**

## Large Chain – Standalone

	HIGHLY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	HIGHLY SATISFIED	TOTAL	WEIGHTED AVERAGE
Your work schedule	16.59% 141	26.82% 228	28.12% 239	24.94% 212	3.53% 30	850	2.72
Your pharmacist co-workers	8.24% 70	11.65% 99	26.00% 221	36.24% 308	17.88% 152	850	3.44
Your pharmacy technician co-workers	9.76% 83	17.41% 148	21.53% 183	36.94% 314	14.35% 122	850	3.29
Your level of workload	63.41% 539	30.82% 262	3.53% 30	1.76% 15	0.47% 4	850	1.45
Your pay	20.47% 174	31.29% 266	22.71% 193	21.88% 186	3.65% 31	850	2.57
Ability to use your knowledge	15.53% 132	31.18% 265	29.29% 249	22.12% 188	1.88% 16	850	2.64
Opportunity for advancement	18.12% 154	20.94% 178	43.29% 368	15.88% 135	1.76% 15	850	2.62
Your benefits	12.47% 106	21.76% 185	32.94% 280	28.71% 244	4.12% 35	850	2.90
Your level of stress	73.53% 625	21.41% 182	3.65% 31	0.94% 8	0.47% 4	850	1.33
Fair treatment from management	23.88% 203	26.35% 224	32.24% 274	15.41% 131	2.12% 18	850	2.46
Opportunities for advancement/development	16.82% 143	20.94% 178	46.47% 395	13.65% 116	2.12% 18	850	2.63

# Q12: Please rate your level of satisfaction with the following in your primary place of employment: **[By Practice Setting]**

## Independent / Small Chain

	HIGHLY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	HIGHLY SATISFIED	TOTAL	WEIGHTED AVERAGE
Your work schedule	1.20% 3	13.55% 34	15.14% 38	40.64% 102	29.48% 74	251	3.84
Your pharmacist co-workers	1.99% 5	9.16% 23	16.33% 41	35.46% 89	37.05% 93	251	3.96
Your pharmacy technician co-workers	2.39% 6	11.16% 28	10.76% 27	42.63% 107	33.07% 83	251	3.93
Your level of workload	9.56% 24	23.90% 60	17.13% 43	35.86% 90	13.55% 34	251	3.20
Your pay	5.98% 15	22.71% 57	21.91% 55	35.46% 89	13.94% 35	251	3.29
Ability to use your knowledge	3.59% 9	12.75% 32	17.13% 43	51.00% 128	15.54% 39	251	3.62
Opportunity for advancement	5.98% 15	14.74% 37	40.64% 102	27.09% 68	11.55% 29	251	3.24
Your benefits	6.37% 16	18.73% 47	31.08% 78	33.07% 83	10.76% 27	251	3.23
Your level of stress	21.91% 55	26.29% 66	19.92% 50	22.71% 57	9.16% 23	251	2.71
Fair treatment from management	4.78% 12	15.94% 40	17.93% 45	29.88% 75	31.47% 79	251	3.67
Opportunities for advancement/development	7.57% 19	14.34% 36	40.64% 102	26.29% 66	11.16% 28	251	3.19

# Q12: Please rate your level of satisfaction with the following in your primary place of employment: **[By Practice Setting]**

## Hospital

	HIGHLY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	HIGHLY SATISFIED	TOTAL	WEIGHTED AVERAGE
Your work schedule	7.53% 35	17.42% 81	19.57% 91	42.37% 197	13.12% 61	465	3.36
Your pharmacist co-workers	2.80% 13	13.55% 63	15.91% 74	49.68% 231	18.06% 84	465	3.67
Your pharmacy technician co-workers	7.10% 33	20.43% 95	22.58% 105	36.77% 171	13.12% 61	465	3.28
Your level of workload	17.63% 82	34.84% 162	22.58% 105	21.51% 100	3.44% 16	465	2.58
Your pay	8.82% 41	23.23% 108	23.87% 111	37.20% 173	6.88% 32	465	3.10
Ability to use your knowledge	3.66% 17	7.96% 37	18.92% 88	49.89% 232	19.57% 91	465	3.74
Opportunity for advancement	12.04% 56	22.15% 103	34.62% 161	26.88% 125	4.30% 20	465	2.89
Your benefits	9.25% 43	17.85% 83	22.15% 103	38.06% 177	12.69% 59	465	3.27
Your level of stress	28.17% 131	37.85% 176	20.43% 95	10.32% 48	3.23% 15	465	2.23
Fair treatment from management	15.48% 72	20.65% 96	23.87% 111	28.82% 134	11.18% 52	465	3.00
Opportunities for advancement/development	12.90% 60	23.87% 111	33.33% 155	25.59% 119	4.30% 20	465	2.85

# Q12: Please rate your level of satisfaction with the following in your primary place of employment: **[By Practice Setting]**

## Long-Term Care

	HIGHLY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	HIGHLY SATISFIED	TOTAL	WEIGHTED AVERAGE
Your work schedule	8.42% 8	18.95% 18	18.95% 18	34.74% 33	18.95% 18	95	3.37
Your pharmacist co-workers	3.16% 3	15.79% 15	17.89% 17	46.32% 44	16.84% 16	95	3.58
Your pharmacy technician co-workers	4.21% 4	14.74% 14	30.53% 29	38.95% 37	11.58% 11	95	3.39
Your level of workload	16.84% 16	32.63% 31	15.79% 15	27.37% 26	7.37% 7	95	2.76
Your pay	10.53% 10	23.16% 22	29.47% 28	30.53% 29	6.32% 6	95	2.99
Ability to use your knowledge	5.26% 5	16.84% 16	22.11% 21	45.26% 43	10.53% 10	95	3.39
Opportunity for advancement	8.42% 8	25.26% 24	44.21% 42	17.89% 17	4.21% 4	95	2.84
Your benefits	13.68% 13	17.89% 17	30.53% 29	28.42% 27	9.47% 9	95	3.02
Your level of stress	30.53% 29	27.37% 26	18.95% 18	20.00% 19	3.16% 3	95	2.38
Fair treatment from management	20.00% 19	15.79% 15	24.21% 23	27.37% 26	12.63% 12	95	2.97
Opportunities for advancement/development	11.58% 11	21.05% 20	41.05% 39	22.11% 21	4.21% 4	95	2.86



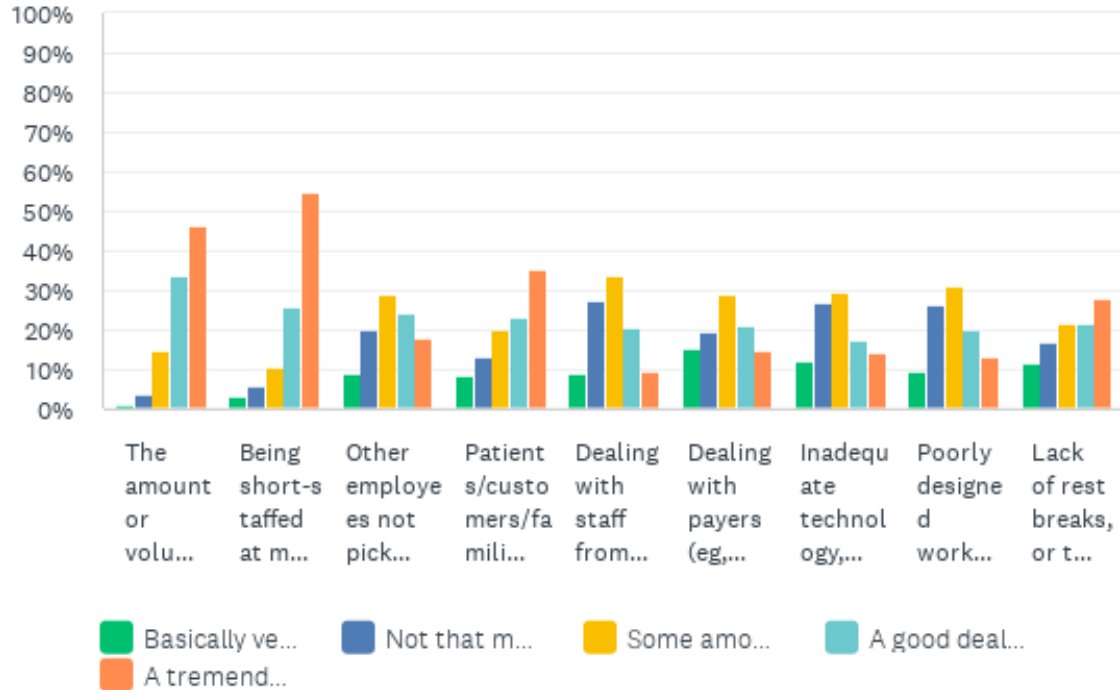
# Q12: Please rate your level of satisfaction with the following in your primary place of employment: **[By Practice Setting]**

## Mail Order

	HIGHLY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	HIGHLY SATISFIED	TOTAL	WEIGHTED AVERAGE
Your work schedule	3.03% 2	7.58% 5	12.12% 8	22.73% 15	54.55% 36	66	4.18
Your pharmacist co-workers	3.03% 2	6.06% 4	10.61% 7	30.30% 20	50.00% 33	66	4.18
Your pharmacy technician co-workers	4.55% 3	4.55% 3	21.21% 14	37.88% 25	31.82% 21	66	3.88
Your level of workload	12.12% 8	15.15% 10	13.64% 9	40.91% 27	18.18% 12	66	3.38
Your pay	10.61% 7	7.58% 5	22.73% 15	39.39% 26	19.70% 13	66	3.50
Ability to use your knowledge	9.09% 6	4.55% 3	18.18% 12	42.42% 28	25.76% 17	66	3.71
Opportunity for advancement	6.06% 4	10.61% 7	18.18% 12	45.45% 30	19.70% 13	66	3.62
Your benefits	3.03% 2	10.61% 7	12.12% 8	39.39% 26	34.85% 23	66	3.92
Your level of stress	19.70% 13	18.18% 12	27.27% 18	22.73% 15	12.12% 8	66	2.89
Fair treatment from management	6.06% 4	12.12% 8	21.21% 14	34.85% 23	25.76% 17	66	3.62
Opportunities for advancement/development	6.06% 4	9.09% 6	27.27% 18	36.36% 24	21.21% 14	66	3.58

# Q13: Please rate the amount of stress each of the following places on you at your job:

Answered: 2,969 Skipped: 0



# Q13: Please rate the amount of stress each of the following places on you at your job:

## All Settings

	BASICALLY VERY LITTLE, OR NO STRESS	NOT THAT MUCH STRESS	SOME AMOUNT OF STRESS	A GOOD DEAL OF STRESS	A TREMENDOUS AMOUNT OF STRESS	TOTAL	WEIGHTED AVERAGE
The amount or volume of work you have to do	1.25% 37	3.87% 115	14.92% 443	33.85% 1,005	46.11% 1,369	2,969	4.20
Being short-staffed at my work	3.00% 89	6.00% 178	10.58% 314	25.87% 768	54.56% 1,620	2,969	4.23
Other employees not picking up their fair share of work	8.96% 266	20.18% 599	28.70% 852	24.05% 714	18.12% 538	2,969	3.22
Patients/customers/families who are rude or impatient	8.22% 244	13.24% 393	20.01% 594	23.27% 691	35.26% 1,047	2,969	3.64
Dealing with staff from other health care providers on prescriptions or medication orders	8.89% 264	27.48% 816	33.51% 995	20.41% 606	9.70% 288	2,969	2.95
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	15.39% 457	19.67% 584	29.10% 864	21.22% 630	14.62% 434	2,969	3.00
Inadequate technology, hardware, and other resources needed for me to be effective in my work	12.36% 367	26.84% 797	29.24% 868	17.45% 518	14.11% 419	2,969	2.94
Poorly designed workflow and division of tasks/responsibilities among workers at my job	9.57% 284	26.37% 783	31.09% 923	19.80% 588	13.17% 391	2,969	3.01
Lack of rest breaks, or time to take scheduled rest breaks	11.79% 350	17.01% 505	21.76% 646	21.76% 646	27.69% 822	2,969	3.37

# Q13: Please rate the amount of stress each of the following places on you at your job: **[By Practice Setting]**

## Large Chain – Grocer/Big Box

	BASICALLY VERY LITTLE, OR NO STRESS	NOT THAT MUCH STRESS	SOME AMOUNT OF STRESS	A GOOD DEAL OF STRESS	A TREMENDOUS AMOUNT OF STRESS	TOTAL	WEIGHTED AVERAGE
The amount or volume of work you have to do	0.19% 2	1.21% 13	7.00% 75	36.41% 390	55.18% 591	1,071	4.45
Being short-staffed at my work	0.56% 6	2.05% 22	6.54% 70	22.32% 239	68.53% 734	1,071	4.56
Other employees not picking up their fair share of work	6.82% 73	18.49% 198	28.57% 306	25.96% 278	20.17% 216	1,071	3.34
Patients/customers/families who are rude or impatient	1.31% 14	5.14% 55	16.62% 178	28.29% 303	48.65% 521	1,071	4.18
Dealing with staff from other health care providers on prescriptions or medication orders	5.98% 64	26.05% 279	35.39% 379	20.82% 223	11.76% 126	1,071	3.06
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	3.83% 41	21.48% 230	34.55% 370	24.74% 265	15.41% 165	1,071	3.26
Inadequate technology, hardware, and other resources needed for me to be effective in my work	9.52% 102	26.24% 281	29.23% 313	18.39% 197	16.62% 178	1,071	3.06
Poorly designed workflow and division of tasks/responsibilities among workers at my job	6.26% 67	28.76% 308	33.61% 360	18.86% 202	12.51% 134	1,071	3.03
Lack of rest breaks, or time to take scheduled rest breaks	4.20% 45	12.04% 129	21.38% 229	25.68% 275	36.69% 393	1,071	3.79

# Q13: Please rate the amount of stress each of the following places on you at your job: **[By Practice Setting]**

## Large Chain – Standalone

	BASICALLY VERY LITTLE, OR NO STRESS	NOT THAT MUCH STRESS	SOME AMOUNT OF STRESS	A GOOD DEAL OF STRESS	A TREMENDOUS AMOUNT OF STRESS	TOTAL	WEIGHTED AVERAGE
The amount or volume of work you have to do	0.12% 1	0.82% 7	5.41% 46	26.59% 226	67.06% 570	850	4.60
Being short-staffed at my work	0.35% 3	1.65% 14	4.94% 42	20.35% 173	72.71% 618	850	4.63
Other employees not picking up their fair share of work	6.47% 55	18.47% 157	30.35% 258	23.76% 202	20.94% 178	850	3.34
Patients/customers/families who are rude or impatient	1.65% 14	5.06% 43	16.35% 139	28.35% 241	48.59% 413	850	4.17
Dealing with staff from other health care providers on prescriptions or medication orders	6.00% 51	28.35% 241	33.65% 286	21.06% 179	10.94% 93	850	3.03
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	3.76% 32	19.65% 167	33.53% 285	26.35% 224	16.71% 142	850	3.33
Inadequate technology, hardware, and other resources needed for me to be effective in my work	8.94% 76	24.71% 210	29.65% 252	20.59% 175	16.12% 137	850	3.10
Poorly designed workflow and division of tasks/responsibilities among workers at my job	6.24% 53	23.65% 201	32.59% 277	20.71% 176	16.82% 143	850	3.18
Lack of rest breaks, or time to take scheduled rest breaks	2.47% 21	13.41% 114	24.12% 205	24.71% 210	35.29% 300	850	3.77

# Q13: Please rate the amount of stress each of the following places on you at your job: **[By Practice Setting]**

## Independent / Small Chain

	BASICALLY VERY LITTLE, OR NO STRESS	NOT THAT MUCH STRESS	SOME AMOUNT OF STRESS	A GOOD DEAL OF STRESS	A TREMENDOUS AMOUNT OF STRESS	TOTAL	WEIGHTED AVERAGE
The amount or volume of work you have to do	6.77% 17	13.55% 34	33.07% 83	31.87% 80	14.74% 37	251	3.34
Being short-staffed at my work	12.35% 31	17.93% 45	22.31% 56	29.08% 73	18.33% 46	251	3.23
Other employees not picking up their fair share of work	21.51% 54	25.50% 64	23.90% 60	20.72% 52	8.37% 21	251	2.69
Patients/customers/families who are rude or impatient	15.54% 39	23.11% 58	27.89% 70	20.32% 51	13.15% 33	251	2.92
Dealing with staff from other health care providers on prescriptions or medication orders	14.74% 37	29.48% 74	34.66% 87	15.54% 39	5.58% 14	251	2.68
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	6.77% 17	14.74% 37	28.29% 71	23.90% 60	26.29% 66	251	3.48
Inadequate technology, hardware, and other resources needed for me to be effective in my work	21.51% 54	37.45% 94	26.29% 66	9.16% 23	5.58% 14	251	2.40
Poorly designed workflow and division of tasks/responsibilities among workers at my job	21.91% 55	39.04% 98	23.90% 60	10.76% 27	4.38% 11	251	2.37
Lack of rest breaks, or time to take scheduled rest breaks	22.71% 57	27.89% 70	20.32% 51	15.94% 40	13.15% 33	251	2.69

# Q13: Please rate the amount of stress each of the following places on you at your job: **[By Practice Setting]**

## Hospital

	BASICALLY VERY LITTLE, OR NO STRESS	NOT THAT MUCH STRESS	SOME AMOUNT OF STRESS	A GOOD DEAL OF STRESS	A TREMENDOUS AMOUNT OF STRESS	TOTAL	WEIGHTED AVERAGE
The amount or volume of work you have to do	1.08% 5	5.16% 24	29.68% 138	41.29% 192	22.80% 106	465	3.80
Being short-staffed at my work	2.37% 11	9.25% 43	16.56% 77	41.29% 192	30.54% 142	465	3.88
Other employees not picking up their fair share of work	6.24% 29	20.43% 95	32.69% 152	23.87% 111	16.77% 78	465	3.25
Patients/customers/families who are rude or impatient	21.94% 102	31.83% 148	26.88% 125	11.83% 55	7.53% 35	465	2.51
Dealing with staff from other health care providers on prescriptions or medication orders	10.54% 49	30.11% 140	32.26% 150	21.08% 98	6.02% 28	465	2.82
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	53.55% 249	17.85% 83	13.33% 62	8.39% 39	6.88% 32	465	1.97
Inadequate technology, hardware, and other resources needed for me to be effective in my work	15.70% 73	29.68% 138	30.11% 140	15.05% 70	9.46% 44	465	2.73
Poorly designed workflow and division of tasks/responsibilities among workers at my job	9.89% 46	20.65% 96	30.97% 144	25.16% 117	13.33% 62	465	3.11
Lack of rest breaks, or time to take scheduled rest breaks	21.51% 100	24.09% 112	23.44% 109	17.20% 80	13.76% 64	465	2.78

# Q13: Please rate the amount of stress each of the following places on you at your job: **[By Practice Setting]**

## Long-Term Care

	BASICALLY VERY LITTLE, OR NO STRESS	NOT THAT MUCH STRESS	SOME AMOUNT OF STRESS	A GOOD DEAL OF STRESS	A TREMENDOUS AMOUNT OF STRESS	TOTAL	WEIGHTED AVERAGE
The amount or volume of work you have to do	1.05% 1	6.32% 6	27.37% 26	42.11% 40	23.16% 22	95	3.80
Being short-staffed at my work	5.26% 5	5.26% 5	24.21% 23	33.68% 32	31.58% 30	95	3.81
Other employees not picking up their fair share of work	5.26% 5	25.26% 24	16.84% 16	31.58% 30	21.05% 20	95	3.38
Patients/customers/families who are rude or impatient	23.16% 22	26.32% 25	31.58% 30	11.58% 11	7.37% 7	95	2.54
Dealing with staff from other health care providers on prescriptions or medication orders	13.68% 13	20.00% 19	33.68% 32	25.26% 24	7.37% 7	95	2.93
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	33.68% 32	14.74% 14	26.32% 25	17.89% 17	7.37% 7	95	2.51
Inadequate technology, hardware, and other resources needed for me to be effective in my work	15.79% 15	20.00% 19	33.68% 32	11.58% 11	18.95% 18	95	2.98
Poorly designed workflow and division of tasks/responsibilities among workers at my job	11.58% 11	23.16% 22	27.37% 26	22.11% 21	15.79% 15	95	3.07
Lack of rest breaks, or time to take scheduled rest breaks	34.74% 33	25.26% 24	18.95% 18	13.68% 13	7.37% 7	95	2.34



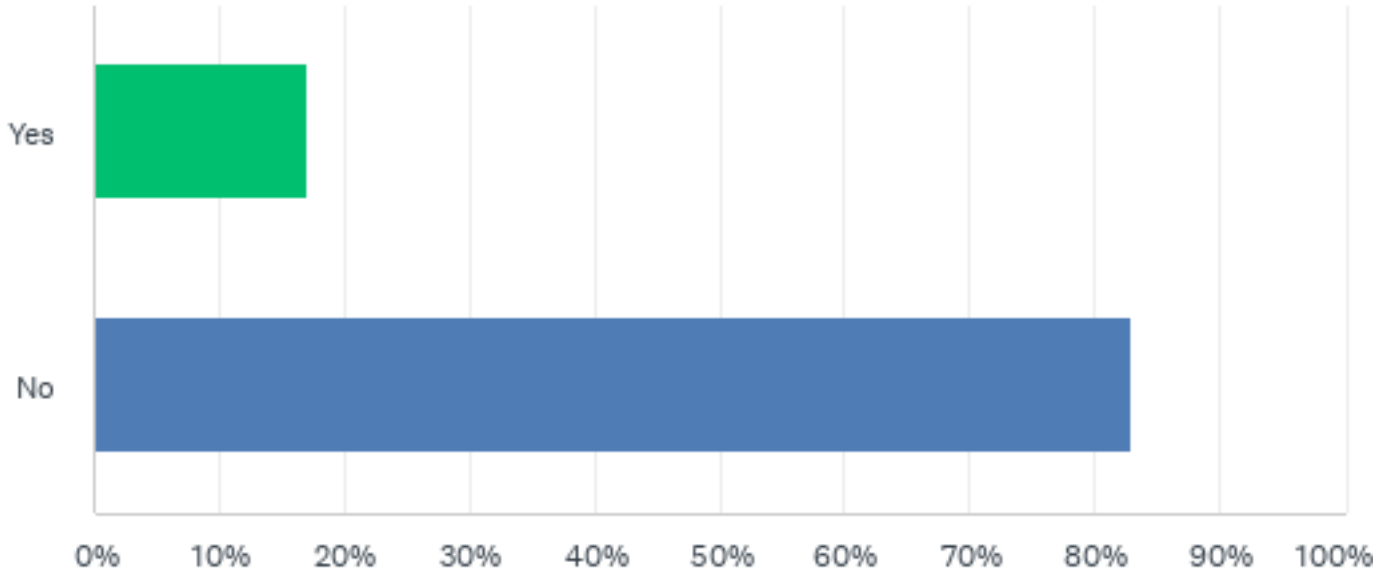
# Q13: Please rate the amount of stress each of the following places on you at your job: **[By Practice Setting]**

## Mail Order

	BASICALLY VERY LITTLE, OR NO STRESS	NOT THAT MUCH STRESS	SOME AMOUNT OF STRESS	A GOOD DEAL OF STRESS	A TREMENDOUS AMOUNT OF STRESS	TOTAL	WEIGHTED AVERAGE
The amount or volume of work you have to do	6.06% 4	16.67% 11	33.33% 22	27.27% 18	16.67% 11	66	3.32
Being short-staffed at my work	24.24% 16	27.27% 18	13.64% 9	19.70% 13	15.15% 10	66	2.74
Other employees not picking up their fair share of work	27.27% 18	36.36% 24	19.70% 13	10.61% 7	6.06% 4	66	2.32
Patients/customers/families who are rude or impatient	30.30% 20	30.30% 20	13.64% 9	12.12% 8	13.64% 9	66	2.48
Dealing with staff from other health care providers on prescriptions or medication orders	30.30% 20	28.79% 19	16.67% 11	13.64% 9	10.61% 7	66	2.45
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	50.00% 33	22.73% 15	16.67% 11	6.06% 4	4.55% 3	66	1.92
Inadequate technology, hardware, and other resources needed for me to be effective in my work	22.73% 15	12.12% 8	30.30% 20	18.18% 12	16.67% 11	66	2.94
Poorly designed workflow and division of tasks/responsibilities among workers at my job	30.30% 20	21.21% 14	22.73% 15	15.15% 10	10.61% 7	66	2.55
Lack of rest breaks, or time to take scheduled rest breaks	56.06% 37	24.24% 16	10.61% 7	3.03% 2	6.06% 4	66	1.79

# Q14: In the past two years, did you change your primary place of employment due, in whole or in part, to working conditions you experienced?

Answered: 2,969 Skipped: 0



**Q14: In the past two years, did you change your primary place of employment due, in whole or in part, to working conditions you experienced?**

### All Settings

ANSWER CHOICES	RESPONSES	
Yes	17.14%	509
No	82.86%	2,460
TOTAL		2,969

**Q14: In the past two years, did you change your primary place of employment due, in whole or in part, to working conditions you experienced? *[By Practice Setting]***

### Large Chain – Grocer/Big Box

ANSWER CHOICES	RESPONSES	
Yes	15.87%	170
No	84.13%	901
TOTAL		1,071

**Q14: In the past two years, did you change your primary place of employment due, in whole or in part, to working conditions you experienced? *[By Practice Setting]***

### Large Chain – Standalone

ANSWER CHOICES	RESPONSES	
Yes	20.35%	173
No	79.65%	677
TOTAL		850

**Q14: In the past two years, did you change your primary place of employment due, in whole or in part, to working conditions you experienced? *[By Practice Setting]***

### Independent / Small Chain

ANSWER CHOICES	RESPONSES	
Yes	15.94%	40
No	84.06%	211
TOTAL		251

**Q14: In the past two years, did you change your primary place of employment due, in whole or in part, to working conditions you experienced? *[By Practice Setting]***

## Hospital

ANSWER CHOICES	RESPONSES	
Yes	12.69%	59
No	87.31%	406
TOTAL		465

**Q14: In the past two years, did you change your primary place of employment due, in whole or in part, to working conditions you experienced? *[By Practice Setting]***

### Long-Term Care

ANSWER CHOICES	RESPONSES	
Yes	18.95%	18
No	81.05%	77
TOTAL		95



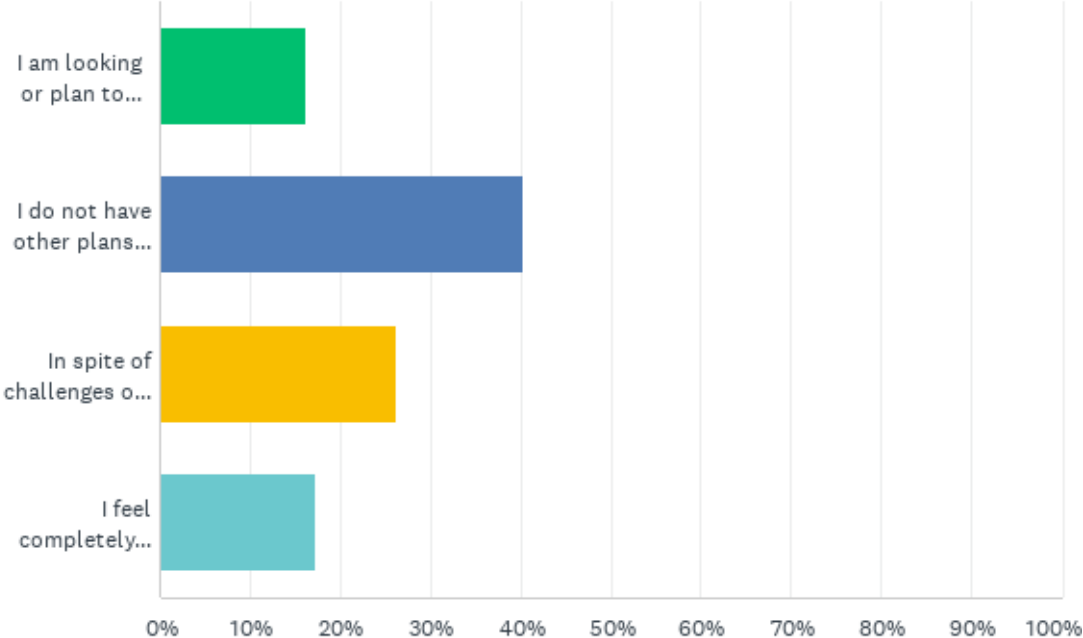
**Q14: In the past two years, did you change your primary place of employment due, in whole or in part, to working conditions you experienced? *[By Practice Setting]***

### Mail Order

ANSWER CHOICES	RESPONSES	
Yes	18.18%	12
No	81.82%	54
TOTAL		66

# Q15: How would you characterize your commitment, or loyalty to remaining a pharmacist?

Answered: 2,969 Skipped: 0



## Q15: How would you characterize your commitment, or loyalty to remaining a pharmacist?

### All Settings

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	16.23%	482
I do not have other plans currently, but it might not take much for me to change careers	40.35%	1,198
In spite of challenges or shortcomings, I feel good about this line of work and hope to make a career of it for quite some time	26.17%	777
I feel completely committed and am definitely in this career for my entire worklife	17.24%	512
TOTAL		2,969

## Q15: How would you characterize your commitment, or loyalty to remaining a pharmacist? *[By Practice Setting]*

### Large Chain – Grocer/Big Box

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	17.46%	187
I do not have other plans currently, but it might not take much for me to change careers	45.00%	482
In spite of challenges or shortcomings, I feel good about this line of work and hope to make a career of it for quite some time	26.33%	282
I feel completely committed and am definitely in this career for my entire worklife	11.20%	120
TOTAL		1,071

## Q15: How would you characterize your commitment, or loyalty to remaining a pharmacist? *[By Practice Setting]*

### Large Chain – Standalone

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	18.35%	156
I do not have other plans currently, but it might not take much for me to change careers	47.29%	402
In spite of challenges or shortcomings, I feel good about this line of work and hope to make a career of it for quite some time	23.88%	203
I feel completely committed and am definitely in this career for my entire worklife	10.47%	89
TOTAL		850

## Q15: How would you characterize your commitment, or loyalty to remaining a pharmacist? *[By Practice Setting]*

### Independent / Small Chain

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	14.34%	36
I do not have other plans currently, but it might not take much for me to change careers	29.08%	73
In spite of challenges or shortcomings, I feel good about this line of work and hope to make a career of it for quite some time	23.51%	59
I feel completely committed and am definitely in this career for my entire worklife	33.07%	83
TOTAL		251

## Q15: How would you characterize your commitment, or loyalty to remaining a pharmacist? *[By Practice Setting]*

### Hospital

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	11.40%	53
I do not have other plans currently, but it might not take much for me to change careers	29.46%	137
In spite of challenges or shortcomings, I feel good about this line of work and hope to make a career of it for quite some time	32.04%	149
I feel completely committed and am definitely in this career for my entire worklife	27.10%	126
TOTAL		465

## Q15: How would you characterize your commitment, or loyalty to remaining a pharmacist? *[By Practice Setting]*

### Long-Term Care

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	9.47%	9
I do not have other plans currently, but it might not take much for me to change careers	41.05%	39
In spite of challenges or shortcomings, I feel good about this line of work and hope to make a career of it for quite some time	22.11%	21
I feel completely committed and am definitely in this career for my entire worklife	27.37%	26
TOTAL		95



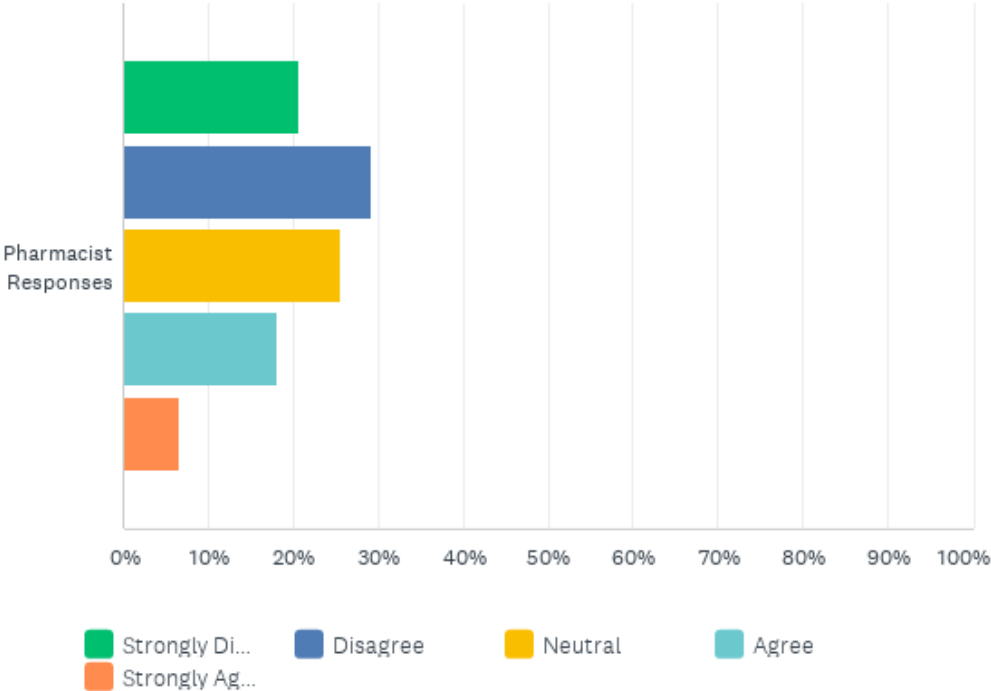
## Q15: How would you characterize your commitment, or loyalty to remaining a pharmacist? *[By Practice Setting]*

### Mail Order

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	16.67%	11
I do not have other plans currently, but it might not take much for me to change careers	22.73%	15
In spite of challenges or shortcomings, I feel good about this line of work and hope to make a career of it for quite some time	34.85%	23
I feel completely committed and am definitely in this career for my entire worklife	25.76%	17
TOTAL		66

# Q16: Do you think duties of pharmacy technicians should be expanded to include additional clinical responsibilities?

Answered: 2,969 Skipped: 0



## Q16: Do you think duties of pharmacy technicians should be expanded to include additional clinical responsibilities?

---

### All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	20.58% 611	29.27% 869	25.50% 757	18.05% 536	6.60% 196	2,969	2.61

---

**Q16: Do you think duties of pharmacy technicians should be expanded to include additional clinical responsibilities? *[By Practice Setting]***

**Large Chain – Grocer/Big Box**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	19.70% 211	27.26% 292	24.93% 267	20.17% 216	7.94% 85	1,071	2.69

**Large Chain – Standalone**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	17.53% 149	31.76% 270	26.94% 229	18.47% 157	5.29% 45	850	2.62

**Q16: Do you think duties of pharmacy technicians should be expanded to include additional clinical responsibilities? *[By Practice Setting]***

**Independent / Small Chain**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	20.72% 52	27.89% 70	24.70% 62	20.72% 52	5.98% 15	251	2.63

**Hospital**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	21.29% 99	30.97% 144	25.38% 118	14.84% 69	7.53% 35	465	2.56

**Q16: Do you think duties of pharmacy technicians should be expanded to include additional clinical responsibilities? *[By Practice Setting]***

**Long-Term Care**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	27.37% 26	26.32% 25	27.37% 26	14.74% 14	4.21% 4	95	2.42

**Mail Order**

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	36.36% 24	27.27% 18	24.24% 16	10.61% 7	1.52% 1	66	2.14

**Q17 Please provide additional comments about the survey or about your job/career as a pharmacist. REMINDER: Do not include your name or other information that would identify you in the comments.**

Answered: 1,223 Skipped: 1,746

#	RESPONSES	DATE
1	I had to quit my job at Kroger after almost 15 years because I felt like I could no longer safely use my license. Division leaders and management will do everything in their power to ignore you. When I quit, my division leader for Kroger acknowledged that stress and workload were higher than ever then accepted my resignation without any attempt to fix any problems. Also was harassed by payroll due to several mistakes from them then tried to get me to pay them my vacation time back.	12/2/2021 4:59 PM
2	Lunch breaks should be a guarantee everywhere. No other job makes you work without getting to eat or use the restroom. Hours should be changed to not be open so late at night/weekends all of the time to help achieve better work/life balance.	12/2/2021 4:29 PM
3	Thank you for the survey. Please allow retail pharmacists who verifies prescriptions(data entry and DUR) to work from home, it helps tremendously to login from home and pharmacists who can verify pills can focus on counseling and vaccines at the stores. Really helps if retail pharmacies close at least at 7:00 pm on weekdays and at least by 3:00 pm on weekends, so less staffing issues, will have good overlap, allows to take breaks and can eat and overall it allows us time to help take care of patients better. Also instead of having pharmacists at retail do both clinical (MTM etc), vaccines and retail part while being on the job, it helps if management hires pharmacists to do clinical separately away from work flow from an office type location it takes a lot of stress out and allows us time to focus on prescriptions.	12/2/2021 4:13 PM
4	We need to close earlier during the week (before 8pm) and earlier on weekends (in the afternoon), that way we would have more rph overlap and could take breaks and be able to eat and go to the restroom. We should not be required to stand more than 12-14 hours without a break. Pharmacists should be allowed to have stools and be able to sit down for part of their shift. We also need assistance with answering phones. Also pharmacists should be given the option to do some work remotely from home; that way we could focus more with less distractions being at the store. If the pharmacy has inadequate staffing, we should be able to close that store for the day.	12/2/2021 3:59 PM
5	Thank you for providing this survey. I really hope you take this to heart and hear us out with our concerns. I am so thankful and much more happy when I left my retail pharmacy job 2 years ago. I'm still in pharmacy but with a mail order pharmacy. In my retail job, I was experiencing high levels of anxiety and depression in the retail pharmacy. I would cry every day before going into work. Working 12 hour shifts without eating or using the bathroom was terrible. I was mentally, emotionally and physically exhausted and beaten down. There were never enough technicians to be completing all the workflow jobs so I would be constantly multitasking (answering the phones, counting pills, verifying prescriptions, and more). As pharmacists I think it's ingrained in us to 1) help the patient first before yourself (eat/drink/bathroom) 2) never leave work behind for our fellow pharmacists. I feel as a retail pharmacist, no one was looking out for me and if I complained, I would be replaced.	12/2/2021 1:56 PM
6	Begging for help, we are under staffed and overwhelmed, we need two pharmacists working to manage safely, my stress is unbearable and it is affecting every aspect of my life. I have been begging for a lunch break for years, I work 14 hours a day without eating and the job is affecting my physical health, multiple kidney stones, constant headaches. Changes need to occur in our profession so we can preform our job in a safe manner and have the opportunity to actually care for our patients.	12/2/2021 1:33 PM
7	Our place of work expects us to stay over on a daily basis without additional help or staffing, sometimes with less staffing then before. The evaporation of pharmacy technicians is truly a new pandemic we are facing in retail pharmacy while having to deal with a much larger workload, particularly COVID-19 vaccinations.	12/2/2021 1:17 PM

## Follow-Up Pharmacist Workload Survey

8	I have dealt with corrupt and unethical pharmacists at store level and corporate level. It is appalling the amount of fraud and dishonesty that is performed (and covered up when reported) for money (for the larger company but also to receive bonuses and rewards personally) and to meet corporate metrics (to avoid employer backlash). They justify fraud as a victimless crime and therefore not a problem. Retaliation against individuals who report fraud is allowed and supported by corporate despite supposed policies to protect against it. The high cost for an individual to take action against this behavior via the court system results in limited deterrence for this behavior. I have experienced a board agent deterring reporting this type of unethical behavior as well. How does an honest pharmacist , who actually believes in the oath they took, navigate such an enormously corrupt industry?	12/2/2021 12:55 PM
9	It is very difficult to retain good technicians due to my company's rate of pay. I feel if technicians were paid a reasonable rate we would be able to retain quality help.	12/2/2021 11:29 AM
10	I am in full support of pharmacy technicians having the opportunity to work at the top of their "license". Unfortunately, it is unlikely that they are able to do so in most practice settings currently. What is holding them back is the lack of standardization of their role and recognition of their job as a true healthcare profession. They are a vital ancillary services health care occupation, but lack recognition of the role and adequate salary inhibits their ability to be true career long professionals. Due to the current lack of professional education for pharmacy technicians, considering expanding responsibilities to include clinical responsibilities is not in the best interest of patients in Ohio. Should pharmacy technicians be required to complete some level of formalized education (Associates Degree) with a core curriculum that ensures consistent content and competency, this could be revisited.	12/2/2021 11:23 AM
11	I am disappointed in the direction this profession has taken over the last decade. The fast food workers and baristas are treated better than the pharmacy staff. There is absolutely no respect and the public does not even consider us as healthcare workers. I am disappointed in the board of pharmacy. You claim you are here for the public, but yet the majority of the public doesn't even know you exist. They have no idea what you even do. You refuse to help pharmacists who actually are there taking care of the public every day. We are overwhelmed with too many tasks and do not have enough help. We have been saying this for years. You hide behind your mantra of we are here for the public. You don't need to be a rocket scientist to figure out that when pharmacy staff is overwhelmed with too many tasks that mistakes will happen. Deadly mistakes can happen. But you do nothing. How can you honestly say you're protecting the public. You sent out a survey over a year ago. You even posted the results and said you were creating a task force. Nothing has been done. So you are sending out another survey. Why? Do you honestly think things are better now? Pharmacists are leaving in droves. The ones left behind are being pushed to their breaking points. You are only protecting the big chains and perhaps your own stock portfolio. I'm sure you are aware of the pharmacist who died waiting for coverage. We are human beings. We deserve better. You need to do better.	12/2/2021 11:12 AM
12	This just keep getting worse. Pharmacy is broken. I've always loved my career. I wouldn't wish what I do every day on my worst enemy. I'm having health issues due to the stress. Im not even 40. I'm glad I paid off my student loans so I can afford to leave this behind. No job is worth dying over. It's really sad and depressing. Corporate greed and capitalism have ruined this profession.	12/2/2021 10:54 AM
13	Pharmacy used to be a profession respected by other healthcare professionals and patients/customers; over the last 10 years we endure extreme verbal abuse which has sometimes have become threats of violence or bodily harm- 4 months ago my staff and I were told by a patient/customer he'd be waiting for us in the parking lot. Employer's don't want to hear about the abuse and just push us to have better wait times, better sales, more vaccines, more COVID antibody tests, more health screenings, more sales, more MTMOutcomes completed, better inventory management.. With Pharmacist and technician hours continuously cut, staff is spread too thinly and compromises my assurance of patient safety. To regain those lost hours we essentially must try to double up beating the goals to earn the hours back. We have to "earn" hours/help.. "Earn" proper staffing? And if pharmacists are able to meet the goals, now employers have been purposely running the hours budget below their own metrics. I have never before seen so much employee turnover to the extent of pharmacists who loved pharmacy and helping patients have just left the profession altogether; I've never seen this many employees crying on the job; and have heard some referencing suicide. Yes we currently have COVID putting everyone under pressure; however these are problems that have been in the making for 10 or more years in the making. More and more locations are running with one pharmacist on duty working 13 hour shifts with no relief, no overlap, no restroom break. Or schedule 7-8 hour shift with the next pharmacist scheduled right at shift change and thus	12/2/2021 10:32 AM



## Follow-Up Pharmacist Workload Survey

resulting in only one pharmacist on duty at a time to complete prescription orders and metric goals. Without the hours, without proper help, patient safety is absolutely on the line.

14	1. Need more pharmacists and techs 2. In order for more staff to be hired, insurances need better reimbursement. I work in an under served area and Medicaid gives horrible reimbursement. No profit means cutting hours and employees, means long wait times/risking drug errors, means angry customers, means hostile work environment, means people quit the profession 3. Techs need more money. They give shots on the fly, certified to do their job and someone bagging groceries makes the same amount of money 4. Pharmacists need more partners to run the pharmacy. Can't serve the patient when employer worries about clinical shots, customer satisfaction surveys..... no longer medical field..... pharmacy feels like a fast food joint. This last year I have had my life threatened and my family's life threatened bc insurance wouldn't pay for something and customers take it out on pharmacist. Also currently getting stalking mail send to my place of work. Told my boss about the mail I'm receiving and have yet to receive a response back after 2 emails. I don't feel safe at work or appreciated.	12/2/2021 10:10 AM
15	Some days just too many shots that don't allow me to complete my job requirements. Hiring a full time vaccinator makes a worlds difference such as an LPN or other RPH.	12/2/2021 10:08 AM
16	I enjoy the opportunity to expand my use of clinical skills in offering vaccinations, testing, MTM, etc. However, the current retail pharmacy model does not provide the staffing needed to make sure these can be implemented without interrupting the time-old prescription filling role of the pharmacist. Constant interruptions are what bother me the most as a pharmacist. It is hard to concentrate on critically thinking through reviewing an order when you're being called upon to give a vaccination, answer multiple phone calls, have patients asking for you, etc. Unfortunately, most pharmacies do not have the staffing to have a designated immunizer (especially if having to give 60 or more immunizations daily). These extra opportunities are giving pharmacists opportunities to expand into other areas of care, but there must be a commitment from companies to also provide trained support staff to successfully implement these programs (and higher wages for technicians will attract better qualified applicants).	12/2/2021 10:07 AM
17	The retail pharmacist is a dying breed with no allies, and how we ended up where we are right now is well documented. The physical, mental, emotional and psychological demands of the job is off the charts. It's no longer how smart you are but how much stress you can take to keep your job until you begin to crumble under the weight of the stress and give up.	12/2/2021 10:07 AM
18	The so called computer upgrade at CVS has given the pharmacist a dark and very difficult screen to read. Another danger	12/2/2021 9:47 AM
19	Retail pharmacies is hectic, less staffing and more metrics. Once I switched to long term care, it became different for me, more manageable compared to retail. I like it here now	12/2/2021 6:05 AM
20	The particular location that I work at is adequately staffed therefore my stress level is low and work satisfaction is high. I have worked in other locations recently that are very short staffed and the shift was an extremely high stress experience. Some stores cannot open the drive thru because they don't have the staff to adequately get work done safely.	12/2/2021 6:01 AM
21	too much work, with different type of vaccines, insurance billings, MTM, rx overload (e-fax) . Doctor's office sending e-fax and telling patients rx should be ready when they get to pharmacy, when doctor's office have no idea, the amount of e-fax from multiple offices loading into computer , then phone in rx, dropped of rx, vaccine administration all takes extra time. customers always expect rx should be ready when they arrive at store to pickup, not thinking about prior auth issues, meds not in stock. Then other main issue, lot of e-faxes are sending in wrong ( incomplete drug name, quantity prescribed not match with day supply, incomplete or wrong direction, wrong quantity). then when you call MD office they are on lunch break for 2 hours or if you leave message not calling us back in proper time. Also one big issue with insurance companies , that we need doctors approval to switch from tablets to capsule, for insurance to pay, but cannot change by pharmasist decision.	12/2/2021 12:35 AM
22	I was recently promoted to pharmacy manager, and only took it to get a somewhat respectable pay rate from my employer. I rarely leave work on time and am consistently working unpaid hours just to get the basic amount of work done in a day. The increase in demand for vaccinations and testing without additional help from my employer is ridiculous and has left myself, as well as all of my technicians, wondering when we will leave. It has taken a toll on all of us, emotionally, physically, and mentally to the point where this career isn't worth it anymore. While all these companies are pulling in huge profits, they cut hours and pay and continue to ask more and more of us in the pharmacy. This is putting patients in danger. Im	12/2/2021 12:32 AM

## Follow-Up Pharmacist Workload Survey

truly hoping you as the Board can step in and put measures in place that stop these companies from putting patients at risk for the sake of profit.

23	<p>I love pharmacy but over the last 10 years it has changed. The reimbursement rate that chains are getting from this vaccine has made them very greedy. Corporate is pushing shots every ten minutes and the location that I am has all four vaccines: Moderna, Pfizer, Janssen and Pfizer Pediatric. We have asked to have the shots pushed back to at least every 20 minutes because we are still expected to check at least 500 - 600 prescriptions a day with only one or two pharmacists. I am afraid every day that a mistake is going to be made whether it is the wrong prescription or the wrong vaccine. Another chain near us is so short staffed that they close intermittently and it is not their fault, however now all their patients are transferring to us. Pharmacists from our chain have repeatedly gone up to upper management asking for a break and giving suggestion. All we ever hear is thank you for all you do and then they say we hear you. Their have been no changes just additional work load. They also recently introduced COVID 19 testing...they said the CDC needs us. There is so much on our plate, I am afraid the technicians are going to leave. We are all pulling 12 - 13 hours shifts and at what price...we have families. I love what I do, I love the profession, however I feel that we have moved so far away from what I love that it makes you reevaluate everything. Thank you for your time</p>	12/1/2021 11:04 PM
24	<p>My heart has always been in retail but it has become too much. It is hard on the staff, but the largest reason I am in the process of leaving retail is because of patient safety. I'm not sure I can protect my patients from errors with this workload. I am scared I will hurt someone. No one wants to harm their patients. I also need to step away from retail for my physical health (currently pregnant and fearing another preterm labor) and mental health. The metrics need to stop being pushed, there needs to be more pharmacist shift overlap, the technicians need better pay if they are expected to do all of this clinical work, etc. I'm only 12 years into my career and the downward slope I have seen is incredible.</p>	12/1/2021 10:26 PM
25	<p>Work is hell! I've been a pharmacist for 30 years and the past year or so I've considered quitting. The volume of work to staff ratio is deadly and not sustainable. Every pharmacy employee I know is losing their minds. Crying, panic attacks, alcohol abuse, and overall poor quality of life have been common in the past year or so. Employers keep telling us "you've got it better than other pharmacies so quit if you don't like it." We're told "your very easily replaceable"</p>	12/1/2021 10:00 PM
26	<p>Retail pharmacy suffers greatly because patients view it similar to fast food restaurants - they come in, don't want to wait, want to get things tailored to them, and get frustrated when they can't have it all. The fee for service model/provider status implemented will drastically change the model - it is just in the very early stages where it's easy to lose hope that pharmacy will progress to become more clinical</p>	12/1/2021 9:47 PM
27	<p>The pharmacy has never been more stressful, and I've never felt so overwhelmed in my entire career. I love helping patients but have very little time to go above and beyond to really improve their lives. I go home every day upset and hoping that I didn't make any major medication errors. It's also a huge frustration that our salaries aren't increasing like other healthcare professionals. If we are now "doctors", why are our salaries so much lower and not going anywhere?? If I could get out of pharmacy and find another career, I would. I just feel kinda stuck now.</p>	12/1/2021 9:23 PM
28	<p>Not sure why the state board is asking us to complete this survey. They have shown zero care about the amount of workload being dumped on us by upper management. Covid has been the last straw. Not only do we have to deal with the normal 1000 rx/day volume but now we are made to do 40-50 covid vaccines/day, 20-30 covid tests/day, now it is flu shot season so add an additional 30 flu shots/day all while our tech hours are slashed on a monthly basis. Absolutely unacceptable. State board is fully aware of what is going on in the big chains (WAG, CVS, Rite Aid) for years but have done absolutely nothing to remedy these problems. The board continues to take the side of these big companies. I am looking for another job after 21 years as a pharmacist. Shameful.</p>	12/1/2021 8:54 PM
29	<p>My employer adds on additional responsibilities without additional budgeted hours and expects the same or better results from the metrics. I have increased amounts of stress due to highly unrealistic expectations for what is able to be accomplished within a given time period. I am a very conscientious worker, but I cannot complete all tasks to the satisfaction of my employer.</p>	12/1/2021 7:52 PM
30	<p>Employer metrics are a terrible thing in pharmacy. They add no value at all to patient care. This needs to be changed. Safety and patient care should always be first.</p>	12/1/2021 7:47 PM

## Follow-Up Pharmacist Workload Survey

31	Staff call offs and patients acting like we are not in a pandemic and we don't have extra work such as vaccines. Customers are very are impatient and have unrealistic expectations.	12/1/2021 7:09 PM
32	EMPLOYER ALLOWS FOR LUNCH BUT SO FAR BEHIND STILL DONT GET A BREAK	12/1/2021 7:06 PM
33	Due to the demand of testing and vaccination placed on us from the company it has become unsafe for patients. Medication errors have greatly increased and huge delays in patients getting their medications have occurred due to companies only wanting to focus on testing and vaccinations. Even after asking multiple times for help and solutions they have told us to just tell people to wait longer. We are days to sometimes even a week behind in filling prescriptions. We are unable to hire anyone or keep employees because of the immense stress from the job. There is no quality of life at work right now, the work load is crushing. Even with coming in early and staying late everyday we are still days behind and over worked. People keep quitting due to the stress placing more stress on the system and remaining people. Profit always seems to be the number one concern over patient safety. We need help!!!! I fear for my profession and hope the board can offer assistance.	12/1/2021 5:22 PM
34	The primary store I work at went from having >100 scheduled pharmacist hours per week to 70 pharmacist hours per week. Less technician hours, but more vaccinations and covid tests. There is a "pharmacist shortage" because they are not adequately paying pharmacists. More than 1/3 of the pharmacists I have worked with in the past 2 years have changed jobs. Experienced technicians are also leaving for other opportunities. I switched chains a few years ago, due to working 12-14 hour days without lunch or breaks. Now the pharmacy is generally closed for 30 minutes for a lunch, but we are taking a short break and working to catch up. Patients are angry at the closures for lunch. Store staff, and technicians are being abused by patients upset about changes in hours and unexpected pharmacy closures due to staff shortages. There are more delays in medication dispensing due to staff shortages and increased workloads. Testing needs to be provided at locations other than pharmacies. My mental health and the health of my techs is greatly impacted by the workload and abuse from patients. Patients are upset about medication delays. Patients are upset about wait times for receiving vaccines. Patients are also taking their frustration about mandates out on staff. At least weekly a patient clearly sick (possibly with COVID) come into stores maskless and enters into the personal space of employees asking questions or making demands. People continue coming into stores asking for covid tests to be done in store instead of through the drive-thru (they are asking for the free government tests instead of the take-home tests). People that have tested positive, or should be in isolation constantly come in the store (frequently maskless). Our health matters too. Limit the amount of tests, vaccinations, and scripts a store can do. Start requiring metric submissions.	12/1/2021 5:04 PM
35	I'm not sure how many surveys it will take for upper management/employers/state board reps to fully understand the stress that has been put on retail pharmacists. We are in the highest demand that we have EVER been in... with the expansion of clinical services, immunizations (especially vaccinating the entire nation against Covid), etc.... and we are working with the least amount of help (tech & RPh) AND if we do have the tech help, they are quickly/poorly trained (no time/efforts made) and there is high turnover due to low pay/high stress. Customers are more entitled and rude. They want things NOW and harass us more than ever. We are the only profession where you will get a pharmacist answering the phone (you would have to go through call center-MA-RN-NP/PA before you would EVER speak to the actual provider... which would be rare) and we are constantly yelled at and spoken down to. We are burnt out. Stressed out.	12/1/2021 4:26 PM
36	There are too many colleges of pharmacy in Ohio and nationwide. This, along with negative growth in the profession, has caused a surplus of pharmacists. It is leading to less options for pharmacists and even more stress and hopelessness.	12/1/2021 4:06 PM
37	working in an independent pharmacy is a nice change from a Walmart chain pharmacy (previous employer). Chain pharmacy had immense stress do to staff cuts, technician shortages, and ever increasing work loads!	12/1/2021 3:47 PM
38	Lunch breaks are a nice idea but most of the time we have to work right through them. No rph overlap is very stressful especially with the added responsibility of vaccines, covid testing, etc. Prescriptions have been put on the back burner and it's not fair to anyone. I used to enjoy going to work and helping people and now I can barely function both at work and at home.	12/1/2021 3:08 PM
39	I have been a pharmacist for 22 years and this is the worst I have seen. The main cause is insurance reimbursements are very low and no money to get extra help for all the added duties we have to do now. I do think a much or breaks is needed because we never get to sit down	12/1/2021 2:26 PM

## Follow-Up Pharmacist Workload Survey

and eat and it affects our health. I did love being a pharmacist but we are on the front lines and get nothing for it and we are interrupted thru out the day while trying to do our job safely.

40	<p>Pharmacists have taken on the role of being the middle man in the health care industry, we need meaningful interactions with providers and patients if we continue in this role. Right now we are the face of all of the hurdles in health care, insurance, poor practitioners in the community setting, the end deliverer of all bad news...the public does not know our role and treats us as we have allowed ourselves to be treated: as drive thru convenience stores with no other offering. We dispense a med just like an order of fries....this system is not working for us or for our patients. Taking on vaccines for the pandemic and beyond is an important role bit a role that we are unequipped to manage and our patients suffer when we over commit to additional responsibilities at the drop of a hat without any logistics or support. Our technician supply has dwindled even lower than acceptable levels, we are literally under budget by over 100 hours each week, which represented the staffing level to be almost able to keep up in a fully staffed pharmacy...we are constantly behind. Our companies (almost all of them) all promise great things publicly and then never consult or address the promises made on our behalf with the people required to deliver on said initiatives. The pharmacist is the weakest and least consulted person when it comes to expectations and reality....and the bandage offered to fix it is usually hours to give employees we don't even have on our staff.</p>	12/1/2021 2:12 PM
41	<p>ALL vaccines need to be appointment based. CMR / MTM need to be appointment based. The basic problem with "pharmacist workload" is that the work is uneven and times of extremely busy and extremely slow. We need to even this out, and since COVID vaccines will be here for a long time, we need to make all vaccines appointment based because we still have to complete our primary duty of filling prescriptions. Also - a simple question such as "did your MD increase your dose of levothyroxine ?" can be asked by a technician or intern. We are wasting healthcare time and dollars by requiring a pharmacist to ask and record and this information.</p>	12/1/2021 1:19 PM
42	<p>If requiring lunch breaks for pharmacists is something in the works, I am concerned we will have to work longer shifts to account for this time which I would rather not do. Just having enough overlap of pharmacists and a good ratio of technicians without the stress load of constant vaccinations, especially on weekends when we are alone, allows us to take a break without it needing to be official. 5-10 years ago, it was never an issue at the same place of employment to get a proper lunch in when we were staffed more appropriately. Allowing blocked out times in the clinical schedule during lunch time on weekends especially would help with this. If a chain is administering multiple covid vaccinations, then one location should be designated to that specific type to prevent admin errors (one store does pfizer only, the store down the street does moderna only). Hiring technicians needs to be easier to get them in the store working. It seems like my company can have a brand new pharmacist working within a week but it takes months to have a hired technician working in the store. This is a huge problem. That means that person has to wait that long to have a job as well. Not many people looking for a job want to wait 2 months before they can work at their new job, therefore they move on during that process and we loose quality prospects as a result. As far as technicians having more clinical responsibility, I guess that depends on what it is and how that affects my liability as the pharmacist in charge. They do not have the clinical training that we have as pharmacist so anything that involves making a clinical decision should not be allowed. If it is just administering vaccinations and doing screenings that should be ok, but doing much more crosses a fine line that might make my job easier, but is it actually safe for the patient? I think we shouldn't have to waste our time calling on certain prescription clarifications. If it is something that is an obvious fix, sometimes doctor's offices seem annoyed we even called, its embarrassing and demeaning to our profession, and it prevents patients from getting their medicine in a timely matter. All because some insurance company might audit us and take the money away if we alter anything without a name from the doctor's office. Obviously not the case with every clarification, but many I feel many can be avoided and are a huge waste of time. Having the ability to put hard stops on rx's without needing the pharmacists badge or ID to scan off on it before it goes out and a tech can just do this would help a lot as well. The only hard stop we have in place currently a pharmacist or intern only can clear because this is considered clinical and counseling. Sometimes we just need a hard stop to inform patient of mfg changes, verify address and patient info, or just inform them of something that we want to make sure gets told to them (not clinical counseling) that a technician could easily do. Instead pharmacists are pulled away CONSTANTLY to clear notes, many of them a pharmacist not being needed for. Keep clinical notes for clinical situations, but allow the tech to badge off it it isn't a clinical note. Remove the requirement to counsel on 90 day conversions. This is such a waste of time.</p>	12/1/2021 10:23 AM

## Follow-Up Pharmacist Workload Survey

43	<p>We have had a lot of issues getting technicians and keeping them for years. Once we get a technician we have no way to train them adequately. This leads to frustration on both sides. For a while we had local schools that had pharmacy tech programs but since the tech pay is so low there was no incentive for those programs to continue. It would be helpful to have technicians that could help with the workload but at this point I haven't had a tech for a very long time that I would trust to immunize. My employer has provided me with ample tech hours but I do not have the time to train them as I am pulled in so many directions. I also believe at this point I need pharmacist overlap. Before profits dwindled (thank you PBM's) we would have been able to afford 2 pharmacists, but now many days I am filling 400 by myself and administering vaccines. There are no breaks to eat and very few bathroom breaks. I come in early and stay late all on my own time. Many of the customers are angry about delays getting their prescriptions and some of these people are very confrontational. It is not uncommon to get cursed at or feel threatened by people. I am planning to leave this field in a year. It is overwhelming. For those left in this perilous position I think a very important piece to fixing it is getting rid of the PBM's. Good luck.</p>	12/1/2021 9:43 AM
44	<p>Many of our technicians are not able to handle clinical responsibilities as it is hard to find people who are committed to details, especially at the level of pay they are offered, which isn't much. I feel this would increase the rate of errors. There are very few days that I leave work on time, or even that I don't have to leave something to deal with the next day. It is a constant race to see how much we can do with less and less help, especially with all the vaccines right now. My goal, in reality, has become about remaining sane until I can reasonably retire as I've been in retail long enough that it's hard to go elsewhere.</p>	12/1/2021 9:40 AM
45	<p>I have been doing this for 20 + years and this is about the most unsafe I have felt working. It is not a safe place in which to practice pharmacy. Everyday I just pray that I will not seriously hurt or kill someone with a mistake made by trying to do too much.</p>	12/1/2021 9:21 AM
46	<p>There are no words to describe what is happening in the retail setting on a daily basis right now. Patient safety is clearly being compromised. The amount of mistakes I see daily is just absolutely sickening. The fact that the pharmacy teams are literally killing themselves day after day with an unattainable workload just so they can be screamed at and be treated like no human should be is beyond sad for this profession. Companies who are making money off of this are clearly not going to protect their pharmacist and look for resolve to the horrible working conditions they are creating. It's not even just pharmacy staff that deserve better but more so the patient deserves better. There is no longer time to care for patients. I've prided myself on always treating my patients like family but that is no longer an option. We spread ourselves so thin now there is no making anyone happy. If we try to fill a few more from the 400 in fill the patient waiting for the vaccine is irate, if you get right to the next vaccine the patient that has been waiting 3 days for a refill is mad. Everyday is a no win situation. Then throw in constant mistakes bc everyone is trying to do 3 jobs at one time. The State Board of Pharmacy with out a doubt has to see the urgency of needing to change this. I worked way to hard for this degree for it to just be turned into a hard cry in my car after every shift. WE ARE BURNED OUT AND DESERVE BETTER!!!! To top it off I'm going to leave out the details of how much student debt there is in this profession so that it is not an option for people to walk away from this job when that would probably be the best option for their health and happiness .</p>	12/1/2021 9:14 AM
47	<p>When fully staffed, it is tough. We all work as hard as we can all day. When something happens that a technician is sick or can't work for some reason, there is no one to cover. The number of vaccination appointments makes it impossible to fill prescriptions. Customers honking at you in the parking lot when you are trying to leave for lunch, just so they can complain that you are leaving for lunch. I feel so defeated, I don't know how long I can keep doing this but really have no choice.</p>	12/1/2021 7:01 AM
48	<p>Techs have NO BUSINESS doing any clinical duties. To suggest this is LUDACRIS and IRRESPONSIBLE. The solution is hire more pharmacists to do their job. And hire more techs to do their jobs. NEVER SUGGEST TECHS SHOULD JAVE MORE CLINICAL DUTIES. If you have worked with them you ought to realize that. I have worked with probably a hundred or more techs in my career in different type settings and most for extended periods of time. Some would start giving advice or information that was beyond their legal allowance and expertise and the worst part is they were WRONG 98% of the time. I'm disgusted as a patient and pharmacist that you would even suggest this in a question. DISGUSTED.</p>	12/1/2021 6:29 AM
49	<p>The vaccine level is ridiculous. A person scheduled every 10 to 15 minutes from 8:30 am to 9:45 pm. Some of the patients are receiving 2 vaccines and an occasional child which slows things down even more. This is the expectation for 1 pharmacist and 2 techs, of which one</p>	12/1/2021 12:41 AM

## Follow-Up Pharmacist Workload Survey

tech is doing covid test in drive thru. Now we are supposed to be slammed with rapid tests again, which takes up even more technician time. I understand the money making opportunities these services provide for the company's but it's unfathomable and irresponsible to put this much pressure and work load on the staff. This is in addition to the already skeleton crew we are working with. Due to pay limits, the stores are working with no pharmacy managers and some with no staff pharmacists. This brings up pay increases or lack there of. Certain retailers have not given a raise in 6 plus years then when they announced a raise, well only the new grads are eligible. Ohio overall is the lowest paid state for Pharmacists. This bit of information was related to me from a DM 2 years ago. We are bleeding great pharmacists and techs in this profession at a time when we need the help the most. The worst part is those of us remaining are a little jealous we haven't made the move out if this profession ourselves.

50	Although having the technicians take on more responsibilities within the pharmacy may help our current situation. However, in the long run, it will make us pharmacist more and more unnecessary. Therefore, leading to less demand and even lower salaries for us.	12/1/2021 12:15 AM
51	Community pharmacies especially big chains need to find a way to help manage workload on pharmacist with vaccines and testing and filling prescriptions. With pharmacies being short staffed there is no way that we can fill all the regular prescriptions and give vaccines and keep everyone safe. It is a matter of time before people get really hurt from an error due to moving too fast and rushing. It is also not sustainable for pharmacists and techs to be under a constant amount of stress everyday to due to high volume and low staffing burn out is coming.	11/30/2021 11:59 PM
52	Very disheartened with where we currently are and the direction Pharmacy practice is headed	11/30/2021 11:34 PM
53	I am nearing the end of my career so changing careers, while I feel would be best, isn't really an option. However, I feel that the profession has changed and it is not necessarily for the better. Much is required but nothing is given back to the employees. Wages have decreased but responsibilities have increased exponentially. Staffing issues are a huge problem largely due to the stress of the job. Increased workload is not offset by increase in wages or other benefits that might increase job satisfaction. Technicians are grossly underpaid; why can't their job be made a mid level career? Increasing salaries should lead to a higher caliber of employee and can potentially decrease turnover. With the major chains having higher level employees on the board of pharmacy (in many states and not just Ohio), this seems to be a conflict of interest.	11/30/2021 10:48 PM
54	Metrics/ rates are not as important as patient safety	11/30/2021 9:06 PM
55	Is absolutely ridiculous that corporations allow retail pharmacies to take on the work load of vaccines on top of all the other duties that retail pharmacists are responsible for. It is causing an extremely dangerous work place. It comes with verbal, emotional and mental abuse from patients due lack of help. It's hard enough to manage a pharmacy without other duties. It's causing a great deal of stress on all parties. No wonder people are resigning. This profession is no longer rewarding with the added duties. There's absolutely no way you can take time to make connections with patients. We are closer to a fast food service than ever. What a shame. It's miserable.	11/30/2021 8:50 PM
56	DIR fees and terrible reimbursements have caused all these problems. PMBs have ruined the profession I was once proud of.	11/30/2021 8:40 PM
57	While my experience in mail order is ok, I know that my colleagues in retail are struggling with short staffing, unreasonable workloads, and incredible stress that is impacting patient safety and pharmacist well being. The current situation is not safe for patients and not good for our profession.	11/30/2021 8:33 PM
58	Breaks should be MANDATED by the state board of pharmacy. There are still retail pharmacies that do not give pharmacists breaks or lunches during the work day while every other pharmacy employee gets to leave the pharmacy for a 15-30 minute break/lunch. When pharmacists work a 10-12-hour shift and get no designated time to walk away, it only increases the risk for patient harm. There should not be a time where a pharmacist is working 12 hours by themselves with the workload and expectations that are put on us as healthcare professionals.	11/30/2021 8:20 PM
59	I have been a pharmacist for over 25 years now. What started off as a truly respected and rewarding profession has turned into a job that requires pharmacists to meet or exceed budgets/metrics. Poor performance results in bad reviews, extra work/plans to improve the poor performance that are to be completed beyond the day to day workload. Immunizations,	11/30/2021 7:48 PM

## Follow-Up Pharmacist Workload Survey

MTMs, health screenings are services that we should offer and provide without the pressure/stress of meeting numbers weekly, monthly and yearly. Increases in covid-19 vaccinations have not resulted in increased pharmacist help, resulting in exhaustingly long days. Customers impatience, rudeness and disrespect for pharmacists and staff is also at a level I have never experienced before. The safety of my customers and staff is my priority. I look at the job I once loved as pretty much just a means to an end. Sadly, I count my days as a pharmacist as one day closer to retirement, rather than looking forward to a rewarding day of improving the outcomes of my customers and safely providing services and medications to them. I truly hope this survey leads to positive changes in our profession before its too late and the safety and health of our customers and pharmacy staff is negatively impacted beyond repair.

60	In the past 2 years I have noticed a large decline in the quality of retail pharmacies compared to prior years. Pharmacies are massively under staffed and overworked. This is causing more medication errors and potential to harm to patients. Conditions are declining to the point that most of the long term staff are quitting and the new staff hired are not nearly trained to a standard to safely work in a pharmacy. This is causing errors with both medications and people receiving incorrect vaccinations. There is no time anymore to investigate or report errors. Staffing levels need to be addressed, large corporations have drastically influenced local labor unions to reduce staffing to dangerous levels. Lagre corporations are using the COVID-19 pandemic and their monetary influence to change regulations to reduce staffing levels to save money at the cost of understaffing pharmacies to dangerous levels with the current increased daily workload.	11/30/2021 7:23 PM
61	My employer no longer cares about me as a Person with outside interests like a FAMILY. I realize I am a Salaried Employee but I put in 2 to 4 plus hours extra per day without pay in order to try to keep up with the workload. The Public; Doctors Nurses and their office staff are rude to us on a daily basis and when it happens in person with patient's can be terribly scary since in our Pharmacy there is no place to hide and we are blamed when insurance companies or doctors will not allow their medications to be filled. We have no protection or security because of the open concept of years past. Pharmacy has changed drastically When you have to worry about your technician's safety and your own when you encounter some patient's and store management allows the patients to get away with treating you which encourages even more bad encounters.....	11/30/2021 7:20 PM
62	Patient safety is my primary concern as the profession of pharmacy currently is evolving	11/30/2021 6:54 PM
63	While advancing the clinical tasks that pharmacists can do is great, it is impossible to practice pharmacy safely without additional staffing, hour restrictions, or safeguards in place. I feel that verifying scripts is the last thing on my mind and is done quickly and haphazardly between shot appointments, phone calls, drawing up doses, etc. I do not feel safe practicing pharmacy in this way. A large life threatening error WILL occur if this continues in our line of work. Corporate tells customers we can do a shot in 5 minutes and get additional shots while in, but appointments every 10 minutes on top of normal pharmacy workflow is unreasonable. My mental health has been terrible and I often come home from work and binge eat or isolate myself from others. I am losing my empathy skills and just try to make it through the day. I am so sad that my profession has done this to me and my coworkers	11/30/2021 6:45 PM
64	The workload vs staffing was already skewed before monoclonal antibodies hit the market, largely because even hospitals do not know how to measure clinical excellence. This has been an issue in every job I have had where an RPH license was a job requirement. Employers only ever look at the number of Rx's processed, but do not have a time-efficient way of measuring time spent in clinical discussions with other providers. This is especially crucial in a small, rural hospital, where the providers and nursing staff do not have advanced training or specialists to call on, so they call Pharmacy instead for advice or to fix all their problems even when not pharmacy-related. When every group in a hospital is short-staffed, each group tries to lean on others to cover them; Pharmacists get leaned on by almost every group. The nursing shortage at least can lean on Traveling RN's, even tho it costs an arm and a leg; within our health system, there is no such thing for Pharmacists, and the few in-system floaters do not want to travel to outlying rural hospitals, so we are left to swing in the wind. Then the MABs hit the market, and our In Patient Pharmacy must compound them and deliver them (we do not have a tube system, so ALL deliveries are hand delivered). The MABs get added on at the last minute sometimes, and Pharmacists are responsible to add in the Infusion Therapy Plan in Epic, meaning we must drop everything to do it so we can keep the MAB clinic seats moving. The MAB clinic opens up right around the same time as our regular Infusion Center /Oncology Center, which is also right when day shift providers arrive and start entering orders, nurses	11/30/2021 4:50 PM

## Follow-Up Pharmacist Workload Survey

start pulling AM meds (and call us on missing meds, Pyxis problems, or meds not due yet but they just want to do them all together). That is also when we are compounding surgical preps (the one specialist group we have is Ortho, and they love their Exparel). We are supposed to have rounds at 0900 (ICU) and 0930 (MedSurge), but we've had no time to review our patients and work on acuities; we may or may not have time to actually attend Rounds, depending on the day. There are days we struggle to get even half the acuities done, and any that are done before the Rounds are largely done without today's Labs because they are also so short staffed. Even those done mid-afternoon may not have daily labs. Meanwhile the Emergency Department is overflowing by noon and we have people boarding down there for days, often awaiting transfer to higher level care than we can provide (dialysis, ID, surgery, cardiac cath). Some still haven't been accepted anywhere after 6 days and they go home because they are tired of living in the ED, even though they have very serious issues. Pharmacy is asked for advice on all of these by the ED providers and staff. We should have several RPHs in the morning; but sometimes we only have two, one of them the Oncology RPH. If we get called on a code, the Infusion/Oncology Pharmacist ends up covering Infusion plus in-patient, ED, Surgery and MABs while the primary hospital RPH is on the code or attending Rounds. This means only the critical orders get processed and even urgent issues have to wait until we are back from a code or Rounds; we are inundated when we return. No one takes 15 min breaks or formal lunches; this was the culture even before COVID hit, due to chronic short-staffing. RPHs eat at their desk and process orders while they gulp down food. It's not that we are told not to leave, but leaving when you have such a workload over your head is difficult. Also, we are so short of techs to deliver chemo & MABs that quite often a pharmacist does deliveries (but if we do, at least we get fresh air and to stretch our legs).

65	We now have 300 scripts to fill on our counter. There have been increased technician roles which is good for their pay and career but it has caused many to change jobs, roles and companies so we are replacing with new hires with no experience if we can even find applicants. I get a lunch break but can't get the pump breaks my company promised. We are so behind on filling and tasks to keep daily operations going because all we do are vaccines and tests. I have lost almost all my certified immunized techs which was helpful at first but they have all moved on. No floater pharmacists left so pharmacy is forced to shut down they can't fulfill time off because no pharmacists. There is no regards to patient safety the only thing in place is hopefully a pharmacist catches the mistake from the overworked untrained new hires in between doing all other tasks. Oh thanks to all the clinics that aren't doing mass immunization clinics for boosters those are just left to us now. We have to register get insurance and vaccinate more people who aren't in our system previously. Constantly looking at other pharmacist jobs but no one wants a pharmacist with only retail experience. A PharmD means nothing except get abused by retail.	11/30/2021 4:46 PM
66	ALL STRESS COMES FROM PBMS AND INSURANCE ISSUES. LACK OF REIMBERSEMENT DRIVES STRESS AND ANXIETY	11/30/2021 2:16 PM
67	With the increases in workload and metric demands the amount of time pharmacists are available to interact with patients at all, has significantly decreased. Some days I feel more like an Amazon warehouse worker, seeing how fast I can complete what's on the counter/waiting room, if that approach is not taken, there are repercussions from the employer.	11/30/2021 2:14 PM
68	I hope some good comes from these survey's and it becomes evident that our profession is suffering SUBSTANTIALLY. I am doing anything I can to make a career change, as I cannot continue to work under these conditions and at this level of stress until retirement. That is no life I want to live. I have made MAJOR life changes (selling house to downsize and overhauled the budget) to make getting out of pharmacy my highest priority and I know I am not alone in doing this. MANY pharmacists are on this same trajectory. This is not what we went to pharmacy school to do. Its truly awful and that it is so so sad. Patient care is suffering remarkably and retail pharmacy chains do not care. Its only about making money, at any cost. We deserve better.	11/30/2021 1:59 PM
69	I saw a recent salary survey and it showed that compensation for physician assistants and nurse practitioners appear to now be at or above that of pharmacists. This is distressing, especially considering the time and expense to become a pharmacist is so much more, versus the other two. This shows how extremely important PROVIDER STATUS is to the profession. We have let these other two professions move around us and move past us. The recent Trumbull County court decision should have MAJOR IMPACT around the country, showing what happens when community pharmacists are not given the TIME to do what we need to do in scrutinizing a patient and a script. It is SHAMEFUL how these big chains' defense was that, "all our pharmacists are responsible for is filling the scripts written by the doctors." (Even our	11/30/2021 1:53 PM



## Follow-Up Pharmacist Workload Survey

employers consider us to be simple drones, with no higher professional obligation than the guy or girl in the hardware store reading the color chip label and mixing paint.)

70	I think an immunization every 10 minutes or more with the billing and prep besides giving the injection does not allow us time to check prescriptions well, make necessary phone calls to doctors, and other MTM responsibilities. Now we are to do covid testing as well with no additional staffing. The stress is crushing. I did speak out to my employer and they did reduce our double booked immunizations that happened during RPh overlap. I think for everyone's safety limits should be set. Also our company refuses to take down signage and turn off advertising for walk in vaccines. We are being yelled at on a daily basis because we are refusing walk-ins on top of appointments.	11/30/2021 1:53 PM
71	Pharmacist workload determines how safe and effective pharmacists can be. More patients/prescriptions should mean more pharmacist hours to meet the demand.	11/30/2021 1:47 PM
72	I feel my company is not doing enough to hire more pharmacists and technicians. New technicians do not get any training (other than learning courses online) before they are thrown into a store where we have absolutely no time to teach them! At the beginning they are more work than help (not their fault at all), and too often they get overwhelmed and quit. This has happened way too many times! We basically never answer our phone (because there is always a customer present) so it just rings all day. We have not opened our drive through in over 3 months because we don't have anyone to run it. No one gets a break and it is a big effort to even get to the restroom. Please help! I am not exaggerating. I have worked in a grocery chain pharmacy for over 26 years and I truly love what I do, but I seriously could walk away any day because I'm not going to be that pharmacist that makes a detrimental mistake that brings all of this to everyone's attention. Please help before someone gets hurt— it's not safe to practice like this!! Thanks for considering	11/30/2021 1:34 PM
73	Need more pharmacist and technician staffing for the amount of workload. Pay does not reflect the amount of additional work and stress we are dealing with for immunizations and testing.	11/30/2021 1:23 PM
74	We are severely drowning in increased workload and a tremendous healthcare worker shortage. It is impossible to take care of patients in a safe manner while meeting corporate metrics. We need more technician hours so they can do their job so the pharmacist does not have to do their job and can focus on their duties. We need pharmacist overlap to allow for safe patient care for prescriptions and vaccines.	11/30/2021 12:16 PM
75	The ownership of the pharmacy changed right about the time the covid restrictions were implemented, so some of the stress might be a carryover from that. I may be old school in thought, but always felt a strong team provided better levels of service and patient care, as opposed to a few individuals being super stars. There has been a lot of technician turnover (some technicians that apply for a position never even show up for the interview) and the ones hired should have time for more training, especially for cross-over training if a person is off due to illness, etc. The decreased work-flow efficiency does cause some delays in the filling or consultation aspects. Pharmacy is a good profession, but some 3rd party restrictions are causing more frustrations rather than enhanced patient care from what I am seeing.	11/30/2021 11:32 AM
76	I have been a pharmacist for over 30 years and enjoyed and giving me a great job satisfaction however I feel strongly that our education is not only efficiently utilized but also wasted to handle non Pharmacist't tasks, such as insurance issues and price comparisons brought up on with many discount cards.	11/30/2021 11:28 AM
77	The expectation to fulfill retail pharmacist duties while providing 4+ Scheduled vaccinations per hour during the workday, while public communications advertise "walk-ins welcome" has drastically changed my level of professional satisfaction in a negative manner. My physical and mental health, as well as my home-life, have been negatively impacted by these demands. Covid-19 vaccinations and processing make every effort to submit claims to the patient's pharmacy or medical coverage for reimbursement while tacking on medication administration fees for each vaccination. Pharmacy technician immunizer protocols place all liability for the technician immunizer solely on the supervising pharmacist, and no liability on the corporate entity. Myself, and many other colleagues (pharmacists and technicians) are exhausted, under appreciated, and currently seeking new employment opportunities.	11/30/2021 11:27 AM
78	I am lucky to be an independent pharmacist with an owner who cares. I understand that most retail pharmacists are not presently in good work environments.	11/30/2021 11:21 AM
79	I like the 12 hour shifts but I would appreciate a break during the day. Even if I don't consume	11/30/2021 10:41 AM

## Follow-Up Pharmacist Workload Survey

food or beverage - just for a bathroom break and no phones ringing for a few minutes would be a nice breather.

80	Technician understaffing is a huge factor in my answers. The amount of time it takes to get one in store after hiring and waiting for them to get registered with the Board of Pharmacy is ridiculous. Most times, they get tired of waiting and find another job while all the background checks and other hiring hoops to jump through are being went through.	11/30/2021 10:25 AM
81	We have recently gotten lunch breaks. It is amazing how much better I feel with a little food in me. We never take the whole 30 minutes, so we meet our metrics. It does help and gives me a chance to go to the restroom, which didn't happen for a 11 hour shift.	11/30/2021 9:03 AM
82	promote technicians doing vaccines	11/30/2021 8:43 AM
83	A lunch break would be a nice way to catch my breath, nourish myself, get a break from constant bombardment/impatience/harrassment from customers, and even catch up on regular prescription duties. I have considered leaving retail for a closed-door pharmacy to avoid customer harrassment and impractical expectations.	11/30/2021 8:22 AM
84	Lack of support from upper management	11/30/2021 7:20 AM
85	The current pay rate for technicians does not attract those that have the skill set to perform clinical responsibilities.	11/30/2021 6:26 AM
86	RegenCov Monoclonal antibody orders are out of control at our facility and we are very short staffed	11/30/2021 5:33 AM
87	The increase in workload, lack of technician help has lead to a stress that I feel is being completely ignored by the board that weekend the profession and endangers patients as well as pharmacists mental health.	11/30/2021 5:32 AM
88	The amount of work and pressure put on pharmacists to often be the sole providers of clinical information, patient counseling, and vaccinations is untenable and unreasonable if we are also expected to prioritize the safety of our patients. Pressure from corporate pharmacy leadership to meet metrics without realistic changes in staffing levels and increase in both pharmacist and technician pay to recruit reliable staff has led to enormous pressures on the existing pharmacists to shoulder the burden of a great deal on a daily basis. One hiccup with a need for clarification on a prescription or issues with insurance will throw off workflow for an entire day, leaving the pharmacist feeling pressured and overwhelmed when they are not finishing prescriptions in the predevised time set by the corporate systems. Although some changes were made on the state level such as allowing technicians to administer vaccines, many pharmacies do not have the time to train their staff so that they are able to be qualified to administer the vaccines, thus never decreasing the workload on the pharmacist. Since becoming a pharmacist I have seen pay decrease significantly and workload become overwhelming. I never thought I would be dissatisfied with my career as a pharmacist but since the pandemic I am definitely there.	11/30/2021 4:38 AM
89	PTO has been my biggest concern. I put in for 5 days PTO, but may only get 2 and the other 3 days I am covering additional beds based on how many pharmacists in the states I'm licensed requested PTO. I am still charged for 5 days PTO!	11/30/2021 1:15 AM
90	They need to start paying us compensorata to the staggering amount of work they expect.	11/30/2021 12:28 AM
91	With the added stress of immunization and not enough staff, the public continue to treat pharmacist as fast food chains instead of health care professionals. Their pure lack of knowledge of what our job entails makes it even more difficult to appreciate the profession that I've grown to love. Our profession should take a more active role in educating the public on what we really do because I'm sure a 15 minute wait at a doctor's office or a hair salon is treated more respectfully.	11/30/2021 12:00 AM
92	I got into this career because I loved retail pharmacy, but now it is a joke. The metrics are unrealistic and we are essentially running a clinic with prescriptions on the back burner. Every day I leave work praying I did not make a mistake that would harm a patient. I also leave in tears after several shifts and have nightmares at least once a week. We receive no help from management and I have been asked to pick up shifts on the few days I have off with no extra benefits. Although I worked for the same company for 10 years, I was receiving minimal pay with no realistic opportunity for a raise. This is not what the profession was like when I decided to pursue it.	11/29/2021 11:20 PM

## Follow-Up Pharmacist Workload Survey

93	I have worked in retail my entire career of 31 years. Five years ago my pharmacy was acquired by another chain, now I spend more time being the only person in the pharmacy (no tech) during non-flu season time, yet filling the same number of prescriptions. After picking up shifts in the core stores, I see how awful these locations are - phones cannot be answered, rxs cannot be counted, orders cannot be put away, daily/weekly/monthly tasks cannot get completed, and let me tell you cleanliness is not even a possibility (shelves, floors, counters are dirty) - please help us get back to a safe environment, one that we enjoy going to work in!!	11/29/2021 11:20 PM
94	Since Covid vaccines started, the increase in the level of stress for all pharmacy employees has increased to the point where it is physically and mentally not healthy. My employer has expected us to increase our vaccine workload by roughly 300% with less or the same amount of labor hours. It can't continue. The health of my employees and patients is at risk. My wife has said several times over the past 2 years ... "just quit it's not worth it". PLEASE HELP save our profession !	11/29/2021 11:17 PM
95	The only reason I haven't left my pharmacy career is the sunk cost of time and money of pharmacy school. The past 5 years of increased workload and metrics and lack of staffing and breaks (bathroom or meals) has really discouraged me from the "profession" of pharmacy.	11/29/2021 9:44 PM
96	.	11/29/2021 9:32 PM
97	Metrics have been less of a stressor because they aren't being brought to our attention by management lately but they are still being monitored. There are too many vaccines too many doses too many different populations. Appointments can still be made for health care screenings, vaccines, antibody testing- all while I have to be a pharmacist. Over healthcare workers are not experiencing a work environment like that. Other offices with appointments have only that appointment to focus on. This current health care environment is dangerous.	11/29/2021 9:14 PM
98	I have been FT for the past 25 years. I love what I do but it's become physically and emotionally draining. We are constantly working long hours, extra days, and can never leave when we are supposed to. I have averaged 60-70 hours a week because our open shifts routinely get cancelled and it's hard to leave and see over 30-40 people in line all the time. Techs are not staying long term because of numerous factors like pay, hours, rude customers, etc... It gets worse every month it seems. The pharmacist turnover has helped the pharmacist in terms of employer short staffing. My employer was constantly putting employees on an "Action Plan" which was the first step in pushing out the older, expensive pharmacists since they can pay 2 new grads the same to replace them. I love my profession and my patients but it's sad when you get excited when you only work 50 hours a week and get to go home and spend time with your family. Please do something about this on a large scale that will force the leaders of the big corporations to implement changes to protect patients. Errors have to be widespread when your filling 4000 scripts a week with a handful of techs and not enough pharmacist help. If it takes me over an hour to get a copy from another chain how long does a patient wait. What do the elderly do that are going without their meds or not having their refills sent to their doctor because there aren't enough techs to call the doctors let along answer the phones.	11/29/2021 9:07 PM
99	All corporate cares about is money and they make us do too many shots at the expense of patient care and safety. They don't pay the technicians hardly anything and are constantly understaffed at all their stores. Things have gotten completely out of control with covid shots. Every single pharmacist and technician in this state should quit if things don't change soon.	11/29/2021 8:59 PM
100	I love my location and patients but we have had only one reliable technician for two years, only being staffed for short chunks of months at a time and I'm a manager, but have no power to hire Andre	11/29/2021 8:50 PM
101	I now receive a lunch break and it has significantly helped with stress. The workload has gone up but hours have stayed the same and no pharmacist overlap is given. One pharmacist is expected to do 600 to 700 scripts by themselves. where I work we were given extra help for immunizations, otherwise, we would have very unsafe working conditions based on the number of shots that are expected.	11/29/2021 8:49 PM
102	Oftentimes, I have to work without any technicians. At some stores, this is not a problem, but at others, it prevents the pharmacist from doing anything besides ringing out patients.	11/29/2021 8:35 PM
103	I work at CVS and it is dangerous there.	11/29/2021 8:10 PM
104	I am very worried about the unsafe working conditions of my colleagues in the retail/community setting. While I work in hospital setting, I have seen first hand delays in	11/29/2021 7:54 PM

## Follow-Up Pharmacist Workload Survey

patient access to medications because of workload demands. Ex, it took 5 days for a retail pharmacy to fax/transfer medications into my pharmacy after they had transferred the meds out of their system. This caused gap in patient care. Had another example of a delay of 3 weeks with clinic being notified that a PA was needed for a newly prescribed medication. Pharmacy technician shortage is critical and hiring/retaining and training staff is challenging.

105	Nothing is going to improve or even begin to change until pharmacists unionize. We need more realistic workloads, fair technician-to-pharmacist ratios and pharmacist overlap, better pay, and less pointless metrics to worry about. My job as a pharmacist should not be judged on how many solicitation calls I can make, nor on arbitrary numbers of vaccinations. These have been the same issues pharmacists have complained about for years, and they have gotten worse and worse as time has gone on. Until we band together and until the state board steps in to force improvements, patient care will continue to suffer, pharmacy errors will continue to increase, and a once proud profession will continue to be degraded.	11/29/2021 7:27 PM
106	I have not taken a break or eaten food at work in years. I barely have enough time to use the restroom. I am constantly asked to do more with less. There's no pressure for employers because the BOP allowed way too many schools to pump out tons of subpar, discount pharmacists. I've worked side by side with these pharmacy students and they know next to nothing. They're willing to accept the same positions for a fraction of the pay because they know they have little to offer. Reimbursements have hit an all-time low. There's more responsibility on pharmacists despite falling wages, denied provider status, and zero prescribing authority. There's no pushback because CVS and Walgreens have their own corporate shells sitting on the BOP. We could offer such a great experience to our patients if only our BOP represented us in the least.... Wait times could drop, clinical offerings could expand, and satisfaction could improve. Columbus Dispatch and OPA are involved and investigating the problems... there's corruption, greed, and negligence running rampant. Ohio's BOP is an ineffectual, shameful group.	11/29/2021 7:08 PM
107	Boss is great at listening to complaints but can't seem to get good staff	11/29/2021 6:55 PM
108	I feel the COVID-19 has a lot to do with the pharmacist's career. More people are medicated by their doctors. The retail pharmacies are being hit the hardest with people needing more medications. And having to do COVID-testing, shots (COVID, flu, tdap, and many other) MMR, and some where in the work day, we are to fill prescriptions. Now pharmacists are giving COVID shot to children. Do you know how long it takes to give a child a shots? Sometime 10+ minutes that we don't have, because other shots to be given and a waiter for their medications. What happening to the fill, review and talk to the patient about the medications? I hear everyday in or out of the pharmacy "it is what it is" and "the new normal". The stress in the pharmacy is off the chart for most pharmacists and techs. I don't feel or see a light at the end of this pharmacy's tunnel. GOD blessed the pharmacy!!!! The survey is great. You are able to see how some of the pharmacists feel about the work place.	11/29/2021 6:50 PM
109	Our working conditions are abysmal. We are working with work loads that are excess, with severe understaffing. Between lab covid test, rapid covid test, covid vaccines, booster vaccines, flu vaccines there is not nearly enough time to provide thorough and adequate patient care. Our conditions are dangerous and will lead to harm to patients unless immediate action is taken.	11/29/2021 5:40 PM
110	My volume to pharmacist ratio is terrible. There are quotas and metrics on vaccines, mtm's , volume, and sales. Giving covid vaccinations to pharmacies and maintaining our increased volume has put our stress level at a maximum. Unfortunately the dollars paid by insurance companies make it hard for a company to afford adequate pharmacist staffing.	11/29/2021 5:34 PM
111	Since the advent of drive thru pharmacies, the retail environment has turned into a disaster. Yes, it's convenient, but there is little to no room to adequately consult a patient. Patients now treat their pharmacies like a drive thru. The staff are yelled at, threatened, and not treated as the medical professionals they are. I left retail because of this.	11/29/2021 4:31 PM
112	Thank you for asking these questions. Even if nothing comes to fruition, it's nice to be heard	11/29/2021 3:47 PM
113	I do not work in retail setting, but are just as pressured to do more with less. I was changed to salary status as a part time employee, because I was not taking a lunch! I couldn't, I work in an infusion clinic that has patients all day long, no breaks, no lunch while doing chemo.	11/29/2021 3:38 PM
114	workload has increased 10X whereas the people staffing has decreased... causes a toxic environment	11/29/2021 3:01 PM

## Follow-Up Pharmacist Workload Survey

115	For the very last question, I think technicians should only do more if they are trained and certified AND are compensated as such.	11/29/2021 2:54 PM
116	Although I am not working in a retail pharmacy setting full-time, I do assist with covid vaccine administration. Through my experience, I can see how this environment poses an extremely unsafe working environment for pharmacists. They are short staffed, over worked, stressed, pressured to meet metrics, etc. With the addition of covid vaccines and testing on top of the regular workflow, it is a recipe for disaster and mistakes will be made/patient care will suffer until something is done.	11/29/2021 2:50 PM
117	N/A	11/29/2021 2:37 PM
118	While our jobs are stressful, we should not discount the fact that the techs are under the same amounts of stress. They need to be making much more money in retail. I respect and need my technicians, as I cannot work without them there, we need to give them an incentive to be there as well as make them feel appreciated. It is disgusting how little technicians are paid when us, as pharmacists, make so much..... if their duties are expanded then I hope they are taken care of financially.	11/29/2021 2:27 PM
119	Covid has put a new layer of stress on the pharmacy staff. From the impossible amount of vaccines, abuse from patients/customers, a complete disconnect of management, covid testing and increase in volume of prescriptions, the pharmacy is a miserable place to be. For most of us, it is spilling over into our personal lives, which is affecting our families.	11/29/2021 2:20 PM
120	After almost 27 years in retail pharmacy with the same company, I am giving my 2 week notice this week. I plan to take several months off of work. I am so dissatisfied with pharmacy that I might not return to pharmacy ever.	11/29/2021 2:18 PM
121	I understand the current need and high demand for covid vaccinations and covid testing, however the hospitals and doctors offices should provide access to these services as well because 98% of the burden has fallen to community pharmacies in my area. This unnecessary and unfair division of responsibility is causing errors in my workplace and I am experiencing mental and physical consequences from the stress that it causes me.	11/29/2021 2:15 PM
122	I am lucky in my place of work as I purposefully avoided retail pharmacy for the reason of overworked, stressful environments. I previously worked in LTC consulting and now work for a private institution. Expanding technician responsibilities won't help the overall issue of not enough staff to even field the basics of intake, prepping prescriptions, insurance issues, and paperwork, etc. I love the pharmacy profession, but am saddened by the current retail (and even hospital) environment that many are working in.	11/29/2021 1:54 PM
123	Patient safety should always be the number one priority. Big chain companies continue to push for us to do MORE without additional resources or pay! Something has to change	11/29/2021 1:47 PM
124	Love pharmacy, completely burnt out.	11/29/2021 1:47 PM
125	The pressure and stress that I faced as a staff pharmacist for CVS Pharmacy have forced me to quit my job as a pharmacist and put me into a deep depression for which I feel I will not recover. I have not worked in 3 years and will most likely lose or have to sell my house in the next year when the remainder of the money I've saved for my entire life has run out. Lack of breaks and lack of pharmacy technician hours are the main reasons for this. I never had a lunch break in the six years I worked for CVS pharmacy, and there were many 12 and 13 hour shifts where I didn't have a single bathroom break. I feel completely hopeless about the future and I am being crushed by student debt that I will never be able to pay off because I cannot work as a pharmacist. I also feel that my Board of Pharmacy has failed me.	11/29/2021 1:42 PM
126	It is unsafe for a 1 pharmacist and 1 technician to be expected to administer 35 covid vaccines, unlimited regular vaccines and over 10 covid tests daily in under 6.5 hours (all while filling prescriptions).	11/29/2021 1:30 PM
127	Technicians need to be limited in their abilities until the pay raises to a competitive rate. At the rate we are paying, we are getting applicants I cannot trust to do clinical activities due to lack of education and lack of motivation to keep this job because fast food will pay the same amount for significantly less stress.	11/29/2021 1:28 PM
128	Burn out is way too common in our profession, especially with limited or no breaks at all, not enough time to eat enough throughout the day, difficult to find time to go to the restroom even	11/29/2021 1:24 PM

## Follow-Up Pharmacist Workload Survey

during long shifts, and rudeness/harassment in general from anyone (customer, other HCP, or coworkers)

129	I feel the immunizations have added a tremendous amount of stress and interruptions on concentration. Thank heavens my boss allows me to require appt for vaccinations and limit the number of vaccinations in an hour.	11/29/2021 1:22 PM
130	I know the job market is not ideal for pharmacist right know but I'm tired of being told for even a litig complaint or even suggestion is either completely shrugged off or is followed by the insinuation that we'll just get rid of you and hire somebody else.	11/29/2021 1:22 PM
131	My biggest stressor is being called in on my days off to cover staffing shortages, which has been happening more and more lately.	11/29/2021 1:17 PM
132	I work for CVS, I left due to the horrendous working conditions but came back part time to float. It is still terrible though. Many of the shifts I pick up I worry about patient safety.	11/29/2021 1:09 PM
133	My biggest concern is the upper management concern only for meeting metrics while constantly adding on additional work in regards to Covid testing and vaccinations but not providing more time or staffing to offset these new responsibilities and making it more likely to cause harm by being forced to work at a pace that could negatively affect patient care.	11/29/2021 12:41 PM
134	I am very happy we got a lunch break! halleluiah	11/29/2021 12:39 PM
135	Technicians need paid more	11/29/2021 12:38 PM
136	We are extremely understaffed technician wise. Because the pay rate is so low we can't even get technicians to apply. Our hours have been shortened due to the shortage. But I don't see an end in sight. Technicians are simply not applying to work here.	11/29/2021 12:21 PM
137	Regarding question 16: I think expanding technician duties without adequate pay or support is somewhat contributing to our ability to retain technicians. Management continues to want more with less. As a pharmacist, I have a professional obligation and a considerable time investment related to getting my degree. Technicians do not have that. Expanding technician roles at the state level will just incentivize companies to even further abuse technicians. Companies are squeezing every bit of profit out of the pharmacy with little regard for pharmacy as a profession.	11/29/2021 12:20 PM
138	Depends on the tech and their level of training for more clinical duties. Med recs would be helpful	11/29/2021 12:10 PM
139	the epidemic has created additional workload without additional help	11/29/2021 12:09 PM
140	Survey is EXCELLENT	11/29/2021 12:05 PM
141	Too much ignoring of interactions (blowing through interactions warnings with no action being taken) i.e. no communication with prescriber or patient thereby possibly untowards outcomes for patients in order to make \$\$\$. I feel that the pharmacists duty is to possibly recommend the discontinuation of a medication that may making a patient more ill then they are i.e. owners place volume of scripts thereby volume of \$\$\$ over possibly losing \$\$\$ by recommending discontinuation of interacting meds. I did some DURs for a social work office and every one had many major interactions by meds dispensed by same pharmacy that led me to infer that whoever was running the computer was ignoring the interaction screens in order to fill more prescriptions faster and not deal with the work stoppage and revenue decrease. I couldn't believe that this was happening. Both independent and chain pharmacies were complicit in this practice. I believe this practice of purposely ignoring interactions which should be addressed is widespread and should be addressed by the board...thank you	11/29/2021 12:02 PM
142	This increase with Covid boosters, testing, and immunizing children has put a tremendous amount of stress on the pharmacy staff. Pharmacists and techs are becoming burnt out and the corporations don't seem to care. It's all about their bottom line and patient safety has taken a back seat. There are so many errors!	11/29/2021 12:00 PM
143	Technicians need to be better trained and have a better work ethic. I hear from every pharmacist I know how they can not wait to get out of this field or retire. OSBP needs to be more in tune with the needs of pharmacists especially the ones who are not PharmDs. I'm 60 years old with many years of experience in pharmacy, but I would not be hired somewhere else because some companies are too worried about advanced education. You needed to add a line to this survey stating " I do not have other plans currently, but can't wait to retire. "	11/29/2021 11:56 AM

## Follow-Up Pharmacist Workload Survey

144	People such as Donald Rich Miller (and as extension his wife) and Meghan Marchal as board members, should not be making policy since they are/ or were employed by big box pharmacies and have conflict of interest to benefit that pharmacy company. Rules and policy should be crafted by neutral parties that will benefit pharmacists not/nor were employed by the big pharmacy companies.	11/29/2021 11:55 AM
145	I work in home infusion, where there is now a huge push and workload dumped on in an effort to get patients out of the hospital, even when the patient is not stable to be at home. It's become very unsafe.	11/29/2021 11:34 AM
146	pharmacy as a career has deteriorated exponentially since I became licensed. I was looking forward to being a pharmacist well into my 80s because I love the job - but the stress level is way over the top now. Upper level management doesn't care and patient care is suffering. It's all about numbers anymore. I am a glorified checker that gets the best deal on drugs and navigates insurance companies to get things covered - it is no longer about helping people with their health. There is no time for that!	11/29/2021 11:31 AM
147	Been a pharmacist for 18 years. Would not suggest this line of work to any high school students. Completely different when i started. Please do something	11/29/2021 11:30 AM
148	Staffing is a huge problem because they refuse to pay technicians appropriately for the work required. They then continue to try and add higher workload saying it's for the technicians to do but they cannot do any more and we have constant turnover because they quickly realize the damage this job does on your physical and mental health is not worth \$10-\$15 an hour with shoddy benefits. There are no required sick days so people constantly push through illness and come to work potentially spreading illness to over worked coworkers and already ill and vulnerable patients. There should be legal requirements for paid sick leave for all personnel providing healthcare, seeking health services shouldn't put the patient at higher risk of illness and they shouldn't have to accept healthcare from staff so sick they can barely stand much less appropriately and safely do their job. Corporate offices also need to stop pushing for metrics which do nothing to aid patient care. Additional services such as vaccinations and testing cannot be just added on with the expectation of still increasing all other metrics with no additional staff. It is no surprise all the stories in the news about pharmacies making errors giving incorrect vaccines and causing patient harm, this unsafe environment will destroy the faith and trust patients used to have in their local pharmacists. The patients themselves have gotten worse in the way they treat staff through this pandemic already, in the past few months I have already had to call the police on 2 separate incidents of patients screaming obscenities and physically threatening and attempting physical altercations with staff and had to ban several others for inappropriate behavior. This used to be a very rare occasion. With patients becoming more belligerent and violent, terrible staffing and workload ratios, lack of protection of physical and mental health, lack of support from management with additional stress to complete metrics not essential to patient care...it is no wonder I have seen the largest mass exodus from community pharmacy ever. I know many pharmacists who had planned careers in this field leaving to protect their mental and physical health and well being. Many early retirements as well. Every pharmacy staff member, tech and pharmacist I've worked with over the past year (at several locations) has voiced that they are actively looking to leave and many have. This is unsustainable and will harm healthcare providers, patient safety, and the accessibility of healthcare.	11/29/2021 10:57 AM
149	My professional satisfaction is basically zero.	11/29/2021 9:30 AM
150	There are a number of Walgreens stores that are operating without a PIC or "pharmacist in charge" because they've quit and haven't been replaced. Some as long as 3 or more months.	11/29/2021 1:02 AM
151	I feel tremendous amount of stress in my daily work. I am in a critical position and must be able to help our patients, provide education to them, and keep them safe. The patients only care about how long they have to wait, and how much they have to pay. Our employers keep expecting the pharmacists to provide more services to patients, while reducing the technician and pharmacist help. For example, mixing and drawing from the vaccine vial is a sterile procedure and should not be done on the pharmacy counter in between dispensing. Most pharmacists do not properly clean the counter when preparing the vaccine syringes, do not wash their hands, do not change their gloves, do not place the vaccines on a clean tray, or clean the surface before the injections. All this is because the pharmacists are often expected to multitask. The amount of work the employers require pharmacists to perform under the pressure of time is not safe for public and is extremely stressful for the pharmacists. Expecting one pharmacist to prepare and dispense medications within 15 minutes to multiple	11/29/2021 12:25 AM

## Follow-Up Pharmacist Workload Survey

patients with multiple prescriptions is incredibly unreasonable and unsafe. Expecting one pharmacist to dispense hundreds of prescriptions, resolve insurance and prescribing issues, perform Rx and OTC counseling, answer multiple patient/prescriber phone calls, perform MTM's, Immunizations and tests, all under the pressure of time and without appropriate level of staffing is incredibly unreasonable and unsafe for the patients and the pharmacist. Somehow if a pharmacist speaks up, he/she is labeled as incompetent and will be told that all other peers are capable of performing these tasks perfectly well. All of us pharmacists are being bullied by the demands of our employers and cannot speak up because we need to keep our jobs. We are not highly respected by all of our patients, we are constantly insulted and demeaned by patients because our employers advertise "Patients are always right". Our board of pharmacy is not a compassionate board and pharmacists are assumed to be at fault unless proven otherwise. As a pharmacist, I am terrified of being reported to the Board of Pharmacy as the result of a mistake on my part, even though the mistake could be the result of our unfair job condition and unreasonable workload. Pharmacists are constantly being held up to perfect standards, where in reality nothing about our job condition is perfect or ideal. Most of the time, the root cause of dispensing errors is not carelessness of the pharmacist, but it is the result of the unreasonable pharmacist workload. In fact, giving the pharmacists the provider status has only increased our workload and shifted liability from the prescribers to the pharmacists. Now the question is if the Board of Pharmacy will have the will to demand fair workload for the pharmacists from their employers, or will it pass further regulations that will transfer more liability to the pharmacists and increase their job stress and workload?

152	<p>The board should be ashamed of themselves for allowing this to go on for all these years. It is not a shock to me that you have allowed poor patient care in the retail setting since big chains aka CVS has several members on the board making decisions. How can 1 pharmacist check 500 scripts take 20 scripts rather on voicemail or doctors calling in? You want more? Add in vaccines, counseling, recommendations, PCQ calls and so much more. How can you call this safe? How have you done nothing about this for years? How can you turn your head for years? There is no way the board can honestly tell me they care about patients when this is being allowed for many years in the retail setting. I know it won't change, but at some point you have to give a shit about the patient and get their medications to them on time. How can a store be 4 weeks behind and people go without their BP medications due to lack of staffing? Lunch breaks? O ya my company just started them, but guess what we have conference calls during them and it takes over 5 minutes to lock up and 5 minutes to open back up. Do you think I eat during a 13 hour day? The simple answer, which you know, is no. It isn't just the retail's fault it is 100% yours. If you are apart of this board and reading this you should feel ashamed to say you care for a patient. No required techs to RPH ratio? No required minimum hours for amount of scripts done? What are we doing? I never expected this career to be the opposite of caring about patients. Don't waste my time with surveys when nothing is going to be done to these retail chains.</p>	11/28/2021 11:47 PM
153	<p>Declining reimbursements from PBMs needs addressed as it is a major cause of staffing shortages and ultimately the issues being questioned in this survey. Furthermore, chain pharmacy staffing shortages are hurting the profession, our patients, and overall health outcomes. Please hear my colleagues begging for help and help them by making swift, meaningful change that improves their work environments and the care they can provide for patients.</p>	11/28/2021 11:39 PM
154	<p>Currently pharmacy are are getting the short straw in this pandemic, we are being forced to pick up all the extra tasks such as vaccines and testing with no additional help or compensation, the pandemic as also made pharmacies busier and patients ruder and impatient, payers/insurance are also giving us a hard time and I'm most cases we are just the messenger doctors and insurance but we get the blame and all the yelling. Increase pharmacists task was a good thing for the career but increasing workload without increasing the help was a bad thing and is leading to the burn out of most pharmacists. Pharmacies need more employees and help.</p>	11/28/2021 10:21 PM
155	<p>I had an incident where I strongly feel the board of pharmacy in my best interest.</p>	11/28/2021 8:36 PM
156	<p>Have worked at big box chains (walmart, rite aid and cvs) and workload, stress and treatment is horrible. They are poorly managed, require too much for one pharmacist to handle and only care about metrics. They are also inadequately staffed which greatly affects patient care. The board should be conducting visits with these places and observe how awful it really is. Maybe with warnings and fines from the board on working condions, these big box chains will change. My current position at Riesbecks pharmacy is the best job that I've had. All big retail pharmacies should follow in their image.</p>	11/28/2021 7:58 PM



## Follow-Up Pharmacist Workload Survey

157	Very disappointed	11/28/2021 4:12 PM
158	Working for CVS, they require pharmacists to work a significant amount of time at the registers/drive throughs. At these stations I cannot supervise my staff or hear patient/staff conversations to ensure the safety of my patients. I do not have adequate time to counsel them about their medications and listen for red flags which may justify an intervention with their prescriber. They also require the pharmacists to do all the insurance rebilling, non-covid vaccines and still maintain the workflow for hundreds of prescriptions with no pharmacist overlap. It is not uncommon stores are days behind getting prescriptions done and patients are frequently coming to the pharmacy and their medications are not ready for pickup. Some patients depend on rides or hire a cab to come for their medications. These people may not let the patient wait for 15 to 20 minutes for the pharmacy teams to prepare the patient's medications. Bottom line: We do not have enough staff to run a true, safe healthcare facility. We simply fill prescriptions as best we can, and frequently fall days behind. The hire crisis is not at fault, as the company is constantly cutting hours where we could not give new hires enough hours to justify working.	11/28/2021 2:37 PM
159	There have been days I have sat in my car after work and cried because it was so bad and stressful. Will it take patient deaths due to medication errors before something changes?	11/28/2021 1:10 PM
160	While my job is in inpatient pharmacy, I do have experience in outpatient pharmacy and do believe that those working conditions are far far worse. It has been an issue for quite some time, and I am disappointed that it has come to this and taken so long for something to be done about it.	11/28/2021 10:02 AM
161	I took a PRN job at a hospital and the contrast of stress level is astounding. Retail jobs are shit right now.	11/28/2021 9:54 AM
162	The reason that we are so overwhelmed is lack of staff and added responsibility. We pay or technicians less than a fast food restaurant so of course we can't hire techs. Then pharmacists are leaving because they are working short and have to do 3xs the work or more. That adds extra shifts for the pharmacists that stay. I personally have been working so hard and so many hours that I am seriously afraid that am I going to make a deadly mistake at some point. We are only human and as much as I try I'm running on fumes.	11/28/2021 9:50 AM
163	One of the hardest challenges lately has been vaccination appointments that we have no control over. Appointments we scheduled every 10 min starting before we had additional pharmacist coverage. The system was not working properly. Scripts weren't falling in the que properly and there were multiple bookings for the same time. There is no time to properly take care of our patients. We only answer the phone when we can. We can no longer manage filling patients prescriptions.	11/28/2021 9:44 AM
164	Expanding tech vaccinator status to include more than just Covid 19 vaccines would help immensely. Also requiring a pharmacy to stop offering additional services unless a certain level of staffing is present beyond just "a pharmacist present"	11/28/2021 9:37 AM
165	We need more tech help. And it seems like having so many pharmacy schools graduating so many pharmacists has skewed the supply and demand curve so I am powerless as a pharmacist to make any demands	11/28/2021 8:12 AM
166	Even during this highly stressful time we are being asked to cut hours...Continuously. I am constantly having to stay over and get ZERO overtime pay. We have ZERO breaks sometimes due to tremendous workload. Even with 2 pharmacists on duty, continuous shots and Interruptions leaves 1 pharmacist to do the work of 3. I feel the board in particular has let us down by allowing employers to exploit our positions. Drive thrus, assembly line conditions, growing workloads as more tasks become expected of us with decreasing staff has left us with little time for patient interaction. I remember a time when pharmacists were the most trusted profession and we had time to grow relationships with patients, now we are treated as fast food workers rather than medical professionals. The public's perception of us has decreased as our workload increases. In addition, the burden of regulation seems to fall on our shoulders as doctors refuse to adhere to controlled substance prescribing..so we get the disrespect and hostility from patients when we have to question a script. COVID has made people very angry, and while doctors and nurses get accolades, we get dumped on. Even Starbucks refused to recognize us as healthcare professionals! The government refused as well by excluding us from the HEROS Act! Whose fault is that? Our public perception is no longer that of a healthcare provider and I truly blame the boards of pharmacy for allowing that to happen. If the government won't respect us, why should the public? Then with COVID, hospitals and doctors	11/28/2021 5:13 AM

## Follow-Up Pharmacist Workload Survey

can triage patients, yet the come face to face with us coughing and hacking with no mask. Where is our protection? We weren't even allowed the vaccine in the first group! I am tired of being treated like a slave. I am tired of not being allowed to take proper time off (1 personal day per year that has to be approved ahead of time!?! My techs get more than me!), I'm tired of disrespect from doctors, nurses, and the public. I'm tired of the board siding with big business and not taking care of the pharmacist. I'm tired of the assembly line mentality of retail. I'm tired of pseudo goals we have to meet that mean nothing at the end of the day. I'm tired of hours being cut no matter how much extra work gets dumped on us. I'm tired of my employer telling us to just "figure it out" when we get additional duties put on us (like COVID vaccines) and no additional hours or staff to help. I'm tired of constantly being told there is a pharmacist saturation and I'm lucky to have a job. I also blame the board for that. Allowing schools to churn out pharmacists by the hundreds every year causing an abundance of graduates in our field thereby diminishing our value in pay, job security, and self worth. I'm tired of the lack of recognition for our mental health. I'm tired of the general disrespect for wanting time off to just see our families. I'm tired of not getting paid for all the work I put in. I'm tired. I feel we are all screaming but no one is listening. And no one is really willing to make meaningful changes to this profession.

167	When voicing safety concerns, we're ignored. There is no coming together to create solutions, but we are rather told "I hear you and I'm sorry your store is going through a rough patch". I am genuinely concerned for my patients. Staffing the pharmacy with only 1 pharmacist and no additional coverage is so unacceptable and unsafe.	11/27/2021 11:23 PM
168	I do not agree with the point system at my workplace.	11/27/2021 10:59 PM
169	National Guard might need to be sent to help vaccinate and help with staffing issues in retail pharmacies	11/27/2021 1:39 PM
170	I would not recommend pharmacy as a career today. No one raises in 7 years whereas workload and stress has increased 1000 percent. No development or advancement potential in chain environment. No time to use our education or knowledge skills to solve problems. Disrespected by nonpharmacist corporate mgmt. They look at us as robots and replaceable with cheap new grads. They are getting rid of seasoned pharmacist Mars because we are paid too much and speak up. They find ways to get rid of us to replace with new grads making \$20 less per hour with no raises, no promise of 40 hrs, benefits less generous while medical insurance costs have increased. Many patients are rude and disrespect us. Mgmt dies not help to solve staffing or workflow problems. They have cut all overlap of rph coverage. And cut tech staff hrs to bone. Many of our rphs especially long term rphs are quitting or retiring. Techs leaving in droves and they can't hire quality techs or provide training hrs. They just close pharmacies now when they can staff them. This passes off customers and makes workload twice as much the next day. I have never seen community pharmacy workplace this bad. Wags and CVS are the worst with how they treat people. People are getting sick because of stress. I feel my cancer diagnosis was partially caused by the stress the last 5 years. I am looking to retire early because I can't take the abuse and stress anymore. BOP needs to step in since we have no unions to fight for us. Patient safety has become dangerous because of distractions, unrealistic metrics, and inefficient tech staff or rph overlap. Do you know how many vaccine errors have already happened because of corporate scheduling of like 60 vaccines per day, covid testing in drive thru, 350 scripts to fill, and incessant phone. How about small kids getting Covid vaccine instead of flu vaccine. This mishaps have happened several times in our market. Wonder if they are reporting them to BOP? I fear everyday that someone is going to get injured because of our environment. Why doesn't the press know what we face everyday. It's time to do something before most rphs quit even without a new job. Most in mystery 50's age bracket are retiring early if we can do it. The career has gone done hill fast. I would never pick this career if I was a young college student right now. It's desperation time. It's a 5 alarm fire that everyone is ignoring. Time fir BOP to pass rules that limit metrics, demand certain minimum levels of tech and rph staffing, and put guardrails in place for # of scripts, vaccines, covid tests we can do without proper staffing. They only thing corporate understands are big fines, and suspension of TDDD. Don't go after individual rphs for errors. Go after corporate for creating unsafe environments that have created them. Mandate breaks and lunches. Put more bench rphs on the Board itself instead of supervisors who tow the Corp line and only care about protecting corporate profits. You guys have done nothing so far. It's been a 5 alarm fire for 3 yrs now. Covid just made it worse. In the meantime BOP and assns have ignored our pleas for help.	11/27/2021 1:31 PM
171	The retail environment is currently setting up pharmacists for failure. The chains want prescriptions to be done on time but when and how many come in at once is unpredictable.	11/27/2021 12:06 PM

## Follow-Up Pharmacist Workload Survey

Accepting walk ins for shots also creates an unpredictable workload. The number and time consuming amount of phone calls is unpredictable. So how are we supposed to complete e-scripts on time when we could be caught up on a phone call or the register for an extended amount of time. One of the big chains is moving to "accountability" for workflow. Which means the pharmacist will get written up if the store isn't getting their prescriptions done on time. This makes the pharmacist choose between helping the patient in front of them or getting the script done by a computer generated time. We have no control over the promised time of e-scripts which are most of our prescriptions. So we are basically helpless if a doctor calls in 10 prescriptions for a patient. They are all due at the same time. Pharmacists are struggling because we don't have the authority to prioritize our own workflow. We shouldn't have to do a prescription for a maintenance medication within the hour if the patient still has a 3 week supply just because the doctor sent it over. We have no idea if a patient even wants the prescription by the computer generated promised time. There needs to be a better system to prioritize people who actually NEED their medications. Pharmacists want to do a good job but we are being pulled in 5 different directions.

172	Pharmacists used to be considered an asset, now viewed as a liability by the employer.	11/27/2021 10:34 AM
173	Thank you to the Ohio State Board of Pharmacy for your continued commitment in advocating for our profession and ensuring safe and manageable work environments throughout the state of Ohio!	11/27/2021 12:14 AM
174	pharmacy at the retail chain level has become all about meeting metrics and making money. There is no concern at the corporate level about quality of patient care---- just give shots, give shots, give shots--- to make money.... not because vaccinations are important to patients for their health---- just the money. Our supervisor even stressed to us how much each shot is worth in the 2 part cover shots(not how important the 2nd shot was to the patient), but the MONEY to us. Very sad way to look at health care.	11/26/2021 10:55 PM
175	Overworked, under compensated	11/26/2021 10:54 PM
176	I feel grateful for the amount of autonomy and decision making abilities that I have as an independent pharmacist. I know my responses would be much more stressed/ discouraging/ hopeless as a chain retail pharmacist	11/26/2021 4:54 PM
177	Companies shouldn't be allowed to have metrics that affect pay or evaluations.	11/26/2021 4:51 PM
178	all pharmacies should be required to give staff lunches - shut down 1/2 hour	11/26/2021 4:23 PM
179	n/a	11/26/2021 2:27 PM
180	WITH ADDITIONAL CLINICAL RESPONSIBILITIES SHOULD COME MORE EDUCATION	11/26/2021 1:51 PM
181	I work in a nuclear pharmacy which involves many hours of being "on-call" in addition to the normal 40 hour per week work load. Swing shifts are common and working with limited rest is common. These are not issues traditional pharmacists would need to manage, but definitely takes its toll especially when short staffed.	11/26/2021 12:25 PM
182	The increased workload in the last year, especially due to Covid-19, has placed an enormous amount of stress on the supply chain and the profession. Our hospital has had several technicians resign or decrease their work hours due to finding a better, less demanding job. Due to the pharmacists' workload, mistakes WILL be made and it seems the Board is all too willing to pillory that pharmacist at a Board Hearing. My perception of the State Board of Pharmacy is that they sit in judgement of others in the profession as people who are primarily managers, directors of consults (and NOT a staff pharmacist). Improve our profession by making the Director of the Board of Pharmacy a pharmacist and not an attorney. This makes no sense - it's like putting a pharmacist in-charge of the Cosmetology Board; the Pharmacy Board Director does not know what I do in the profession! Finally, when we bring a concern to our Director regarding staffing or workload, they listen, nod accordingly and mostly nothing is done or can be done. It's frustrating and disappointing. Thank you for the opportunity to respond to this survey.	11/26/2021 11:58 AM
183	RXOM role is unnecessary and gives pharmacists more pressure and difficult managing for staffing. Allowing more clinical responsibilities to pharmacy technicians give pharmacists more stressful situations and more responsibilities on their performances. Have additional pharmacist to do calls and immunizations will help in daily workflow.	11/26/2021 10:45 AM
184	The way community pharmacists are treated is disgraceful as a profession. Something needs	11/26/2021 12:16 AM

## Follow-Up Pharmacist Workload Survey

	to change.	
185	Hospital Pharmacy has been a good career.	11/25/2021 11:01 PM
186	I am the only pharmacist at my work willing to give vaccines, so the COVID vaccines have increased my workload dramatically, but not others. I constantly feel overwhelmed, overlooked, and belittled by my pharmacist team mates.	11/25/2021 10:27 PM
187	Training of technicians is very difficult due to the volume, so lacking good help. It's hard to keep up the pace and continue doing a good job when you know that there is no financial reward. At my current workplace the pharmacists have not had a raise in over 3 years but the workload and responsibilities continue to increase with less help.	11/25/2021 6:53 PM
188	Additional tech responsibilities sound nice, but we as pharmacists are also responsible for training, which we do not have time for	11/25/2021 2:44 PM
189	Technicians deserve more pay	11/25/2021 11:46 AM
190	Insurance companies (like Caremark) having too much control and the corporate bottom line have made this profession into McPharmacy. It is a legitimate, quantifiable danger to patient safety, has put a black mark on pharmacy as a whole, and has turned what was one a satisfying, respectable career into a source of misery and unbearable stress.	11/25/2021 9:50 AM
191	I do not think much will come of this survey. I believe mandated lunch breaks are a must. I am a breastfeeding mother and I've been pumping in the pharmacy while working to prevent getting too far behind. Caps on immunizations/hour are a must. Holding pharmacies to metrics while we are still in a pandemic is insane. Goals should be out the window. Patient care top priority. Many technicians and pharmacists I work with are highly dissatisfied with their work. Our technicians finally got a decency wage, but pharmacists have not had a raise since 2019. All while the pharmacy is making tons of money.	11/25/2021 9:02 AM
192	I cannot believe I got a college degree to work like a McDonald's manager. It is so overwhelming and I recently was put in the psych ward for severe anxiety and depression.	11/25/2021 6:20 AM
193	Things have changed a great deal in the nearly 40 years since I got out of school, it feels more like McDonald's at rush hour all day long compared to long ago. I am not sure schools are preparing students for what actually is happening in the real job market. I am nearing the end of my Rx career, work only occasionally and wish I had more answers. The drive to "turns" and profits has always been there, but it just seems like it has increased exponentially in the last 10-15 years. The days of having the same pharmacists at the same pharmacy and having a long term relationship for ongoing care may have already passed us all by. Maybe the stockholders/public are as much to blame as the big box/chains themselves. If the students going into pharmacy school knew the actual business end and the pressure on the staffs, there might be alot less students applying to pharmacy school...they only see the salary.	11/25/2021 12:45 AM
194	The stress and workload in the past two years has increased exponentially. However, staffing has been and keeps being cut. Our store hours were extended this summer and, in the same process, the amount of pharmacist hours per store was cut even more than it was prior to the addition of those hours. The expectations to clear ques, increase vaccination numbers year over year, increase compliance in non compliant patients, and ensure that the pharmacy get all 10s in customer surveys has really increased stress and compromised patient safety. Allowing techs to be more clinical only compromises patient care more since they do not have the training, schooling or degree to support that level of patient care.	11/24/2021 11:45 PM
195	CVS pharmacy regularly posts pharmacist schedules 3 days in advance, schedules pharmacists 13 hour shifts with no time for breaks, schedules pharmacists 10 days in a row, and asks pharmacists to work up to 17 hours in a day. We are regularly scheduled 45-70 hours per week.	11/24/2021 11:01 PM
196	Our employee has recently addressed major complaints within the past 6 months by increasing hourly colleague wages, allowing a closed lunch break, and providing significant hours and staffing for immunizations. I've never felt better about the future of our profession. I know many other locations are not as well staffed as I currently am. Hoping something is done to address the shortages at other stores. The wage increase was a good start, must continue to invest in technicians to improve pharmacy culture.	11/24/2021 8:57 PM
197	We can't seem to hire enough technicians. No one wants to work evenings/weekends/holiday. Fast food chains pay so much these days. My pharmacist partner and I have been working our	11/24/2021 7:10 PM

## Follow-Up Pharmacist Workload Survey

days off as technicians to handle the workload. The number of shots we give is unreasonable. Thankfully we have stopped taking walk-in vaccines against my corporations wishes. I have always truly loved my job and helping people but I am ready for a career change. The risk of medication errors scares me. Thank you for allowing me to give my input.

198	Being responsible for others irresponsible behaviors have caused great stress and tension in the workplace. We don't have enough true data to educate others.	11/24/2021 6:26 PM
199	The board has dragged their feet on these issues for years! Stop asking the same questions and do something about it! We have no leverage and it is utterly ridiculous that patient safety and pharmacist/technician welfare has suffered for as long as it has!! It doesn't take a rocket scientist to figure out that the mounting pressure of increased responsibilities, capped wages, outrageous working conditions, long hours with no breaks along with absurd metrics have created a horribly stressful work environment!!	11/24/2021 4:29 PM
200	Cvs is the absolute worst employer I have ever worked for. Fill 5,000 scripts per week and get no pharmacist overlap. It is an absolute joke.	11/24/2021 3:53 PM
201	Regarding question 15, being a pharmacist isn't exactly a career path that you can leave, especially if there is any student loan debt. However a change from working retail is something that I am very close to doing even if it means a lesser pay because the quality of life due to stress is not worth it. I work in a high volume store with little overlap and have nightmares about my job. There have been increased medication errors due to our workload and staffing issues. We are at a point where we are not treating the patient and having those interactions that are so imperative to our profession and we are just filling as many scripts as possible to get people out the door. This is harming our patients in so many ways. We also don't have adequate technician help. A warm body does not qualify as adequate. But there needs to be a higher wage for technicians across the board. Nobody wants to work in a high stress environment for 11.25 per hour.	11/24/2021 3:48 PM
202	I work for a large retail chain and they have recently instituted a 30 minute meal break from 1:30 to 2 pm, which has helped, however, the workload with boosters, flu etc has been difficult and overall the last 4 years have been the most difficult of my 25 year career given the expectations to do more with less. Current tech staffing at my store is ok, however, there are few incoming applicants, so it is just a matter of time that we will be short staffed due to attrition. We get little help from corporate on hiring, I have a disengaged front store manager, so it is all on me, as pharmacy manager to hire techs. Also, we are hurting in this area for pharmacists, so I am constantly being asked to work extra hours to help staff my store (that typically has one "floater shift" per week. Lastly, the customers overall are more rude and demanding than I have ever seen. This, plus the workload, makes it very difficult to keep a positive attitude about my career and profession.	11/24/2021 1:10 PM
203	I have a unique opportunity here. I can do mostly as I see is appropriate but the non-pharmacist owners don't truly understand the business and sometimes argue about letting me add staff. However, if this situation would go away for some reason, I doubt I would look to find another pharmacist position, especially in retail. I would just find something else to do.	11/24/2021 1:00 PM
204	Well compensated, but raises have not kept up with cost of living	11/24/2021 10:15 AM
205	My company just keeps adding on more and more tasks to complete while we continue to lose valuable staff. We do not receive breaks or lunch and until recently were not paid for all of the hours of overtime we are working to simply stay afloat. Additionally, I believe the inclusion of of board members who are "high up" in the corporate chain of command is a significant conflict of interest (i.e. Shawn Wilt). Mr. Wilt has encouraged the addition of covid testing and other tasks that take time away from providing adequate patient care because it is a "cash cow." Please do not allow his and other corporate employees' inclusion on the board to prevent you from protecting the public.	11/24/2021 9:23 AM
206	Workload and demanding metrics plus staff shortage is the main problem. Retail pharmacist pay should definitely be increased by at least 15%	11/24/2021 9:19 AM
207	To be totally honest, lately I do not feel like a Healthcare professional anymore. We have basically become fast food short order line cooks. Patients fail to realize that, and need to become realistic that they will have to wait, just like they have to at a physicians office. If this profession expects us to immunize, counsel, engage in MTM, point of care test, and of course fill prescriptions, then patient and employer expectations will have to change. Quick and	11/24/2021 8:43 AM

## Follow-Up Pharmacist Workload Survey

instant service for patients is just not possible in our line of work anymore due to heavy workload.

208	Working as a pharmacist has become a very stressful job due to the amount of workload and the lack of staff . Many pharmacists are looking for other opportunities to change their careers for a less stressful job.	11/24/2021 8:04 AM
209	I have tried extremely hard to remain in this profession, however this is unlikely. A job I used to love? Hate it now.	11/24/2021 6:56 AM
210	Frequent turnover of pharmacists and technicians are a burden to daily operations. Working short staffed is difficult then training magnifies the stress. The majority of technicians express their dissatisfaction with pay for the tasks they are expected to complete. Increased compensation I believe would encourage retention and motivation for growth within the profession.	11/24/2021 6:35 AM
211	Prior to covid the metrics driven staffing levels were unrealistic. My company is not currently pushing those metrics, however I still feel pressured to do never-ending vaccinations causing a backlog of prescriptions and clarification calls to doctors. Current technician pay is not high enough to interest new hires or retain skilled employees. When 80% of the short staff we have are new hires there is no time to properly train them to do the job correctly which puts additional pressure on the rph to prevent mistakes caused by inexperienced techs	11/24/2021 12:45 AM
212	After 15 years, I left a large grocery store chain a year ago without securing another job specifically due to the impossible expectations of the simultaneous roles as a retail pharmacist. Even before the impending chaos of the Covid vaccine, the company I worked for somehow justified cutting department hours as they added point-of-sale covid testing, healthcare screening deadlines were approaching and flu vaccine demand predictably doubled. They also installed a policy that prohibited having a scheduled Monday or Friday off. So the resulting RPh schedule was a seven day stretch of long (up to 13 hours), stressful days with no breaks and one day off before another scheduled day. The environment, lack of regard and respect and absence of work/life balance was not worth the effort I put into earning my PharmD. It was also a threat to my license because no one human can run a vaccine/screening clinic, manage/train technicians and accurately fill hundreds of prescriptions while being immediately available to the public. I did find a position in managed care that treats me well. But if I had not, I would have happily left the profession forever rather than ever subject myself to that type of work environment again. Retail pharmacy reflects nothing professional. It is certainly not worth the investment of 6+ years of your life and tens of thousands of dollars you have not made yet.	11/23/2021 11:13 PM
213	Compared to friends I talk to from other pharmacies, I feel like my place is pretty well staffed - I'm not short on techs and that's rare right now. As a pharmacy manager I feel like there is no time to take care of administrative duties and I'm constantly having to do so from home on my time off. I feel like I'm never truly able to leave work. The past year has been especially hard for managers trying to keep up with constant changes to protocols and communicating those with our team and then monitoring to be sure they're followed properly. It feels never ending. All that said, I feel blessed that my situation isn't worse like others I've heard about.	11/23/2021 11:09 PM
214	This past year and a half has been unrelenting tremendous stress with this pandemic. The understaffing issues are never addressed and the workload is impossible!!! The stress level is constant and overwhelming and I would never enter this career if I had to do it all over again..... 25 year veteran retail pharmacist	11/23/2021 10:56 PM
215	What is the place of Covid testing in the pharmacy drive through? It back up drive through and delay patients from getting their medications	11/23/2021 10:26 PM
216	Currently at a high volume store that can easily staff two pharmacists during the same shift but instead there is zero overlap. Unsafe conditions.	11/23/2021 9:36 PM
217	My chain says that patient care comes first & to prioritize that over the never ending metrics. However when we did that while working short staffed to take care of our patients it reflected poorly on our reviews and because of missed metrics we did not get a raise this year. Raises have been frozen for the previous 5 or so years & finally available again but they obviously had no intention of giving us raises & used the metric ploy to stop it. Having vaccinations & testing in all our stores without more help is dangerous for patients & bad for employee sanity. These things could be fixed but they won't be because the chains only worry about profit. Until the	11/23/2021 9:16 PM

## Follow-Up Pharmacist Workload Survey

state boards take these issues seriously and advocate for safer working conditions, those of us who truly want to help our patients are out of luck.

218	I miss the way pharmacy was when I started 30 years ago. Too much emphasis is now put on testing, star ratings, clinical outcomes and vaccines. I miss being able to connect with customers. Just not enough time anymore.	11/23/2021 6:55 PM
219	I am extremely disappointed in the Board of Pharmacy for not protecting this career. Big business has had its way and made this job unbearable. Patient safety is at risk everyday and everyone looks the other way. Pharmacists aren't being compensated for any extra work. Not being able to bill as a provider is absolutely ridiculous. Corporate greed is at an all time high. There is no way this is sustainable. So many great pharmacists and techs are being forced out due to stress from micromanaging and metrics, I'm afraid this profession will never recover.	11/23/2021 5:04 PM
220	Mail order has given me a wonderful work-life balance	11/23/2021 4:44 PM
221	I recently left retail pharmacy for hospital pharmacy due to the lack of staff (prior to the staff shortage problems we are currently facing post-COVID) and the lack of attention it was given by leadership to staff the pharmacy appropriately for the workload we were dealing with. I worked at a retail pharmacy that filled 900+ prescriptions per day, had two drive-thru windows to staff, four pick-up registers, two drop-off windows, and two dispensing counters. I was given enough tech hours to staff 3 of those positions during a shift. The pharmacist was forced not only to verify that the prescriptions were properly entered, filled, prevent ADEs, dispensed, counsel patients, take prescriptions over the phone from physician's offices, we were forced to step into the role of technician and enter the prescriptions at time of drop-off, fill the prescription, perform final verification of the prescription, triage phone calls and take refill numbers over the phone from customers, work the pick-up register, drive-thru, conduct MTMs, give multiple immunizations (walk-ins preferred; no appointments necessary or suggested), and other endless tasks all without killing or causing significant harm to a patient due to an error because we were pulled in so many different directions. When our concerns were brought up to management, nothing changed. So before I caused harm to a patient, I quit my job after 17 years and switched to hospital pharmacy. At first, things were great, but then COVID hit and no one wanted to return to work and the new board requirements for pharmacy technicians has made it impossible for anyone to want to become a technician. We are so short on technicians with no hope in sight. There have been zero applicants and our technicians are extremely overworked, underpaid, burned out, and forced to work 60-70 hours per week to fill all holes. It has become a huge safety concern and pharmacists are to the point that we are scared for our license. I really hope that someone takes these concerns seriously and actually looks into situations further before pharmacies basically become technician-less. A pharmacy CANNOT run without technicians, and if patient safety and care is a priority, maybe this will cause matters to be addressed more quickly.	11/23/2021 3:36 PM
222	I really hope the board does something to control the levels of additional testing/ vaccinations. The companies are in it to make a profit and really are putting the wellbeing of both staff and customers at risk. I want the board to issue limits on what can safely be provided during a work shift without adding risk to all parties involved. This issue has caused people to walk away from their careers and I really see it coming to a head unless the board intervenes. Please take this issue seriously.	11/23/2021 2:28 PM
223	All that seems to matter to employer is how many immunizations we give due to poor reimbursement rates for actual medication scripts.	11/23/2021 2:12 PM
224	I think there should be a law implemented that in cases where there are so many call-offs, or inadequate staffing (which happens more often than not) - pharmacies should not be able to stay open for that day. It is unsafe to operate pharmacies with half of the necessary staff or less - and to try to keep up with the daily needs of the pharmacy. We should be able to close our doors/gates in these situations and not get in trouble for it. Customers might not agree, but for overall safety and employee sanity - it is becoming more and more necessary.	11/23/2021 2:01 PM
225	While my comments and answers above reflect my full time employment (hospital), I also work PRN at a retail setting (used to work full time retail). The retail setting is EXTREMELY dangerous, exhausting, depressing, etc. There is no time to do anything. With covid tests, covid vaccines, flu vaccines, other vaccines, regular prescriptions, phone calls, people complaining, etc., it is just too much. Technicians are leaving due to lack of pay, making pharmacists' jobs even harder. Pharmacies near me are behind by several days, causing harmful delays in therapy through no fault of their own. They need help. They need paid more.	11/23/2021 1:09 PM

## Follow-Up Pharmacist Workload Survey

They need mandatory breaks in the middle of the day. We cannot rely on companies to do the right thing anymore. We need the state board to step in and help.

226	technician non-clinical responsibilities could be expanded to include checking refill prescriptions where bar-code technology would check the product and stop them if clinical input is necessary.	11/23/2021 12:47 PM
227	I am lucky that my job isn't dealing with the challenges of all the other chain retail pharmacies which obviously have too much going on filling rx's, vaccines, etc.	11/23/2021 12:13 PM
228	Work stress has spilled over to family life which has pushed me to start medication and therapy	11/23/2021 11:51 AM
229	The pharmacist to technician ratio must be enforced more sternly and possibly adjusted to account for new pharmacy duties such as COVID testing & mass COVID vaccination (pediatric & adult). Mandated lunch/rest breaks at least once daily need to be codified & enforced. The risk to patient safety is too great for such changes to be delayed any further.	11/23/2021 11:33 AM
230	I feel that phatmacies are wasting time on filling prescriptions for items that do not require scripts, such as OTC's and vitamins thus taking time away from "real" scripts.	11/23/2021 11:27 AM
231	Ohio govt is to blame for all of these problems. Prescriptions don't matter anymore. Only these vaccines which are now being shown to be in effective and dangerous. Customers yell and swear at us all day long because their Prescriptions aren't ready. They aren't ready because of the vaccines we are required to administer. This must change. No care or focus us being given to safe and timely medication dispensing. Only vaccines.	11/23/2021 11:14 AM
232	When it comes to expanding technician roles, perhaps I think there a few things they could be easily trained to do. Recently, technicians have gained the ability to immunize in our state. Has this reduced my workload some? Yes. Is this appropriate? I'm not sure. Teaching someone how to immunize is one thing. Teaching the clinical reasons behind it is another. As pharmacists, we are barely trained in this manner. At big box stores, upper management does not care if we have time to research and make appropriate clinical decisions. They just see the dollar signs. Workflow is relatively smooth until an issue comes up and again we barely have the ability to make these decisions ourselves, especially after years in the field where clinical decision has basically been ground out of us. I hardly expect us to be able train our technicians to make these decisions when our own training is lacking. The other problem I fear, is that big box stores don't give us adequate time to complete yearly compliance training, let alone training for new tasks and professional development. I fear that any additional training will just be tacked on to the list of requirements that we already don't have time for instead of the company setting time aside to invest in the development of its colleagues.	11/23/2021 11:00 AM
233	IF WE HAD LESS UNNEEDED REGULATION FROM STATE BOARD AND PBMS AND INSURANCE COMPANIES, WE COULD SPEND MORE TIME ACTUALLY HELPING PEOPLE, AND IF WE WERE FAIRLY COMPENSATED FOR PRESCRIPTIONS MORE STAFFING COULD OCCUR	11/23/2021 10:38 AM
234	Certain technicians I would trust with more responsibility but others I would not trust at all.	11/23/2021 10:27 AM
235	Pharmacy workload has it's peaks and troughs. It is critical for pharmacists to have sufficient support staff so that when the peaks happen, pharmacists can focus on clinical duties and not be overwhelmed with non-clinical duties as well. Delivery of completed medication orders and the technology that helps with dispensing them are very important parts of the pharmacy puzzle. However, they can be very time consuming and take focus away from thorough clinical review, timely completion of orders, and collaboration with doctors, nurses, and other pharmacists on important clinical issues.	11/23/2021 9:57 AM
236	Covid has presented many challenges with people believing the government is using it to control people and you are not able to contain Covid due to this belief.	11/23/2021 9:53 AM
237	Work metrics have become onerous and interfere with safety.	11/23/2021 9:08 AM
238	Drowning. A new patient population continues to become available to receive COVID vaccines (meaning more work and more shots) and we haven't seen one up tick in available hours or additional help sent to our pharmacy.	11/23/2021 8:43 AM
239	I have had only 1 raise in 8 years (\$0.40). We should be getting at least a cost of living raise every couple years.	11/23/2021 8:36 AM



## Follow-Up Pharmacist Workload Survey

240	Staffing is biggest issue and rude patients expecting immediate results via script or immunization. Been trying to hire but no one wants a job so with limited staff longer hours spreads staffing thin when true busy hours are about 10 hrs and gives opportunity to better care individually when have other staff to address all people present in the pharmacy	11/23/2021 8:34 AM
241	there are no outdates done and i have informed the board about it but board has taken no action on the pharmacy. i left 2 voice mails at the board office in columbus. pharmacy technicians without proper training are doing dispensing duties. board has not done anything and has been aware of the issues for the past decade, so nothing new for the board. i remember filling this kind of survey before but nothing is ever done as board members are cherry picked by corporations.	11/23/2021 7:49 AM
242	This survey addresses huge issues that occur daily in most pharmacies, especially the big chains, mostly due to corporate greed, but this isn't the first one of these surveys that have been offered, and I don't believe the board will actually do anything to address it because the chains are all represented on the board. They have no interest in fixing these problems.	11/23/2021 7:01 AM
243	Weekends are the worse. Need to cancel testing if no other techs are available to help in the pharmacy. Ridiculous that a pharmacist is supposed to fill scripts, phone calls, shots, ring register by one's self. Have definitely seen an improvement over that past couple of months. Perhaps they were aware this survey was coming out? They give us a lunch break, but have to use it to catch up..so is this really a lunch break?	11/23/2021 7:01 AM
244	Bathroom breaks are missing. Not having time to use the restroom for 10 or 12 hours is a health concern.	11/23/2021 6:43 AM
245	Overall I have always enjoyed being a pharmacist. The problem is with the corporations asking for more and more but not wanting to pay for it out of CEO and executive bonuses. The wealth gap is making it harder and harder for everyone to do their job and feel satisfied and cared about. I personally feel expendable and replaceable and have zero feelings of commitment toward my employer. My relationship is entirely transaction. I do they job to get a paycheck and that's about it.	11/23/2021 4:40 AM
246	CVS needs pharmacist to technician ratios in the state of Ohio. Not sure why we are so behind everyone else. No one wants to work for CVS because it has no respect for its employees. Work conditions expanded metrics, immunizations are just a small portion of the giant workload every day that is put before us. We all feel like we are drowning, and no one is going to help us. Kind of stuck at the work because of student loans. Kind of a lose-lose situation. Please help	11/23/2021 12:13 AM
247	Rite Aid is extremely short staffed and do not allow for adequate breaks. A lunch break during the time would be efficient for the staff to eat and take a breather. Hell, even all retail places should give their workers that. If they expect us to give shots then nurses should be at each pharmacy to help distribute the workload.	11/22/2021 11:44 PM
248	My employer has admitted that monetary sales generated by covid vaccine administration fees have been used to offset lost sales from PBMs -- and not for additional staffing to accommodate the administration of covid vaccines.	11/22/2021 11:07 PM
249	I Will quit retail pharmacy within the year. I love patient care and am not getting to do it. The company lies about the amount of counseling and outreach to customers we are doing and I feel like I'm part of the problem if I stay. Lies might be a strong word but they certainly turn a blind eye to stores just checking the boxes. First counsels are not done, calls aren't made but the box is checked that all is getting done.. patient care is suffering. Large retail stores have great ideas on how to impact patient care but has severely fallen short in execution. They don't try to change the things that are easy to change by adding a little money. We have some great techs but we will lose them because we don't pay to reflect the responsibility of the job. Hire people. Invest in them, build them up. Fix what is broken. I'm very sad to leave after 25 years but being days behind on a regular basis is just unacceptable. I cant put my name on that anymore. Something has to change.	11/22/2021 10:29 PM
250	Since I work for a small independent I am Satisfied. I am older and could not handle a large change operation as I know other Pharmacists that work in that environment and they basically dislike it alot. I make less per hour, but my quality of life is much better than the chain Pharmacists.	11/22/2021 9:56 PM
251	The expansion of booster shots has steeply increased pharmacist workload at my store, but we have not been provided any additional pharmacist support. Patients are waiting longer for	11/22/2021 9:34 PM

## Follow-Up Pharmacist Workload Survey

prescriptions and the staff is working at a breakneck pace and still struggling to get all tasks complete each day.

252	Outpatient clinic in hospital setting. Very busy and getting busier. Additional duties with COVID vaccines added on has added alot of stress. Managers indifferent to the need for increased staffing and workload burnout	11/22/2021 9:27 PM
253	It's always do this task, or do this other task, in addition to everything else we normally do...and no additional staffing is provided. I also wonder if it's not in patient's best interest to have members on the board being actively employed by corporations that set some of these metrics into place.	11/22/2021 9:17 PM
254	I have not had a raise in over 6 years. What other careers are like that? And you can never get a day off. I just want to leave pharmacy so I can have a life outside of work.	11/22/2021 9:09 PM
255	Work as Ambulatory Care Clinical Pharmacy Specialist	11/22/2021 8:56 PM
256	Customer's impossible expectations combined with Company's insistence on perfect survey results is extremely stressful. Raises have not even come close to keeping up with inflation. Benefits are only for emergencies. We are underpaid and treated like we can be easily replaced if we do not do everything asked of us in a perfect way to please all. I blame this on the board of pharmacy flooding the marketplace with pharmacists so that employers have the upper hand. Lunches are too short and usually dwindled down to nothing due to trying to keep all the procrastinating customers happy. The volume of vaccines should be manageable except that the customers expectations of fast food timelines and the companies continued demand for perfect surveys makes it extremely stressful. Techs should continue to be allowed to vaccinate beyond COVID because they have been very helpful. They need increased wages. One of the biggest reasons we can not hire certified techs is due to lack of compensation. PLEASE DO NOT TRY TO RESOLVE THE BURNOUT/STRESS PROBLEMS OF PHARMACISTS BY FLOODING THE MARKET AGAIN WITH MORE PHARMACISTS. If we were valued more in the first place (prior to COVID) we would be in a better place to make decisions to control the workplace environment now. Also, where are the questions about how stressful it is to decide whether or not we should fill an opioid prescription with all theses lawsuits?	11/22/2021 8:51 PM
257	When is this committee going to evaluate and make recommendations to the BOP to become law? The pandemic has been going on for 20 months and NOTHING has been done by the BOP to help pharmacists and our deplorable working conditions!	11/22/2021 8:48 PM
258	Immunizations without increased staffing have created an unsafe environment. Employers are too focused on medics and have no idea what goes on in there store on a daily basis.	11/22/2021 8:48 PM
259	For question 15, an option should be that although I am physically sick from the job, I cannot afford to leave the field.	11/22/2021 8:16 PM
260	I work as an outpatient pharmacist at a government /VA/military facility.	11/22/2021 7:55 PM
261	if technicians are allowed to do more clinical duties they should be required to do the same training a pharmacist would be required to do to provide that clinical service.	11/22/2021 7:41 PM
262	Companies chasing metrics and PBMs are ruining the retail pharmacy profession	11/22/2021 7:22 PM
263	Our company provided extra pharmacist help during the initial wave of covid immunizations. Now they are not. Our community is not having the mass clinics by the health dept like they initially had. So we are here picking up the slack, with all 4 vaccines and no extra staff. We are also allowing walk up vaccines while the other local competitor is making people make appts. All of this on top of all of our regular rph duties and company metrics. Hiring quality techs has proven to be very challenging. Our manager is constantly interviewing but it seems they don't last long once back in the pharmacy. Rx companion is something we are supposed to be completing but we aren't even getting our daily prescriptions filled with the large increase in immunizations.	11/22/2021 7:07 PM
264	Work/life balance is difficult in the retail setting, especially in the past 6 months when we are constantly pressed to take on additional shifts. I also do not feel it is fair that we do not receive overtime pay for working 60 hour work weeks when we do pick up these shifts. There is not enough staff or even close to it. We are all running around constantly and can never get caught up. Working in a 1 person pharmacist store, it is impossible to take a lunch break and we work 12 hour shifts. It is almost impossible to ever use the restroom. These conditions are	11/22/2021 6:52 PM

## Follow-Up Pharmacist Workload Survey

not safe nor fair to the employees. It is also not safe for the patients. Major changes need to be made to retail pharmacy, it is currently not sustainable the way it is.

265	A second pharmacist for immunizations and testing alone is needed state wide. To take 10 minutes for 1 patient's immunization puts us 10 minutes further behind in the prescription filling process that is already stressed enough	11/22/2021 6:49 PM
266	Most stress is due to Covid patients. We have an ever-increasing load of Regen-Cov infusions and we receive incomplete orders (missing sheet w/Med orders) and most orders are faxed withOUT patient identifying info. Our health system as a whole is lax in providing patient identifiers & allergies. I feel so stressed over safety issues because we get no support from department leadership. I'm burned out from Covid. I'm looking at other careers.	11/22/2021 6:25 PM
267	It's overwhelming and always demanding with no extra help or resources to do the new services or tasks ! Long work hours 13 or hours shifts with a break for lunch for 30 min where you can't close the pharmacy and you get more work load if you took the lunch break, in other words we skip or lunch break because of the fear from being behind and stressed by both customers and management! Thanks	11/22/2021 6:19 PM
268	Tech roles can only be expanded for those that are intelligent. Need to increase their pay to get qualified help.	11/22/2021 5:43 PM
269	I worked for 5 years at CVS and 3 years at Walgreens as either a tech or an intern. My outlook/survey would be very different if I was still working in retail. Working conditions in retail pharmacy are often unsafe, inhuman, and extremely stressful. Pharmacist to tech ratio limits should be instituted, as well as perhaps script volume to rph ratios. Big corporations are working diligently toward increasing profit margins and are killing retail pharmacy as a byproduct. Retail pharmacists are not given any time to actually use their clinical knowledge to help patients. Metrics, workload, and immunization requirements are increased while staffing is cut. I recommend my friends and family find an independent pharmacy with a reasonable volume that actually cares about them vs risking a chain. Please do something to help our profession before it is too late.	11/22/2021 5:34 PM
270	Thank you for taking a pulse on the situation of pharmacy/pharmacists in Ohio "post-pandemic lockdown". Maybe some changes will be implemented top-down. Strive for true healthcare impact vs. chase metrics/numbers/money for the corporate wheelhouse.	11/22/2021 4:46 PM
271	Too long shifts with no break ever complaints from management about meeting quotas with no extra help # 1 no back up techs and every day there is a call off	11/22/2021 4:10 PM
272	I travel and most of the stores I have been in need extra pharmacist help in addition to technician help. Most of the stores are several days behind on filling RXs and some are over a week behind.	11/22/2021 4:06 PM
273	I am glad I am about to retire. I miss the time I used to have to actually talk to my customers in years past. Pharmacy is changing to the point of having to take 6 steps to do the same thing that used to take 1 step to do.	11/22/2021 4:04 PM
274	I'm fine with techs adopting more roles, given appropriate training and SCHOOLING. I do not want to limit anyone's growth, but having techs adopt all the roles I went to school for 7 years for and spent \$300k on without making those same sacrifices speaks to how flawed the higher education system is and makes one wonder why I had to take on all these loans to effectively have the same amount of money as the tech after I've paid each month.	11/22/2021 3:57 PM
275	N/A	11/22/2021 3:31 PM
276	Need more pharmacists and less hours working. 12-13 hour days with only 1 pharmacist doing everything is too much and leads to errors and stress. With additional duties like Covid testing and immunizations no time for processing scripts with only 1 pharmacist	11/22/2021 3:23 PM
277	The job itself would be manageable if not for all the added responsibilities. The rapid testing and Covid vaccines have overtaken our daily workflow. The phone rings nonstop with questions about testing and vaccines. All of these things in addition to the same script volume, MTM calls, metrics, and all other daily tasks it takes to run a pharmacy efficiently. There are days we have an immunizer, however, there are several times when an immunizer is not available and we are scheduled for 60 appointments per day, majority of those being pediatric which takes more time. Pediatric vaccines should be given in another setting. Pharmacy is not appropriate for small, scared children to get vaccines, when we are trying to	11/22/2021 3:20 PM

## Follow-Up Pharmacist Workload Survey

do our full time jobs of taking care of our prescription patients in a timely manner. I do have adequate staff, if it weren't for all the added tasks and phone calls. Everyone is just stretched way too thin.

278	I feel there should be state board mandated ratios of technicians to pharmacists. My company has supplied a decent increase in technician hours but no increase or some decreases in pharmacists hours. It doesn't matter how many technicians you give me when you have to verify scripts, answer provider calls, verify product, perform DUR's, counsel patients, perform Covid tests/PCR tests/rapid tests/administer immunizations (booster shots, Covid shots, ages 5-11 shots) and handle the metrics corporate gives you patient safety is what keeps me up at night. The board needs to intervene in corporate profit taking at the expense of patient safety.	11/22/2021 3:18 PM
279	I have worked short handed with technicians who have no experience or training. This creates a great amount of stress due to increased errors and decreased efficiency, accuracy and safety. It is a scary situation that jeopardizes patient safety with the increased amounts of unnecessary errors. In addition, there are too many questions asked and too many interruptions. Overall, I work with minimal help that is neither experienced nor trained with added responsibility.	11/22/2021 3:00 PM
280	Too long shifts with no break ever complaints from management about meeting quotas with no extra help # 1 no back up techs and every day there is a call off	11/22/2021 2:41 PM
281	Shortage of pharmacy technicians leaves me working many hours and some full days by myself. With Covid-19 tests and vaccinations and flu season this is ridiculous. On days with nobody but me in the pharmacy it should be closed!	11/22/2021 2:25 PM
282	More tech help and pharmacist overlap much needed to perform our duties properly.	11/22/2021 2:24 PM
283	Over 26 years as a retail pharmacist, the one constant is that this profession is in constant change....from 80% cash paying patients to 90% insurance covered patients (prior authorizations, cost confusion), to incorporation of computers (enhancements, enhancements), better workflow, to metrics (patient care focused or working quick enough), drive throughs, phones, to vaccinations, to walk-in vaccinations, to delivery, to staffing shortages to overages back to shortages, to a crushing/lingering pandemic. I feel like we've just lost control...spending more time back peddling explaining why we can't do walk in flu or COVID vaccines (was that ever a good idea to being with?), or staffing shortages because the technician whose hours were cut based on metrics that now we really, really need but they've quit because they needed a stable job. You're lucky if you've been at one location long enough to have repoire with your patients so during these staffing shortages, they offer understanding and patience. They are the reason we stick around. Thank you for listening!	11/22/2021 2:19 PM
284	My workload is setting me up to feel defeated on a daily basis. Increased stress, not sleeping well, increased headaches and pain. At my location I am the only vaccinator on a shift, none of my technicians are certified to give vaccines and they declined the optional offer. My company is setting me up for failure allowing for 60-70 shots per day, Covid testing and still trying to fill Rxs, do MTM, and 20-30 patient calls per day, it is just unreasonable. I haven't had a raise in over 7 years, and I have friends who have been a pharmacist for 10 years less than I, at other retailers making more money with less experience. My coworker/RxM is fixated on filling our queue for the entire week, and doing nothing to assist with calls, therefore they all roll over on my shifts, increasing my workload. I work 12 hours per day, which has now become 14 hours (working 8a-10p). Eating lunch at 1:30 I, during our break and not eating again until 10:40p when I get home. I am also working longer weekend days, when I already work every other weekend, resulting in 60+ hours in 1 week. When I am off, they ask me to pick up shifts, and I feel guilty saying no, because I am burnt out. I have 24 years with my company, which is why I am trying to stick it out, but with 4 weeks vacation earned, I am only permitted to take 4 of those days on weekends, less than 10% of all the weekend days I work a year (52 weekend days) We have been Running short staffed, store managers and assistant managers try to come back and help, but that sometimes creates more issues, since they aren't normally in the pharmacy and have trouble with tasks and no one to ask, especially when I'm giving shots and my only tech is doing Covid tests in the drive thru. I have 1 excellent senior technician who has been working 10 hr days, and only 3 technicians total. The other 2 techs are new and having adequate time to train them is impossible with all the expectations, therefore they get frustrated and some have just quit. Errors have been made, wrong package to wrong patients. Customers waiting excessive times for a prescription, because it's no longer a priority with all the vaccination patients waiting too, of which don't want to wait because they "have an appointment". It's just been awful , and I wish I had a different career	11/22/2021 2:01 PM

## Follow-Up Pharmacist Workload Survey

285	<p>Let me first say...I love being a retail pharmacist. I knew from day one of pharmacy school 25 years ago this was what I was meant to do. I had worked for the same company as a pharmacist for 23 years...almost unheard of. But I had a good gig. A store close to where I lived, a good partner, customers that became like family. Then the company went overboard on metrics. And it's not that I don't see merit in metrics because I do. I was a pharmacy manager for 20 of my 23 years. But metrics only give part of the story. For example, I can't be leading the district in flu shots (where during peak season) I was doing 30/day by myself and expect to check my rxs on time. It's physically not possible. Also, I never had the ability to hire or fire staff pharmacists. So while I could coach and counsel a staff pharmacist on their individual performance and offer guidelines as to how to improve them...in the end I have no power to truly discipline, transfer or terminate the staff pharmacist. Most of us enjoy adding clinical services to our duties..in a pandemic it made sense to include covid testing or vaccinating the community, but give us the technician or pharmacist hours to do so. Have our pcq calls go out of a clinical call center..because I absolutely do not have the man Power to successfully have 30 mtm like conversations while doing 30 flu &amp;covid shots, 25 covid tests and 250 prescriptions in 12 hours with 2-3 technicians. Mistakes are happening. Pharmacists are not only getting mentally exhausted but physically. In what other industry are we considered hourly yet salaried employees? Do you want to take a guess as to how many retail pharmacists put in 5-10-20 extra hours a week every week for years and not get paid? I just left my job of 25 years in September and moved to outpatient pharmacy in a hospital. What a difference. Amazing when healthcare doesn't involve stock holders who never once put on a white lab coat to begin to understand my profession. I applaud my former employers attempt to listen to its workers...raising minimum wage for techs, closing the pharmacy for lunch are steps in the right direction. But it's not enough. When I turned in my notice a DM reached out to me (not my own bc he knew my intention) and begged me to stay. He'd guarantee my pay (haven't seen a raise in 4 years) I'm making at the hospital, guaranteed me the base I wanted and had worked of 38 instead of what they will give you on paper of 30 (this causes you to lose vacation hours earned) and a 10k bonus if I agree to go back to managing the store that I ran for 10 years before they forced me out of in what I found was the beginning of an agism suit against me for being a veteran employee. A suit I ended up winning because my evidence was pretty damning but had left me disgusted with my employer. I could go on and on...but save your pharmacists. They want to help people. They want to serve the public. But to do it safely you need to nail these greedy CEOs. And take a good long look at the #pizzaisntworking movement out there. Your jaw just might drop</p>	11/22/2021 1:37 PM
286	<p>My retirement was expedited by recent purchase of my employer (hospital) of 34 years by a larger hospital system. Pharmacy work environment and stress levels deteriorated immensely with new Pharmacy management.</p>	11/22/2021 1:33 PM
287	<p>I left CVS 2.5 years ago due to horrific work conditions. I feel much less stressed with my current grocery store employer.</p>	11/22/2021 1:17 PM
288	<p>I work by myself, and neither have nor require any support staff. PBM interference and below cost reimbursement is the greatest obstacle to providing quality patient care timely.</p>	11/22/2021 1:16 PM
289	<p>A technician makes or breaks a pharmacy. I have worked with some great technicians, but they are working overtime with no breaks and being screamed at by customers. No one deserves this. Increased staffing would be wonderful for all!</p>	11/22/2021 1:15 PM
290	<p>I do not think technicians taking on more responsibility will fix the problem. It will just take them away from workflow. Pharmacists need to be valued again. I want the board to fight for raises, hero pay, scheduled breaks, rph/tech ratio, max drive thru hours, shortened pharmacy hours of operation. We are the most accessible healthcare professional but also the one profession that is treated as if we don't have rights. 4 years on a row without a raise. No breaks. Imagine this in other lines of work. It wouldn't fly and we need support in hiring techs as well. The process to hire a tech takes waaaaay too long.</p>	11/22/2021 1:00 PM
291	<p>My generally positive responses are due to working at a mail order pharmacy. My first 8 years as a pharmacist were in retail- I would not go back, especially for the salaries that are now being offered. I advise anyone entering pharmacy study not to do so unless they have a specific pathway to a job that doesn't involve retail pharmacy. The stress is simply not worth the salary at this point in my opinion and cost containment is clearly the focus of pharmacy businesses, insurance and the government therefore I really don't see the biggest issue (lack of staffing) changing anytime soon. Will be interesting to see what happens if students deciding their path wise up and realize a 90-100K a year job isn't worth 6-8 years in school and likely &gt;\$100K of debt. The standards for technicians would need to be greatly increased if they</p>	11/22/2021 12:59 PM

## Follow-Up Pharmacist Workload Survey

are to routinely perform clinical tasks (it remarkable how many mistakes I have to catch every time my company hires a new group of technicians), part of what focuses my mind while working is the fact any mistake I make could potentially end my career- are we going to gold these technicians to the same standard? If not why are we even considering it (you will see more errors without accountability)? If so why should those technicians accept less pay for similar risk ? I could see a role possibly in helping administer vaccines, but again- would these techs get paid more and have to have liability insurance ? At what point should we just have a nurse in the pharmacy for administering vaccines (yes, I know we don't have enough nurses for that). I find it interesting that governments answer to healthcare shortages is often is "Hey lets push more responsibility on the people who make less. That will save us money"

292	<p>Although I currently work in a closed door pharmacy within an organization that is staffed appropriately with a moderate workload. Factors that add to the stress on our workflow are mainly outside the pharmacy including altercations with patients, insurance PBM monopolies driving up costs and forcing patients to use specific pharmacies. The current Caresource processor (express scripts) holding people until after a prescription is due to be filled causing gaps in therapy because that same prescription was filled a day or two early the past couple of months. Prescriber order entry error is at an all time high and providers do not order correctly within the electronic medical record. And increase in the amount of medications requiring prior authorization in order to be covered. (Prime example would be of Medco Medicare PdP not covering Hydroxyzine 50mg for anxiety) - This medication was given to the patient instead of a benzo at the patient request in fear of abuse of a control substances. Patient had to pay out of pocket in order to due the right thing and that is just not right. Lastly, I shouldn't have a call of pharmacy for copies only for the pharmacist to be crying on the other side of the line and have to talk them through everything for them to be ok, or the case of the pharmacist having a heart attack and dying while on shift. I got into this profession as I felt it meant something to be a part of the team and provide easy access of care. I have fellow friends who are pharmacists at chains that are straight up being abused by management so the company can continue to may a buck.</p>	11/22/2021 12:57 PM
293	<p>The industry needs to change to reflect the value that a pharmacist brings is not in counting tablets or verifying that the tablet is white, round, and has specific markings, but in the clinical knowledge we've learned in treating patients. Patients abuse us in retail and currently, pharmacy is molded to a sell me my product quick and cheap model. This is unsustainable and provides DISincentives for proper patient care and also leads to mistreatment of pharmacy staff everyday due to unrealistic expectations that do not even reflect or recognize the actual value of pharmacy. We are actually punished for trying to provide high quality care by restrictions on our time, perceived interference with the "that's what my Doctor wanted" mantra, delays in prescription ready time, multiple interruptions, being hungry/thirsty for hours, etc. There is so much room for medication optimization and patient counseling that I cannot even begin to address because I can't handle the workload I already have and I can barely manage the stress that comes with it.</p>	11/22/2021 12:55 PM
294	<p>I have not had an opportunity to take a lunch or break in months. I almost always end up staying hours after we close just to clean up. I don't see this getting better soon. My employer has not given pharmacists a raise in many years and I do not feel appreciated by them in the slightest.</p>	11/22/2021 12:43 PM
295	<p>The daily task load is increasing but the store hours are being shortened or the stores are closing all together and everything is still expected to get done by the end of day. It's nearly impossible to do 2+ Twelve hour work days worth of work within one 8 hour work day. The bp pharmacists for my company are leaving left and right, causing a shortage in help which is leading to stores being closed or having shortened hours. Pharmacist's salaries to the point of it being both laughable and insulting, making it unrealistic to fill the missing spots of those pharmacists that chose to leave.</p>	11/22/2021 12:17 PM
296	<p>I'm a pharmacist of 38 years so I've seen many changes in my profession. I understand technology is always changing and that's part of the job. What I don't understand is how being an immunizer benefits anyone but the companies bottom line. Even if we were compensated for our efforts the danger to the patients due to us multitasking isn't justified. I will tell you that I've lost the compassion I had for the patients due to the workload I am forced to maintain. I will not suggest or encourage young adults to pursue a career in pharmacy, especially retail. I feel the state board of pharmacy no longer has my best interests in mind nor that of the patients safety. They have fallen in with big business. I believe I filled one of these surveys out recently and nothing has come of it and probably nothing will change due to this survey. I</p>	11/22/2021 12:08 PM

## Follow-Up Pharmacist Workload Survey

go into work every day with an up beat attitude but I seldom come home felling that same way. Most likely I'm angry and scared that I may have made a mistake that could harm a patient.

297	Companies such as comprehensive pharmacy services (CPS/ formerly PSI) should be outlawed. They overwork staff that aren't even employed by them and create unsafe environments in hospitals for patients. All while lying to the health system they serve.	11/22/2021 11:59 AM
298	Meeting company metrix or goals is a big problem that causes unneeded stress	11/22/2021 11:45 AM
299	I got into the profession of pharmacy hoping to use my clinical knowledge and resources to help benefit patients. Throughout the pandemic I have not been able to even share any knowledge with any patients because I honestly just do not have any time! The point of pharmacy is not just just counting pills and handing out bottles, but due to the vast expansion of duties that pharmacists are now required to complete there is no time to do anything else. I Have noticed a great increase in the amount of mistakes being made by other pharmacists because we are all overworked and exhausted, I have never been able to take a lunch break, I work 12 hour shifts which which turn into almost 14 hours each day because I have so much extra work to pick up and clean up, and I am constantly exhausted and depressed after work. I really thought I would enjoy my time being a pharmacist as I worked so hard to get my license however I am constantly worried I may lose it because of a mistake that I or someone else makes that could harm a patient. The public also has no respect for pharmacy staff and is constantly rude and impatient partially due to the fact that the general public does not seem to know all the work pharmacists and technicians due, but mainly due to the fact that everyone is so behind and understaffed. On top of all this, pharmacies are being reimbursed insane amounts for covid vaccines and tests, but the staff providing them have seen no benefits or compensation for it. Lastly, pharmacists are still expected to meet a ridiculous amount of metrics that are just not possible to complete under these circumstances. The conditions we are being forced to work in are unsafe, physically draining, and emotionally exhausting. Something needs to be done about it.	11/22/2021 11:37 AM
300	I would never recommend the pharmacy profession to anyone. I have made sure to steer my kids away from it. Staffing schedules are horrible with regard to balancing family life at home with little concern from management.	11/22/2021 11:35 AM
301	Spend a tremendous amount of time doing technician duties. Counseling, DUR checking, clinical reviews at prescription check points are not happening and errors are not being caught because of the speed in which we have have to work. We simply do not have enough staffing and added vaccine, covid testing, etc is crushing us.	11/22/2021 11:33 AM
302	I am of the belief that a major function of the government is to protect its citizens from undue harm. This should be priority # 1 for the Ohio State Board of Pharmacy and I am confident that is the case. There is a desperate need for safety intervention in the realm of large chain retail pharmacy in Ohio. During the past year, there has been nearly a doubling of workload with the additons of COVID-19 testing and vaccine programs. While these are admirable programs, I have not seen emphasis placed on maintaining an operable pharmacy operation with these added tasks. My company has seemed content with allowing prescription orders to fall days and even weeks behind in some circumstances beyond reasonable fill times. I believe there should be minimum reasonable staffing requirements in place to ensure a smooth running pharmacy operation. Patients are going without medication due to poor staffing. It is also absurdly difficult to call a pharmacy for a request at this time. Phones go unanswered for hours at a time during peak times of day, and I believe some retail operations have abandoned answering phone calls altogether. Something as simple as getting a prescription transfer takes hours or days when it should take minutes. Pharmacists are going to work in a hostile environment for 12 hour shifts without sufficient backup in place, or the ability to take a break due to workload. Companies still push metric driven approaches when their employees cannot take a 5 minute bathroom break. It is a travesty that this has been allowed to occur during a pandemic, and has threatened and continues to threaten public safety. I plead with the Ohio BOP, please place minimum staffing requirements in retail pharmacy settings to protect employees and patients. A minimum of 2 RPhs staffed per store per day would be a great start.	11/22/2021 11:32 AM
303	COVID has completely changed the dynamic here and the company I work for expects the same amount of service to deal with huge census overload along with ancillary service care. We are in between pharmacy directors and they made me the interim director without my consent and no compensation. I do it because I care about my department and patient care but I can not staff and take care of thoseextra jobs until we hire someone and train them. I do not feel it is fair and I am burned out when I go home and I often cry most days. I fell like I	11/22/2021 11:29 AM

## Follow-Up Pharmacist Workload Survey

could hurt someone any given day or time. My techs are exhausted and we are short staffed with them. Job duties are getting forsaken because they don't have enough time and just want to leave. Doctors are making more mistakes and being rude. There is no end in site it feels like. At least when Covid was in prime we focused on that and cancelled ancillary services because we have a small staff. Now we are expected to just get it done with no extra help or pay or thank you really

304	I always get a flood of applicants from retail pharmacy when we post hospital jobs. Too many schools of pharmacy & their answer to lack of jobs or job satisfaction is for students just to stay in school for more PGY training. Very cynical and greedy of the Pharmacy Schools.	11/22/2021 11:29 AM
305	The board of pharmacy is doing nothing to support pharmacists and pharmacy techs. We are drowning and this has been happening for years and we keep getting surveys from you guys with no change because clearly you people are working with the pharmacy companies and the profession is being destroyed at a rapid rate because of greed. Pharmacists are developing mental conditions illnesses and nothing seems to change but it's getting worse everyday. What is the Board doing about all this? You should stand up for those you are meant to protect	11/22/2021 11:28 AM
306	Severe shortage of pharmacy technicians; large gap between clinical pharmacists and distributive pharmacists, primarily driven by clinical no -appreciation of distribution	11/22/2021 11:12 AM
307	No I don't think technicians duties should be expanded because as there are not enough tech hours allowed now. If expanded without increased budgeted hours the workplace becomes more dangerous than it is already. The problem in the past several years comes from just that problem. Corporate wants us to do more more more with same amount of hours. My employer harps on multi tasking all the time. I understand the need for employees to multi-task but when it comes to the duties of a pharmacist I think to many times is creates an unsafe environment. In many cases pharmacist are ask to counsel, run register, dispense, and immunize at the same time. Corporate says techs are not to bother pharmacist while processing a prescription but when the pharmacist is 150 prescriptions behind and the tech has 150 to fill, is becomes impossible for the tech not to distract pharmacist on a cosistant basis.	11/22/2021 11:12 AM
308	The amount of services being provided in pharmacies is not being adequately reflected in pharmacists' pay as the responsible person. If it's my license on the line then I should get payed for my services or at least a portion. Instead it all goes to my company and they just tell us to do more as a cash grab. I still haven't gotten a pay raise since I started 3 years ago and we offer more services than ever. Increase in pharmacy services without increase in staff makes it impossible for every customer to have a positive experience. But corporate still expects no Customer complaints. 12 hour shifts with no breaks is not safe for any job let alone a pharmacist and "finding time" is impossible when you have around the clock COVID vaccine appointments. I should get a designated break where I don't get yelled at for resting. Sitting down throughout a 12 hour shift (unless you prove you have a medical condition) should not be against company policy. Processing, filling and checking 400 prescriptions, giving 30 COVID shots in addition to flu shot walk-ins, while managing the schedule, staffing, hiring, cleanliness, ordering, and organization of a pharmacy, etc. on a daily basis is unsustainable. I work the cash register when we are short staffed because if I don't then there is no one to wait on the drive through which corporate won't let us shut down. But if I work register than I cannot complete my pharmacist duties. If it's a service we cannot safety and adequately provide we should not be offering it. Hiring technicians is harder than ever due to uncompetitive wages, resulting in short staff which compounds all problems stated. Corporate companies are unwilling to change any business practices that result in a decrease of their profits. They know the problems they refuse to change them because they would rather have the pharmacist on duty take the hit for any mistakes, not themselves. Reimbursement from insurance companies/ GoodRx makes profit margins thinner than ever resulting in uncompetitive wages for all pharmacy staff. It's not worth being a pharmacy technician where you have to be board certified and become a responsible person when you can make the same 15 dollars an hour at a fast food restaurant where you have no responsibility. One pharmacist on duty at all times makes it impossible to complete pharmacy tasks safely while having to deal with staff, patients, doctors, insurances, and company managers who all need the pharmacists' attention at all times. I am a newer pharmacist working 3 years now. I was hoping things would be getting better. They have only gotten worse. People tell me I need to look for another job if I have this many complaints and it's that bad. At the end of the day it is my choice to have stayed working for this company for 3 years and all complaints aside I like pharmacy, it's just the environment and conditions I hate. However people also do not realize that this situation is at every pharmacy in the country. Some situations better than others. I can say that if your pharmacy position isn't like my experience than you will do everything in your power to hold on	11/22/2021 10:43 AM



## Follow-Up Pharmacist Workload Survey

to what you have. I had one friend work at a pharmacy that was 1500 prescriptions behind to start every day, and had to fill out paper 222 forms, etc That makes my situation look good, but that is still not fair because my situation is not good. That is why I am looking for a new job, but it will not be in pharmacy. I need to leave altogether. The only reason I stay is because I need the money to pay off my student loans. Maybe after years of schooling and all this work I can break even. What a waste.

309	Big corporate pressure for metrics and unrealistic appt scheduling for vaccines has taken my love for patient care. I dont have time to counsel patients effectively or answer their questions. Bottom line, it is an unsafe environment. I cry on my way home, praying I didn't make any mistakes!	11/22/2021 10:37 AM
310	I only work part time as I'm 77 years old and have retired from my full time position. Not sure of future plans to retire completely. Have been in practice for 50 years.	11/22/2021 10:10 AM
311	Corporations are interested only in Government payments for providing COVID vaccines and testing and Medicare PDC, leaving little time for retail pharmacists to take care of other patients. I have seen pharmacies recently with 500 labels printed on the counter with only 1 RPh and 1 Tech working and a manager asking why they haven't made there Medicare late to refill calls. It's an impossible situation. Due to the stress and declining salaries I would no longer recommend anyone going into the pharmacy profession.	11/22/2021 10:01 AM
312	It feels degrading when after 40 years as a pharmacist I am recognized as just a pharmacist instead of a PharmD. I think if you've been a pharmacist for more than 25 years you should be grandfathered in.	11/22/2021 9:53 AM
313	The profession has evolved a lot over the past 25 years geared to improve patient care (outcomes) that there are times when the basic function of getting the correct medication to the correct patient in a timely manner is moved back so we can evaluate if their IMZ record and MTM as nd the patient waits. Not downplaying this but sometimes they just want the medication and leave. Work shortages are well documented and I hope will become a non issue soon. I think technology advances will relieve some of the burden and hopefully a change in thinking to have pharmacists and technicians work from home to focus on accuracy and productivity to process prescriptions efficiently and cover multiple locations so the pharmacist on location can focus on patient care.	11/22/2021 9:49 AM
314	I would stay a pharmacist for many years if the workload wasn't so stressful. With myself and one technician on the weekends it impossible to get anything done except tests and shots. We can run a clinic or a pharmacy but not both with the current conditions. Terrified I'll make errors every day.	11/22/2021 9:48 AM
315	I plan on retiring at the end of the year because of all the stresses. Pharmacy is certainly not what it was 30 years ago. I am not 65, but cannot continue with these stress levels. We couldn't survive without our techs who work as hard as we do and definitely do not get paid as much as they should. Mandatory more help would be more helpful than expecting technicians to do even more than they already do. I am so glad you have take the initiative to send out this survey. I think our profession needs a lot of changes. My biggest fear each day is that I am going to kill or injure someone with a prescription mistake because we are pulled in so many other directions. Thank you for listening,	11/22/2021 9:47 AM
316	My biggest stressor currently is the huge increase in vaccinations without adequate staffing.	11/22/2021 9:46 AM
317	Why not start asking your pharmacists how to remedy issues. Need lunches/rest breaks like a doctor's office.	11/22/2021 9:46 AM
318	In hospital pharmacy the shortage of technicians is a real problem. I have multiple technician openings that have gone unfilled for more than 2 years. We are all fighting over the same pool of techs and there no longer any technician programs available to train new techs.	11/22/2021 9:45 AM
319	The addition of walk in vaccinations in addition to large work load WITHOUT ANY ADDITIONAL HELP has caused much stress and anxiety. I feel patient care has compromised because I am hurrying prescriptions through the filling process to get to the 10 people waiting in line for a walk-in vaccination. Companies are making MORE MONEY giving COVID19 vaccinations then they are filling prescriptions. This has changed priorities.	11/22/2021 9:43 AM
320	RE #15 - I hope to retire within the next 5 years; #16 some techs would be good at clinical duties, but feel a standard educational degree on top of standard PCTB certification is needed	11/22/2021 9:41 AM

## Follow-Up Pharmacist Workload Survey

321	I work in an office setting checking prescriptions where many of the stresses of retail pharmacy are handled by other staff. I left traditional retail due to stress that I believe caused me to make errors that lead to my firing. I was unemployed for several months, so I do believe there is a need for intervention to improve working conditions in large chain, retail pharmacy.	11/22/2021 9:40 AM
322	The Ohio state board of Pharmacy is run by incompetent fools. When a lawyer was picked to run it that was the beginning of the end of the profession of pharmacy in Ohio. I have sent emails and it takes days for a response and it is usually dismissive or simply an acknowledgement that my communication was received. Sweatshops in 3rd world countries have better working conditions than do pharmacists working in retail pharmacy today- get out of the upper floors of your office building in Columbus and walk into a chain drug pharmacy and observe - just stand or sit outside and watch - it's unsafe, unprofessional And you are doing nothing to fix it. All these companies care about are dollars - it's why the opioid crises occurred, it's why the amphetamine crises that is currently occurring is happening ( not that you even know from your offices high above Columbus that their IS an amphetamine crisis) and it's why these companies are prioritizing covid shots over filling prescriptions right now - chasing dollars. Read the results of this survey then get off your overpaid underworked asses and go visit pharmacies	11/22/2021 9:39 AM
323	I have 10 time the workload as I did as a pharmacist 20 years ago and much less technician help. I do not look forward to going to work anymore. I do not have time to eat, go the bathroom, or even take a five minute mental health break at work. Employer is asking us to do the impossible with no technician help, things are very dangerous at work. A lot of very serious errors are being made and patients are becoming increasingly violent towards pharmacy staff, threatening to come in with a gun and shoot the place up. I don't know how much longer I will last, I don't understand why the Board of Pharmacy doesn't regulate the retail arena more.	11/22/2021 9:36 AM
324	Corporate at big chains cares about profits over employees which makes a hostile work environment. The proliferation of pharmacy schools has driven down salaries which makes older more experienced rphs expendable and adds job insecurities on top of the ridiculous workload and expectations. PBMs will be the death of retail pharmacy if they are not broken up.	11/22/2021 9:36 AM
325	In response to #16 - Pharmacists would like to provide more clinical services themselves. Many feel as though they only dispense and serve no other value. Also expanding technician work skills further dilutes our ability to appropriately bill for a pharmacist's time. We have done a great job of under billing and over saturating our job market. I know many nurses that now make more than pharmacists. What's the incentive to being a pharmacist when you don't have pay that reflects it and doesn't increase with inflation. Not to mention metrics and understaffing are contributing to increased errors and reduction of direct patient care.	11/22/2021 9:34 AM
326	Absolutely miserable. Increased workload tremendously without any increase in help and virtually no pay increase is just ridiculous. I am exhausted by the time I finish my 12 hour shift as the only pharmacist on duty and have little work life balance since whenever I'm not at work I feel like I'm just recovering from work.	11/22/2021 9:32 AM
327	if technicians are going to take more clinical work they deserve more pay and we need more reimbursement for the time we spend fixing the health care system. If my star ratings are tanking because providers in our area will not respond to refill requests or patient calls how am I support to support their adherence to a medication? I do emergency refills but if local providers are not working to overcome the lack of access to healthcare in our county then there is only so much additional I can do to support my patients. The work I do is not directly related to the medications I fill and this is a problem for the current structure of pharmacy.	11/22/2021 9:31 AM
328	O really enjoy being a pharmacist but I think we need more transparency about the process of getting a script filled with the public. Electronic prescriptions are great but the public can not see how many came in before their script. We need to teach the public that it take more then 15 minutes to fill correctly	11/22/2021 9:31 AM
329	We've been doing 50 to 100 immunizations a day on top of covid testing and prescriptions. Some of those days involved only 4 hours of technician help. Someone is going to get hurt if this is allowed to continue due to medication errors.	11/22/2021 9:29 AM
330	We need to give the clinical aspect back to physicians, nurses, and other healthcare workers and allow us to do our jobs providing medications safely and effectively.	11/22/2021 9:26 AM
331	Just glad I don't work retail	11/22/2021 9:22 AM

## Follow-Up Pharmacist Workload Survey

332	At the beginning of this year, I switched from retail to hospital pharmacy. Everything about it (regarding this survey) improved this past year.	11/22/2021 9:17 AM
333	Pharmacy technicians are the backbone of pharmacies. Practicing in multiple settings this has remained true. With that, if the responsibilities are elevated both the pay and the clinical training needs to expand. I have worked with many technicians that could take on the expanded scope without issue but would be concerned with others. The requirements for additional education and more in depth education for them would help to increase the bench strength of the pharmacy - and even help take some of the workload off the pharmacists. Many technicians want to step up in what they can do but don't want to go on to be pharmacists. A tiering system of capability, responsibility and scope of role would develop a career path.	11/22/2021 9:17 AM
334	I think its worth noting staffing issues being seen in OP settings arent due to lack of pharmacists. There are 7 schools here in OH alone. Its due to working conditions and being called upon to do more with less. Pharmacists are going elsewhere. Managed care, consulting, hospitals. I would encourage the board to enact laws to improve working conditions of pharmacists outlining what overlap and coverage should look like at a minimum instead of increasing duties of technicians. I already dont know where this profession will be in 50 years but I know it definitely wont look good if technicians start getting more and more an increase scope of practice.	11/22/2021 9:16 AM
335	We need more pharmacist overlap, not more techs	11/22/2021 9:15 AM
336	Walgreens	11/22/2021 9:14 AM
337	It sounds easy, to just hire more technicians; however, the hiring process is not simple with CVS, and is completely in the pharmacist hands. We do not have the time or effort to do the whole hiring process ourselves. We need the help from corporate or HR. Also, when we do open new requisitions for hiring we see old candidates in there and candidates who are looking to work at other CVS locations. This needs to be changed, and taken off our hands. I find we should be involved with the interview process to meet and feel out the candidate to see if they will be a good fit for your store, but we should not be in charge of the entire process from start to finish, while we do not have the time! Additionally, it becomes hard when the public sees that we accept "walk-ins" for vaccines. CVS needs to do a better job about "appointment only!" When your store can have up to 12 appointments per hour, no walk-ins should be allowed. I love what I do and I always will, we just need more help!! We need more floats - who deserve an even higher amount of pay! Recently their pay increased from starting at \$13 to \$16, but they need more and they need to not have a cap to have an incentive to stay! They do so much for the pharmacy, and honestly deserve more than a fast-food worker in my opinion. Lastly, I love being an advocate for my community and vaccinating- It's just hard when you feel like the vaccines are now only available at local pharmacies. When the pandemic first hit, there were huge facilities organizing and helping out vaccinate..now it's just pharmacies and maybe some doctor's offices. We get more workload, but no extra help. Some days, I am just by myself, with 30+ vaccine appointments, walk-ins, phone-calls, pick-ups, and everyday workflow tasks! I haven't even touched any managerial tasks/paperwork. Important tasks I've always been able to accomplish while on the clock, hasn't been touched in months! Please help the pharmacy teams. We are slowly losing passion for our careers.	11/22/2021 8:31 AM
338	I have lost 3 technicians this year. These girls have worked for the company for 20, 11 and 6 years. Workplace burn out. I am next. My company cares more about Covid testing in the drive through and popping out flu shots more than pharmaceutical care. It's a joke.	11/22/2021 7:30 AM
339	With the current situation of added vaccines and testing without additional employees it is unsafe and I would never want to go back to retail for this reason.	11/22/2021 6:44 AM
340	If inspectors took a look at most of the pharmacies in my district they would see the mess, the chaos, the disorganization. Trash on the floor in busy stores, trash cans overflowing, baskets of Rx orders stacked up so high they will tumble over, techs running around like chickens with no heads, phones ringing and ringing with no one to answer them. If the public saw it from behind the counter, they would be absolutely appalled at the state of things in retail chain pharmacy today.	11/21/2021 11:29 PM
341	I believe that metrics other than patient satisfaction should not be legal. An hour lunch each day without having to add that on to work day should be mandatory. That would be two 15 minute breaks and a 1/2 hour lunch rolled together. There should be the ability to leave at the end of your shift and not have to stay until all ques are empty. If vaccines and other clinical	11/21/2021 11:11 PM

## Follow-Up Pharmacist Workload Survey

services are offered to patients then a pharmacist dedicated to that pursuit should be required. If there is not enough business to have full time then hire part time and offer those services on specific days when they are there. Thank you for offering us the opportunity to voice our opinions of our profession. I challenge you (The Board) to actually take this information and pass meaningful, impactful legislation that will improve the working conditions of all areas of pharmacy practice.

342	In the past 10 years I have seen such a decline in career satisfaction, not just from myself, but from fellow pharmacists and technicians. Every time I think things can't possibly get more stressful and less safe, sure enough, I'm proven wrong. Currently, as a profession, we are at a breaking point. We cannot continue like this. I anticipate pharmacists and technicians alike leaving the profession in droves if something doesn't change, and fast. Pay is not the problem. The problem is improper staffing and workload. I foresee this also adversely affecting pharmacy school enrollment as most pharmacists are so miserable they wouldn't recommend anyone pursue this career if asked. It's sad to see the decay of a profession I once loved.	11/21/2021 11:11 PM
343	The question about do you feel safe voicing workload concerns to my employer. The answer is yes to safety however the problem is that no one does ANYTHING when I voice concerns. I am tired of worrying about my safety and the patients safety. The stress level has been unbelievable. At one point we were doing 70 shots a day and Expected to do 35 Covid tests and still maintain script filling. All the while other stores in my own chain aren't answering there phones and I am fielding those phone calls. When I report this to my supervisor she says, "we can only do what we can do." The customers see the stress we are under. We need help! We need support!	11/21/2021 9:40 PM
344	I believe that the burden of vaccinating the general public has been handed over to retail pharmacy over the past year and has made my life ridiculously stressful. This extra workload does not have an end in site and yet our scheduled pharmacist hours and technician hours has decreased over time. The thousands of vaccinations we have given just at our location has at times made the normal workday overwhelming. We, as pharmacists, have been exploited by our employers and also the government. I feel that the Board of Pharmacy does not have our best interests in mind and has not helped our profession.	11/21/2021 9:12 PM
345	The increase in the number of immunizations due to COVID has greatly increased my workload and that of my colleagues and is not sustainable long term. I worry that there is a risk of an increase in medication errors.	11/21/2021 8:59 PM
346	I have been a pharmacist for close to 40 years, and currently am not finding any pharmacists or technicians satisfied with their careers. In our chain we have had several pharmacists and technicians quit. In our store we have been looking for technician help and no one applies. Our last hire worked 2 days and quit. In a 12 hour work day the pharmacists have no lunch break and Covid vaccines are scheduled continuously with other walk in vaccinations on top of our standard duties. This is unsustainable and dangerous for patient safety.	11/21/2021 8:47 PM
347	Too much is expected from retail pharmacists from vaccinating every 5 to 10 minutes to covid testing while checking prescriptions, counseling patients, calling doctors, managing technicians and handling problems in the pharmacy. Patient safety is at risk!	11/21/2021 8:46 PM
348	Pharmacy technicians should not take on roles of the pharmacist that we have schooling and a degree to perform. This includes MTM and immunizations because a technician is not trained to properly counsel a patient or answer most questions in those situations. Third party coverage is a lot of stress that leads to angry customer. Pay should be evaluated by the employee, especially on the profit stand point. Companies most likely are making a lot more money with the increase in vaccines. Staffing should be sufficient that work can get done in a safe manner and a patient can feel confident in the care they are receiving.	11/21/2021 8:38 PM
349	Duties of a pharmacy technician could be expanded, but "clinical" responsibilities I don't feel are among them. I think a properly trained technician could give shots - just as a properly trained MA or other nursing staff may do this at a physician's office. I think they are ok to do product verification with in guard rails. I don't think they are trained to do DUR (drug utilization review). I do think that prospective drug utilization review is not currently being done effectively. Clarity in the laws that allow minor changes to prescriptions would be a benefit to Ohioians - physicians often pick the wrong drop down with prescriptions which leads to drug misadventures. Laws concerning opioids should be revisited - are we sure these laws are effective at preventing deaths? Pharmacists seem to be charged with following these laws, some which lack clinical evidence. Consider more transparency in PBMs, but also pharmacy chains.	11/21/2021 8:34 PM

## Follow-Up Pharmacist Workload Survey

350	I left my job at a big box retailer to go to a clinic. Best decision I ever made. We as pharmacists have the ability to be great members of the clinical team. Traditional big box retail is beyond ridiculous and in my opinion, was impossible to provide the level of care that you wanted to provide and patients deserve. I don't think handing over more responsibility to technicians is the answer to this problem. If you ask my previous employer they would tell you that reimbursement rates are the reason for the shortage. I think that is one very large piece of the puzzle that needs reform. I enjoy helping others, but if I'm speaking honestly I was looking for degrees and jobs outside of pharmacy before this role because that's how bad of an environment it was. It was unsafe for everyone.	11/21/2021 8:22 PM
351	The only reason I disagree with technicians responsibilities expanding to clinical services is because they will not be properly compensated for these services. They're not even properly compensated right now, even if they get an increase it wouldn't be enough.	11/21/2021 7:52 PM
352	As pharmacists, we are the only healthcare providers filling prescriptions for our patients. Now, with all the added vaccinations and COVID testing we are overwhelmed and struggling every day to keep up with the demands. Corporate is allowing patients to schedule vaccine appointments every 10 minutes AND promoting walk-in appointments. It is TOO MUCH! Every day we do our best to care for our patients but we are WEARY!	11/21/2021 7:48 PM
353	I feel safe voicing my concerns to my employer (see #10 above); however, it doesn't matter what I say because it won't change anything. Only the metrics cause changes, which still leaves us understaffed.	11/21/2021 7:40 PM
354	I believe patients could be better educated as to what we really do for them. It is not just pull a bottle off the shelf and hand it to them. That one prescription may have included contacting the insurance company for billing, calling the MD to clarify, correct or discuss interactions, comply with DEA or BOP rules. Then counseling, mostly quick and easy but sometimes longer and very detailed. ie how to use their glucometer that is new to them Another is corporate keeps adding new tasks without additional staffing hours ie for POS testing and vaccinations among others.	11/21/2021 7:23 PM
355	I have recently stepped down from a 40-hour work week in 1 store with only 1 other pharmacist and one 10 hour overlap pharmacist...now I float 30 hours so less days, and a bit less responsibility going place to place and not having to hold down the store for the entire pharmacy staff. Now I face a varied schedule, not set in stone so hard to plan more than 2 weeks out for personal stuff; and not sure what chaos I walk into every shift, like do we have shots scheduled and have enough technicians staffed and not call offs.	11/21/2021 7:02 PM
356	Dear State Board of Pharmacy, All chains care about is money! Get off your ass and do something before a patient dies!	11/21/2021 6:38 PM
357	Lunch break given but hard to take with workload. No other breaks. Breastfeeding mom only pump once during lunch, in my car. Medically complicated baby spent months in nicu, threatened termination if didn't return full time. Not understanding with my acute family crisis. No home nursing available for weeks. Pay sucks. Benefits suck. Work from home jobs are even worse and require pbm experience so I don't qualify.	11/21/2021 6:10 PM
358	Use this information to make the necessary changes sooner rather than later. We have been talking about this for WAY too long!	11/21/2021 5:58 PM
359	I left a large chain for a smaller chain about 2 months ago. I was very overstressed and overworked at the large chain and could see myself and others making more errors. I am happier now in this new environment and have regained the passion I have for pharmacy	11/21/2021 5:52 PM
360	Shrinking margins are the major concern of upper management, while they do nothing to increase sales, profits or promotions with the solution being eliminate the staff that actually does the work and creates the profit.	11/21/2021 5:27 PM
361	There needs to be change enacted for the entire United States CVS AND WALGREENS are abusing their pharmacists and staff with the increased metric and vaccination demands on top of the growing workflow load. I go days working twelve hour shifts with no bathroom breaks or lunch breaks. I try not to drink water so I wouldn't need to pee because there is no time. We are drowning.	11/21/2021 5:08 PM
362	We need more help at the technician level. You cannot expect people to maintain CE requirements and licenses for under 15 dollars/hour. Tech pay is far below what is required for them to just maintain employment in the state of ohio. You must make a mandatory minimum	11/21/2021 4:35 PM

## Follow-Up Pharmacist Workload Survey

wage for people that that meet the states tech requirements or drop the requirements to increase emploment at that position.

363	i do not think technicians should be giving vaccines. Pharmacist lose to much control but are still responsible for the outcome when issues arise.	11/21/2021 4:29 PM
364	I am a retired pharmacist.	11/21/2021 3:43 PM
365	There is a major glut of the number of pharmacists. The profession is struggling with an identity crisis and the work load for the retail pharmacist is becoming a major deterrent to provide care for many patients who cannot afford to see a physician .	11/21/2021 2:45 PM
366	Thank you for asking and recognizing crisis of this career.	11/21/2021 2:44 PM
367	The board of pharmacy need to step in immediately to salvage pharmacy practice or else the profession will be trash	11/21/2021 2:42 PM
368	There is a major glut of the number of pharmacists. The profession is struggling with an identity crisis and the work load for the retail pharmacist is becoming a major deterrent to provide care for many patients who cannot afford to see a physician .	11/21/2021 2:31 PM
369	Pharmacists should legally be allowed to see patients as a midlevel provider in order to increase access to quality care. Pharmacists are trained and competent to clinically manage drug therapy for patients. In short, we are an under utilized resource for our health system. We have a ceiling within pharmacy and very limited opportunity for advancement.	11/21/2021 2:19 PM
370	Expectations for level of productivity within the time available for projects, etc. is unreasonable and unsustainable at my place of work. Maintaining/meeting project-related expectations, unless completed outside normal work hours (which ultimately consumes one's personal/family time), takes away from direct patient care and to some extent compromises patient safety.	11/21/2021 2:14 PM
371	There is a major glut of the number of pharmacists. The profession is struggling with an identity crisis and the work load for the retail pharmacist is becoming a major deterrent to provide care for many patients who cannot afford to see a physician .	11/21/2021 1:51 PM
372	I am very pleased that the board is gathering this information. My hope is that you sincerely listen to the stories and the data collected in this process and take action to improve the very stressful and frustrating working conditions in retail pharmacy. The stress that Pharmacists and their staff are under is increasing by the day. Increase of stress leads to fatigue and carelessness which will eventually lead to impacts on patient saftey and satisfaction. Retail pharmacy has always been overworked and understaffed but the pandemic has made this issue drastically worse. Pharmacists and technicians are leaving due to burnout in record numbers. We can't hire anyone because our employers are not paying an inflationary competititve salary, nor are they giving us adequite break times. Many of those that can are choosing to retire or switch careers entirely due to the high stress, lack of appreciation from patients/prescribers/employer, and a salary that continues to diminish without inflationary increases in pay. At my store none of the surrounding hospitals/health departments are offering any covid shots. Instead they are telling everyone that calls them for help to go to the local pharmacy for your boosters. Its absolutely insane the amount of vaccines we do each and everyday, in additon to fill 700+ rx, answering questions/phones, call dr's on issues /oncerns on meds, opioid stewardship, conference calls/emails/metrics/policy reviews/ computer based learning, staffing issues/training , and all of the other vaccines which we do on a regular basis (it flu season also). What other industry allows a patient to walk right up to the counter, interupt what your doing and ask for a clinical service like a vaccine/test/ or medical question? Then if you metion their is wait or if you don't answer the question they way they want they scream at you and give you a negative survey which directly impacts your compensation. The answer is no other health professionals put up with this treatment and it needs to stop! My solution to the lack of staff and workload is to immediately shorten our hours which will increase our pharmacist/technician staff overlap which will allow us to distribute workload in a more equitable fashion. It will also allow us to have more down time in between shifts which will further reduce burnout and increase our morale. We also need to have all patients make appointments for any clinical service, this will ensure that we can provide quality service at specific/predictable times. I beleive one reason why patients, prescribers and society as a whole have such disrespect for retail pharmacy is that we don't require appointments for the services we offer. We are not fast food, good health care can't be given at a snap of a finger. All health care , besides retail pharmacy, require customers to be patient and schedule an appointment to avoid chaos and provide adequate individualized attention. Pharmacy needs to	11/21/2021 1:09 PM

## Follow-Up Pharmacist Workload Survey

be able to do the same. We also need to be viewed as actual health providers and have the ability to bill for our time and our knowledge. This will also help us with the lack of compensation from our employers, as they will be able to bill for our knowledge and not just the number of rx or vaccines/tests we can dispense. Expanding the role of technicians into additional clinical services is not the answer, they don't have the knowledge of a PharmD degree and the years of experience to jump into any additional roles. Most technicians don't want those additional responsibilities as they themselves are also over worked and under paid. The mistakes some of my techs have almost made in helping during the pandemic are numerous and just one more additional task that a Pharmacist must oversee. From my experience it's easier for a Pharmacist to handle the clinical issues and ensure quality. As mentioned before I hope the board reads these comments and takes them to heart. Lives are at stake each and every day, we in retail pharmacy are doing all we can to help our patients but we need help also to perform at our very best and we would like the same level of respect as other health care members currently enjoy. Items where the board can improve retail pharmacy conditions include: shorten pharmacy hours (provides better overlap which reduces stress), mandatory lunch breaks/15 min breaks for all staff including rphs, more competitive wages (or at least cost of living adjustments, which will help retain what staff we have), mandate that all prescribers e-scribe rx's which greatly improves our efficiency, limit or shut down the number of pharmacy schools in Ohio (focus instead on quality instead of quantity). More new pharmacists actually decrease compensation and opportunities for existing pharmacists which in turn leads to more stress, burnout. Lastly for the love of God please help us with the opioid crisis. The focus should be on re-education of all prescribers about the dangers of opioids and rooting out those that are careless and over prescribe. Pharmacy and pharmacists are not the enemy and we are only fulfilling orders written by prescribers, opioids start with prescribers. We are vilified by society and are being sued for prescriptions that didn't originate from a pharmacy. We have and are doing all in our power to stop bad prescribers and stop harmful rx's but we need help and support from our board now more than ever. Thanks for your time and help into all of these matters.

373	I recently graduated from pharmacy school and worked throughout school as an intern at a retail pharmacy and loved it so when I was offered a full time position at the pharmacy after graduation I was ecstatic. However, this past 2021 year in pharmacy has been such a turning point for me - I feel completely overworked and incredibly burnt out. I looked forward to becoming a pharmacist all throughout school and it isn't close to the dream job I hoped for. Most nights, I drive home crying from work worrying that I made a mistake or forgot to do something - lock up the pharmacy, put back the will call, order supplies etc. On top of all this stress, I am also pressured on a weekly basis to pick up "extra shifts" because retail pharmacists are so short in supply. Almost all stores are 100s of scripts overdue when they first open in the morning. I usually arrive an hour before open just to try to get caught up before the opening hour hits and the phones ring non-stop, shot appointments arrive, covid testing appointments are in the drive through and it still isn't enough. Sometimes, I won't even find time in a 13 hour working shift to use the restroom let alone have a lunch break. Everything is always so behind, patients are always waiting, and it feels like there is never any time to just take a break. Corporate has tried to help by initiating "shorter hours being open to the public" and shots by appointment only with walk-ins limited during a certain period, which honestly has helped some and I do feel grateful for that. However, working between 50-70 hours a week has taken such a toll on me. I struggle in my life now finding enjoyment outside of work because I am constantly worried that I made mistakes, that my staff is happy, or that I will be called in to work on my days off. I don't feel like myself anymore. I just never feel enough and I am truly trying so hard. It is just too much work for a single pharmacist to be doing alone. Thank you for taking the time to read this response and put out this survey. I really appreciate being heard.	11/21/2021 12:42 PM
374	At the end of the day, we, like many other industries, are under-staffed. The challenge is, there does not seem to be a sense of urgency by management to overcome this (as they line their pockets with all the money we've been making and buy us a pizza...but no raise of course!) I do not expect any of it to change.	11/21/2021 12:06 PM
375	I love what I do, but the additional stress from the workload and lack of staffing levels is really burning me out.	11/21/2021 11:50 AM
376	The current employee turnover, inability to hire etc has exponentially made things worse. I do know my employer is trying to hire, but conditions are sooo bad new hires get overwhelmed immediately. The constant understaffing then leads to burn out and job loss from the people who have stayed so far. It's THE most frustrating thing I've seen in the past decade.	11/21/2021 11:05 AM
377	Nobody is on our side. Nobody. It's all a veneer and sad faces with crocodile tears.	11/21/2021 11:02 AM

## Follow-Up Pharmacist Workload Survey

378	The expectations of corporate for one pharmacist is obscene. The working environment in retail pharmacy is the worst I've ever seen. We should not be doing COVID tests in a pharmacy! It's all COVID all the time and the immunizations are completely out of hand. Prescriptions have become an after thought and that should always be our primary focus as pharmacists, not jabs and tests.	11/21/2021 10:24 AM
379	I feel overworked and underpaid especially when staffing is inadequate. At times it's too much to keep up with the demands of testing, immunizations, attempting to reach patients about their medications/consults/questions, calling insurance companies, or answering the incessant amount of inbound calls. Ultimately it's the patients we care for, the ones who allow us to have the jobs we do to begin with, who suffer from the delays. It might be getting better but it's not good by any means. The idea of a "waiter" is pretty much nonexistent.	11/21/2021 10:06 AM
380	The basis of all retail pharmacists complaints revolve around inadequate technician staffing. Tech staffing should be prioritized and techs should be paid a very competitive wage.	11/21/2021 10:05 AM
381	Hard to believe anything will change when the main offending employers are on the committee and I have never even worked for them.	11/21/2021 9:39 AM
382	I don't feel that we are treated as professionals, at least not in the retail setting. Working long hours, holidays and weekends without breaks during the day. No other professional is expected to work in these sorts of conditions.	11/21/2021 9:08 AM
383	My technicians are overloaded with work and are underpaid. As a result they consider leaving every day for their own mental health. My mental health is also suffering and I am currently considering going down to 64 hours, increasing my anxiety meds, and starting therapy to deal with the stress of my job during covid.	11/21/2021 9:06 AM
384	Our profession is suffering, it's not okay. I should not be forced to work with 0 technicians and still be expected to do COVID testing, COVID vaccines, flu shots, type prescriptions, fill prescriptions, check prescriptions, work the front counter and answer phones. I throw up every morning from the anxiety of work. I never know if my techs will be there or not, I never can be sure something won't be thrown at me because someone's prescription isn't ready. If things don't get better I'm considering a career change, but I worked so hard to get here and it just seems a waste to throw it away. I was also asked to work not even 24 hours after I buried a close family member. I'm so tired of the lack of respect and that I have no help. I'm drowning and no one seems to care. I voice these concerns but they fall upon deaf ears, all I get in return is that they are working on hiring people, but I need help NOW not in a month when a new tech comes in and sees that we are so behind they just quit. I cannot do this anymore. This is not safe and it's destroying my health. I will not die from a heart attack waiting for coverage. I refuse to be put in that position. Please please please help us. I'm scared I'm not going to make it to 30.	11/21/2021 8:41 AM
385	We are drowning! Something has to change before errors get worse, burnout becomes unbearable, and our profession loses all credibility and public trust. Maybe start by requiring appointments and a dedicated pharmacist for vaccinations.	11/21/2021 8:36 AM
386	The lack of pharmacist and technician support staff for the amount of work being asked of us is completely wrong. I haven't had lunch breaks of any kind for 10+ years and I haven't had a raise in 5 years, but these things are the least of my concerns. The staggering prescription volume in addition to new tasks (which are staffed before the greater staffing needs) are taking its toll on not only patient well being, but the mental wellness of my staff and I. Prescriptions are routinely late, as tasks like testing and immunizing have become priority number one. This leads to patient dissatisfaction and retaliation against pharmacy staff. The end result is a high stress, abusive, and toxic environment which is to the detriment of all involved. I hate this profession and am actively trying to leave it.	11/21/2021 8:33 AM
387	I have been a pharmacist for 30 years. Never, have I ever, experienced what we are all ( pharmacists & technicians ) dealing with. My mental health has suffered greatly as has my personal family life because of the overwhelming work burden. Something needs to change and quick! We should not be able to be scheduled for 10-13 hour shifts at all let alone by ourselves. A 30 minute meal break is not enough time to get your food into you and get mental clarity back. There is no reason why a pharmacy needs to be open 8am -9pm. Most in our area have decreased their operating hours which allows for more overlap of technicians and pharmacists to get work done. Adding the vaccines into the mix and all the metrics we are required to make doesn't help. They just keep adding "1 more thing" to our to do list...now it's going to be drive-thru Covid testing....how mad is the person behind them in the drive thru	11/21/2021 8:00 AM



## Follow-Up Pharmacist Workload Survey

going to be when they have to wait 15 mins for that process to finish...and who's going to get yelled at and get a complaint sent to corporate? I don't feel like a healthcare professional anymore making a difference.. I feel like an assembly line worker. I can't take the time to discuss things with my patients because of the looming work that awaits me in the pharmacy. The customers (and some providers) have become so vile and demanding..cussing and shouting etc I'm sometimes afraid to walk to my car at night for fear of retaliation. Please help! Thank you for taking notice. Action needs to be taken NOW! Mandatory pharmacist to technician ratios, decreased operating hours ( at least until this is over...if I make it that long) proper meal and break times etc. There is so much more I could add but I believe you hear my point. Thank you again.

388	HELP US! This is torture and we have no where else to go. They pretend to pay us but as a salaried employee I put in so many extra hours that it becomes not worth it. We are mentally and physically abused and no one cares. How many surveys will it take for someone to understand this horrifying job that we thought it was a dream come true 15 years ago is causing us mental and health problems? We are treated like we are worthless and they make sure we start to feel that way. Please help. Please.	11/21/2021 7:39 AM
389	My technician staff is inadequate. They do not have the knowledge or skills for more clinical responsibilities. If one specific technician was given more responsibility, I would quit and never go to this pharmacy again. I have written up techs for errors and near misses and corporate has no intention of following up on her training. She blatantly violated hipaa with no repercussion, she deleted c2 e-rx without any reason to, frequent mistakes that cause the pharmacist to be uneasy all shift. Other staff members are great and help support me. And new techs I don't have time to mentor. The verbal abuse from customers has caused me to cry daily for the last week. Then I'm expected to turn around and provide good customer care to others?? THE WALKINS HAVE TO STOP. We can't do walkins on top of 50 scheduled shots. In a 12 hour day with 1 pharmacist.	11/21/2021 7:38 AM
390	The pharmacy profession just keeps adding to our workload. COVID has put the workload over the top. I don't feel like we have anyone looking out for us and the chains just keep demanding more. Pharmacy used to be an awesome career and unfortunately the big companies have ruined the profession.	11/21/2021 6:56 AM
391	Doing more with less is never a safe work model when it involves patient care. And salaries are getting worse.	11/21/2021 3:43 AM
392	Technicians are not compensated or respected by the companies and so it is impossible to get/retain them and there is a direct line from this fact to poor work product in the pharmacy. It is absolutely ridiculous that we run a medical clinic out of a space designed only to dispense medication. Also ridiculous to assume adding all of these patient care responsibilities (mass vaccinations/testing) could just be wedged into dispensing workflow...talk about switching gears on a dime and wearing multiple hats at the same time with zero room for error!?! Cramming food in my mouth on the fly and holding bathroom breaks in all day really adds to the 'professional' feel of retail pharmacy, not to mention the distraction it becomes when, as mentioned before, there is zero room for error. And who is to blame when something goes wrong...the corporation that set us up for failure?? Oh no, it's the pharmacist...how could they make such a mistake? Let's talk about physical space for performing clinical activities, there is none. Again, pharmacy was designed to dispense meds, not to accommodate an outpatient clinic. We vaccinate all these people for Covid with no physical space to provide for social distancing while waiting before or after the vaccination. The vaccine 'room' is also where people take blood pressure and is a hallway to the back room, so we get meat/bakery employees passing through our *clinical* area while we have patients getting vaccinated. There is an obvious conflict of interest with chains owning the PBMs. Also, conflict of interest with the Board of Pharmacy being made up/influenced by corporate chain management. Finally, if the Board's focus was truly on patient safety, we wouldn't have gotten to this awful place to begin with. Not much faith anything will change. I'm making a plan to exit this 'profession.' I'm lucky enough to be able to. Most of my work day is spent in frustration and fear of what the day holds. And the look of 'running around like a chicken with it's head cut off' just makes pharmacy look bad to every patient that comes in, hardly inspiring confidence in what we're doing for them. I'm embarrassed to be seen that way, but largely helpless to change the perception.	11/21/2021 1:21 AM
393	I seriously considered leaving the profession a year ago, but decided to cut my hours back instead. I was already overwhelmed with insurances wanting comprehensive medical reviews and looking at star ratings along with all of our other duties. Our pharmacy provides	11/21/2021 12:37 AM

## Follow-Up Pharmacist Workload Survey

synchronization and packing for our patients which we do not get compensated for. I have found that these services alone have provided ongoing medical reviews monthly to our patients and have truly made a difference for so many. Synchronization and packing is extremely time consuming especially with limited staff, making it very difficult to add on all the extra duties, for example, CMRs and TIPS through the OUTCOMES platform. Yet, an independent pharmacy must find other sources of income due to the low reimbursements of insurance these days. Now, we are adding covid vaccinations and testing along with our other vaccinations and duties. They want to give technicians expanded roles to help pharmacists, but there is a shortage of qualified technicians too. I know our pharmacy has struggled keeping technicians because the job is very stressful and demanding even for them. Both pharmacists AND technicians are spread too thin. Until we are able to pay qualified technicians what they worth, there will always be a shortage. A pharmacy must have qualified, trusted, and experienced technicians because the load is so great for all the staff. Having unqualified staff opens the door to more errors. Therefore, it is not that easy to "just pass the extra duties to a technician" if you can't find quality technicians or keep them long enough to train them properly. The lack of payment for services from insurances has hindered hiring more qualified staff. Now, the increase in duties (covid vaccination and testing, reporting the covid vaccines, CMRs, TIPS, Starr Ratings, all the other vaccinations, delivery, counseling, challenging insurance billing, ordering, putting away the order, and medication dispensing) has created a very dangerous work environment in pharmacies for the staff as well as their patients. I feel fortunate that I was able to cut my hours before the Covid challenges struck the pharmacies. I see the daily strain on all my coworkers, and after my ten hour days, I am mentally and emotionally drained.

394	Walgreens has an online scheduling portal where patients can schedule vaccines every ten minutes. They can sign up for multiple vaccines in their ten minute time slot. So we have 53 vaccine appointments scheduled during an 11 hour shift in addition to drive thru COVID testing and filling prescriptions with a minimal increase in tech hours and no increase in RPh hours. It literally feels like I work in a clinic giving shots and administering tests with filling prescriptions as an after thought. It is not safe and we do not have time to adequately train new employees. Older, more experienced technicians are leaving in droves because the working conditions are near inhumane. The CVS in our town had their entire staff walk out and are telling patients it will be days to fill acute need medications like antibiotics and WEEKS for maintenance medications. The board of pharmacy has done absolutely nothing to prevent this and says over and over they only exist to protect patient safety. How is waiting weeks for a medication and decreasing access to medication not a patient safety issue?? Get off your asses and stop Walgreens and CVS and the like of putting profits first and ruining our profession and putting lives in danger!! As a pharmacist with no previous mental health issues, I've had to start buspirone from the stress of my job in 2021 and being terrified every day I will kill someone during the chaos of our daily retail shift.	11/20/2021 11:40 PM
395	Techs need to be better trained (maybe a two year college program)	11/20/2021 11:22 PM
396	I believe a lot of stress would be alleviated if there was more overlap with pharmacist help. Even if a pharmacy is fully staffed with technicians, having a single pharmacist on duty is a struggle a lot of times. The pharmacist is pulled in many different directions and it makes it hard to safely complete all tasks. To be clear, when I mention pharmacist overlap, I do mean hiring more pharmacists to be scheduled to work at the same time. In the past some pharmacies have required pharmacists to split days, meaning one RPh is leaving when the other is coming in. This is not overlap unless one RPh is staying later or coming in early on their own time. This set up often means the pharmacists are losing vital full days off to fulfill work schedule obligations. Having more than one RPh scheduled means there is more time pharmacists can have meaningful interactions with patients and other healthcare professionals, data verify, product verify, provide immunizations, counsel patients, and help answer phones. I am aware many states have virtual verification in some pharmacies. I understand that with this set up, it is important to keep a tech dedicated to moving workflow forward. As a result, the pharmacist is expected to pick up more tasks that a technician traditionally performed such as ringing out prescriptions at the register. I believe there is benefit with increased interactions between the RPh and patient, but it is yet another direction the pharmacist is pulled in. Having at least 2 pharmacists on duty would help lighten the workload to a safe, manageable level.	11/20/2021 11:20 PM
397	Working 12 hour days being the only pharmacist can't not be safe for the patients if I'm the only person checking scripts all day. Also for my mental health since I have no breaks and barely can use the restroom	11/20/2021 10:49 PM
398	CVS retail Pharmacist, we are treated badly by CVS, prescribers and prescribers. Prescribers	11/20/2021 10:42 PM

## Follow-Up Pharmacist Workload Survey

	need to be held accountable for their poor prescribing practices.	
399	Retail RPh should not work 12/13/14 hour days single coverage	11/20/2021 10:42 PM
400	I am currently closing in on retirement. It has been a financially good career. I would NEVER recommend this career to others. The stress, demands, workload & expectations are getting even more unreasonable and unsafe. I waited 24 minutes yesterday for a transfer, they had vaccines ahead of me...let alone the mounting pile of prescriptions to verify and check. We simply don't have time to help people anymore! Demands are high on us and reimbursement is not fair, so alternate Functions are added to try and make money.	11/20/2021 10:38 PM
401	The addition of Covid vaccines to our workload without additional support staff has greatly increased my stress load.	11/20/2021 10:20 PM
402	I work for the federal government now, and am quite content and thankful for my working conditions. Previously though, I worked at a retail chain for 9 years, advancing to pharmacy manager. Best decision I ever made was leaving. The staffing provided by corporations verses the expected amount of work to be done, all while providing good patient care, is impossible. I worked off the clock for *at least* 2 hours every shift I was scheduled. I came in on my days off. I was burnt out and didn't see my toddler for days at a time. I thought if I tried hard enough, I could figure out how to change feeling completely overwhelmed for the majority of every day. 9 years later and multiple pharmacist partners later, I realized the problem is there's just not enough help and I couldn't keep doing that to myself and my family. The most impactful work the Ohio board of pharmacy could do right now is to address the issue of corporate understaffing in the retail pharmacy sector.	11/20/2021 10:13 PM
403	The rudeness, impatience and lack appreciation from the general public is as bad or even worse than the treatment from management. We are not treated as front line workers during the pandemic but have always been on the front lines. I feel super unappreciated from the public as well as the news media!	11/20/2021 9:51 PM
404	Since covid boosters were approved my employer scheduled appointments at 10 minute intervals, which is barely enough time for adults. Kids take about twice as long because they are scared of getting a shot. Having to be out of the pharmacy trying to vaccinate a child puts all the normal prescription work very behind. This causes angry customers that feel it is ok to yell and scream to the staff. Add in covid 19 testing done through the drive thru, which can take 15 + minutes if there are 4 people in the car. This causes angry patients in the drive thru and they honk their horns at the car in front and yell and scream at the staff when they get to the window. I am tired of my staff getting yelled at for providing these extra services. No one deserves to be treated that way. To top it off, if an upset patient calls the receipt survey and rates our service at the lowest level, this could potentially affect any bonus I may get as a pharmacy manager. I have not gotten a merit raise in over 5 years because I was told by my employer that our company pays higher than the industry average. And I was recently told I would most likely never get another raise because I am well over the cap for my position. My scheduled shift is typically an 11 hour day, but almost daily I end up staying 1 to 1.5 extra hours to clean up and finish up the days work. I usually do not get compensated for this time but I do it so the next day won't start off bad. For the last few months my DM has been understanding that my store has not been able to complete our daily calls or that we are not meeting our metrics. But I do not think that will last forever and when that time comes a lot more stress will be added to an already stressful work life.	11/20/2021 9:41 PM
405	Thank you for doing this! We appreciate your concern and efforts to improve our working conditions. I've been in this business for 26 years and these are the worst conditions that I've worked in. We are abused by customers on a daily basis and used as slaves by our company. We can't hire nor retain qualified technicians. Our workload increases and our overlap consistently decreases. It is just a no win situation. Something has to change.	11/20/2021 9:08 PM
406	the workload is alarming. no breaks, no lunches, no down time. fatigue. i've worked a decent amount of time as a pharmacist and have never worked harder. i pray each day not to make any errors. it's a shame there aren't regulations to protect us.	11/20/2021 8:53 PM
407	Overtime needs to be paid if working over 40 hours even if you are salary. This includes coming in more than 30 minutes early or staying more than 30 minutes late to finish tasks. Our health is important too. When you do walk out of the pharmacy to go to the restroom or grab something to drink, the people waiting glare at you with a "how dare you" look. Not all patients are like this, but they really have no idea the amount of duties that have been thrust upon us in the last 2 years. One asked me the other day how I was doing and I told the truth,	11/20/2021 8:33 PM

## Follow-Up Pharmacist Workload Survey

"overwhelmed". Mind you this was at 8:05am and I already had 5-6 people waiting on vaccinations. We are tired. We have patients, not customers. Or at least we used to.

408	The ridiculous workload put on us due to these vaccine requirements is becoming a joke. More technician hours do not help, techs doing vaccines do not help.... You are always buried no matter what without extra pharmacist hours.	11/20/2021 8:20 PM
409	Lack of qualified pharmacy technicians is a tremendous burden. We would currently employ 5 full time techs and 3 part time to be fully staffed, for the past year and a half we have only had 6 techs. We have turned over 19 techs during that same time frame. They proceed to other hospitals after we train them from the retail setting. The workload has quadrupled due to covid. We offer the antibody therapy at our facility but it is the pharmacist responsibility to field all calls, answer questions, schedule appointments, and provide follow up...all while maintaining an increased inpatient population. ER patients now are held for 24-48hr in the ER before they can be admitted to medical floors, creating a whole new set of computer issues, medication errors, and staffing shortages. Surgeries have resumed to pre-covid levels with operations going well into the evening hours when pharmacy coverage is minimal. Upper management turns a blind eye to the complaints and concerns of their staff as the work remotely from home while the rest of us are in the trenches. We are no longer allowed to leave our department for breaks, that has been the norm since last November.	11/20/2021 8:13 PM
410	Our workload and ever expanding responsibilities make it impossible to maintain any level of patient safety or customer service. Pharmacists provide the means for our employers to charge \$40 for vaccine administration, but refuse to give us a raise or a bonus. We've been assigned flu shot goals that are completely unrealistic and required to earn a bonus. Meanwhile, we give hundreds of COVID vaccines to patients that count for nothing, least of all additional staffing. Patients expect to be vaccinated but refuse to wear masks and have spit on pharmacists for simply asking them to wear them. In any other setting, this would be assault, but we have to simply take it and provide the vaccine to said individual. I am left by myself at the pharmacy for days on end. It is unsafe for me physically, but unsafe for our patients as well. It has been proven time and again that the same person should not process and check prescriptions, but this is obviously expected. Additionally, prescriptions are assigned due dates/times that are only minutes from opening, thus requiring us to come in well before our scheduled shifts without compensation. We are also expected to complete an unrealistic workload before we leave for the day, EVERY DAY!! Again, without compensation. When is our governing body going to step in to protect us, it's workforce, and THE PUBLIC!! The current state of pharmacy is a public health crisis and the SBOP is responsible by turning a blind eye. We have been hugely responsible for improving patient outcomes in this pandemic and have been disrespected in every way possible: financially, mentally and physically. The SBOP should be ashamed of itself for allowing this to happen and continue.	11/20/2021 8:02 PM
411	We need help, we're drowning in retail stores.	11/20/2021 7:49 PM
412	I feel like there was a time when the FAA and DOT found that truckers that were driving to much or pilots flying to much caused and inherent risk to themselves and others around them. I don't understand ilthat is that correlation is true then why can pharmacists work 24 hours hours days and verify, counsel, and vaccinatate hundreds of patients with no risk of harm? If you can answer that then your smarter than I am. Bill H	11/20/2021 7:17 PM
413	covid vaccines are snowing us under. we need help from other agencies and health dept. Boosters will keep us crazy for months and people who want booster have to wait weeks for appt. please. We need large community clinics to help out!	11/20/2021 6:50 PM
414	I am in an ambulatory clinic, I do not have the stress that my friends in community pharmacy are having right now	11/20/2021 6:49 PM
415	I feel my biggest stress is technician turnover. Most experienced techs have moved on due to stress and I don't have the time to efficiently train so many new employees. The lack of understanding from the public due to an untrained staff is unbearable some days. This was a career change for me so I still love the career I chose but wish this elephant sitting on my chest would go away.	11/20/2021 5:48 PM
416	The pharmacy technician requirements has played a big part in the pharmacy technician shortage in the state	11/20/2021 5:38 PM
417	Companies shouldn't be allowed to make your yearly bonus based off of metrics you cannot influence one way or the other. Bonuses should be based around performance of the individual	11/20/2021 5:38 PM

## Follow-Up Pharmacist Workload Survey

and things they can control.

418	<p>We have been short staffed for as long as I can remember. We are trying to hire but no support from DM is getting help day to day. I am lucky to have 2 techs for 2 8 hour shifts in a 12 hour day. That is not enough for 5 phone lines, register, drive thru, covid testing, processing 3 different covid vaccines, and having a free moment to actually fill prescriptions. We need help. I have made errors on prescriptions, where I never did before. As pharmacists, we are expected to do all these vaccines, fill around 250-300 prescriptions per day, and pick up the slack from having no staff...it is exhausting. We have not received a pay raise or any bonus from all the extra work. Our DM is always sending out communication as to where we are with vaccine goals and flu shots goals on the daily, yet all the covid vaccines do not count towards those goals? I have really lost respect for my DM and corporate for not helping and supporting us in some way...they are merely pushing the corp agenda and profit plans and do not care what working conditions we have on a daily basis. It is just pretty much keep performing and getting it done. Our DM even complained to my tech that we shouldn't leave people of hold that long. Yes, I agree, but again 5 phone lines and 2 people in the pharmacy? Something has got to change in a major way or I will quit and have mentioned this to my DM several times. His answer is if you feel that way we will discuss it sometime...that discussion has never happened. I don't feel our patients are getting the time they deserve because we are so rushed to try to get caught up. Personally, I am totally against giving any vaccines to children 5-11. That should be done in a office setting, we were never properly trained for that and i have had several awful experiences. I asked me DM if there was an option to not vaccinate children or only to quit and he says i feel your frustration. I hope you can change things to help us, this is not the pharmacist job I signed up for anymore and I do think of quitting the profession.</p>	11/20/2021 5:27 PM
419	Public education on what pharmacy actually does for them each day	11/20/2021 4:13 PM
420	Pharmacy is less healthcare than it is a sweatshop due to ever increasing Workload, decreased technician hours and forced metrics such as immunizations goals to increase tiny profits being tied to intentional decreases in reimbursements by PBM's associated with other pharmacy chains in an anticompetitive business model. #pizzaisnotworking	11/20/2021 4:11 PM
421	Due to the increase in vaccines and prescription volume without additional pharmacist help we cannot safely meet the demands of the employer (metrics/goals) or consumer (wait time, prescriptions ready when promised). We prioritize who is in front of us - waiters in store, vaccination appointments and attempt to catch up on filling prescriptions and pharmacy maintenance overnight. We need more pharmacist hours allotted to our store and we need better training for technicians. When I ask for trainers to assist at the store I am told they are not available and to have someone at my store train when they have time (which we do not have). So new employees do not have adequate training and turnover rate is high because of this.	11/20/2021 4:07 PM
422	I worked 20 years in the chain pharmacy environment it was a downward spiral of cutting pharmacist and technician hours the stress level was intense and not a safe environment my sister works at a chain some days no breaks for food or bathroom do to lack of adequate staffing not a safe environment its taking a physical and mental toll on her she could work at roast beef place in town and get better pay after 25 years with the chain	11/20/2021 3:59 PM
423	I left retail for mail order for a better life/work balance	11/20/2021 3:30 PM
424	We should make a requirement to always have a tech when a pharmacist is on duty. RPh should not have to work alone during business hours	11/20/2021 2:32 PM
425	I used to love my job. Things rapidly went down hill when vaccines were started for COVID. The amount of work is not possible to be done during working hours. At the beginning of the vaccines I found myself having to work extra hours (unpaid) just to keep us from drowning. This included doing 15 hour days and coming in on my days off to hold clinics to do shots. I was not compensated to work those hours but it was the only way to keep the pharmacy from drowning. I ended up getting COVID doing vaccines and pushing myself to the limit every day. Corp than used all of my vacation to cover when I was out sick with COVID. A clinic was put together about a month into doing shots at my location that was horribly ran. They called in nurses to do shots daily and left my staff to deal with the paperwork on top of our workload and also doing shots. I brought multiple concerns(some about unethical practices) to corporate that were ignored. The only time corporate would talk about concerns is when the problem finally created work for them to do. Then I was questioned how things got that way. I have had numerous mental breakdowns along with panic attacks, but was unable to take time off due to my vacation being used for when I was sick with COVID. I was pregnant for part of this chaos	11/20/2021 2:11 PM

## Follow-Up Pharmacist Workload Survey

and my health suffered because of it. This cannot continue. If this situation is left unchecked someone is going to die. I would love to include more on how I have been affected by the horrible work environment but cannot because it will lead to me being identified. Currently my family is trying to convince to leave pharmacy all together but I feel I have a duty to my patients and don't want to give up on the job I used to love.

426	<p>I have worked for Walgreen's and Kmart in my professional career and the workload goes up each year in both large volume and lower volume stores due to inadequate staffing. At Kmart they had a formula for how many hours you could schedule technicians. It was never followed. They always allowed much less than their formula would permit. At Walgreens it was much the same. I have worked at the only Pharmacist all day with little or no help and management wanted me to stay on my own time to catch up without pay. No Thanks. They wanted to write me up as I did not do this. I walked out of their meeting after letting me know what it was about. I called corporate and this write up was cancelled. By the way that day I recorded the most flu vaccinations in the district. Also, I have worked many times after closing to take care of my patients waiting for their prescriptions. I have worked alone on nights and weekends and have patients waiting at both drive thru's and both prescription counters with the phones ringing and prescriptions to be filled. I was fed up and old enough to retire so I did. I was burned out. At the time I was working there were no scheduled lunches or suppers even if you worked 12 hours in the day. No breaks. Have you ever had to go to the bathroom and before you even get there you are being paged to go back? I went back after I was done as restroom breaks are required by OSHA. I did not feel valued by these corporations at all. I valued my day by the patients I helped not the number of prescriptions I filled. I have been a pharmacist for over 50 years and have watched as the workload increased every year with little help added. You try checking prescriptions and doing vaccines with your customers expecting to pick their prescriptions in 15 minutes and having you corporation advertise the you could walk in and out getting your flu shot in the same amount of time. I was around when prescription insurance was started and every year they have taken away dollars from their reimbursement formula . I do not know if any business can pay for more help if the reimbursements keep going down so that the Prescription Insurance Managers can make more money. Here's a flash as rebates to Prescription Insurance Managers go up so do prescription prices. I do not consider the rebates on drugs as rebates but kickbacks to the insurance companies. You have to have dollars to hire more help. At Walgreens they always talked about a designated hitter to fill in. I asked who they were and got no reply as there was no one designated.</p>	11/20/2021 2:08 PM
427	<p>We need a group leading the pharmacy that has the best intentions for pharmacists in mind. Unfortunately, the board of pharmacy is heavily influenced by large corporations to turn their head at the horrific working conditions pharmacists are forced to endure</p>	11/20/2021 2:03 PM
428	<p>The overbearing workload is extremely dangerous to patient safety. Patients are at risk. This needs to change.</p>	11/20/2021 1:56 PM
429	<p>Professionalism has been taken away from pharmacists. There are too many extraneous distractions to safely do our job</p>	11/20/2021 1:05 PM
430	<p>I am overwhelmed with the amount of work to be done and am unable to sustain a healthy work-life balance. Even if I am able to log close to a 40hour week, the stress of not getting everything done dampers my personal and family life.</p>	11/20/2021 12:54 PM
431	<p>Big companies like cvs, Walgreens, kroger etc treat Pharmacist's like a hamster on a wheel. The only time we get extra pharmacist help is when it is already a very dangerous environment for medication errors. My employer initially didn't give any extra pharmacist help when we were doing 50+ COVID shots a day which created a very unsafe environment for my patients. I've been extremely rushed the past year which can lead to mistakes. Also in what other field except pharmacy that allows no lunch breaks, reliance on high school degree techs or annual raises based on performance? Finally we are way way way too reliant on pharmacy technicians. These companies just like the cheap labor. Most are not reliable help and most are not motivated. We need more pharmacist help not techs! Most pharmacies for my company fill about 3k prescriptions a week with barely any pharmacist overlap in store. We have remote help, but remote help isn't the same when you have vaccines, counseling and checking prescriptions in house to do. Please, please make some changes and help change the current environment at retail pharmacies!!!! Cutting costs at the expense of patient safety has to stop!!!!!!!!!! And I realize we are getting squeezed by PBMs, I wish something could be done to address that as well. Thank you!</p>	11/20/2021 12:42 PM
432	<p>These are the worst working conditions I've experienced as a pharmacist in my 25 years. Upper level management doesn't care to help try to alleviate the issues we are having. Not</p>	11/20/2021 12:34 PM

## Follow-Up Pharmacist Workload Survey

enough staff, too many immunizations, prescriptions, and covid testing for a safe work environment. I fear every day i am going to make a terrible mistake. In the last 18 months my health, mental status and well being have been affected tremendously by my daily working conditions. As a Pharmacy manager I of 25 years I feel "stuck" in a miserable situation. I am actively searching for another career/ job because I feel I am unable to continue on this path if something doesn't drastically change in the very near future.

433	My husband and I are both newer (< 10 years experience/each) pharmacists. I always assumed I would work as a pharmacists for my entire career (~30 years), but that has completely changed. Once our mortgage is paid off, we are both considered leaving pharmacy completely or at least going part-time in different roles than we are currently in. In my career as an inpatient pharmacist, I have changed jobs after 3 years due to significant inconsistent expectations of the pharmacists. A select few (myself included) shared the majority of responsibilities while everyone else can coast by. It is negatively affecting those few individuals both mentally and physically. I truly believe if every pharmacist experiencing this would quit, the profession of pharmacy would flounder. In new my role, I am continuing to experience the exact same thing. I have reached a level of frustration that I cannot put into words. I am mentally exhausted and drained every. SINGLE. day, which negatively affects my life outside of work. I feel even worse for friends that work in a community setting...they are expected to do MORE and MORE (especially with COVID vaccines/testing), but hours and technician help is cut. No WONDER there are so many vaccination errors right now. These are not healthy work conditions. PERIOD.	11/20/2021 12:23 PM
434	Please allow certified technicians to immunize! They are just as qualified and capable as LPN/MA that immunize in physicians offices.	11/20/2021 12:18 PM
435	I feel that with my 13 years as a retail pharmacy manager I am very good at managing the workload, adding immunizations without any stress, keeping my help in a low level of stress and asking for rewards or just rewarding them; keeping their quality of life up along with my own and retaining my employees. The thing that disappoints me is not being able to get out there and teach/show others. I feel bad they are suffering. I only wish I had a real lunch break so I was not as wore out by the end of the day.	11/20/2021 12:01 PM
436	Pharmacy technicians should receive higher pay and training if they are expected to complete more clinical tasks	11/20/2021 11:57 AM
437	Corporations will never change their policies that have led to this situation unless regulations require it or they start taking a significant financial hit from them. They will say they care about patient safety so they can blame the overworked individual when mistakes happen without taking any responsibility for any that individual is being overworked and thus making mistakes.	11/20/2021 11:53 AM
438	Emphasis on profits have driven companies to overwork their staff in a very dangerous way that increases the likelihood of both patient and employee harm. Heavy emphasis on both COVID vaccinations and testing has destroyed the ability of the pharmacy team to provide timely and safe care for regular patients. Concern for patient safety is now non-existent, it has been replaced by concern for profits only.	11/20/2021 11:17 AM
439	I am very saddened to say that after 15 years in the retail world, I have decided to leave pharmacy and begin down an entirely different path with plans to return to school in the fall. It is very heartbreaking in the sense that I truly loved the essence of what it was to be a pharmacist. Not only did I love taking care of the patients, I truly felt the love and appreciation reciprocated from the patients, which was reflected in the awards my partner and I received including "Outstanding Customer Service" award. A wise person once told me, "People rarely leave jobs, often they leave managers/management." That is exactly what is happening. Management has allowed and even promoted the demise of the pharmacy environment. I'm not going to again hash over the things you already know, staffing issues (lack of, undertrained, significantly underpaid), unrealistic amount of workload, no breaks, mistreatment from patients/caregivers, etc, all presented in a job that requires an incredible amount of attention and knowledge so as a patient is not harmed. There is no dollar amount or even the sense of job security that would justify these conditions. While I commend you for even bringing attention to it at this point, I want you to know for many, your actions are too late. My partner of 9 years and a RPh for 25+ years resigned 3 weeks ago with no other job in sight. She simply could not do it any longer, which is happening all around us. Talented, experienced RPhs are leaving the field in droves, not because they no longer want to be RPhs but because the environment is so bad it is no longer bearable. So unbearable in fact that many would rather walk out to no job, no pay, no benefits, than to withstand another day. Those of us that have no choice to stay until we have another plan in place are simply suffering. My other	11/20/2021 11:16 AM

## Follow-Up Pharmacist Workload Survey

partner had a heart attack 2 years ago. The doctors told him he needed to reduce the amount of stress in his life, which I don't need to tell you, is impossible for him to do working in this environment. For me, personally the stress has not only emotionally beaten me down, but physically taken a toll on me as well. I have had 3 bouts of shingles. Two of the cases have attacked my ear and I have lost some of my hearing due to the infections and one can only fear if I will succumb to another case being I am too young to get the vaccine. In conclusion, the fate of the quality of the pharmacies is in your hands. You are the only ones that have the power to change this course. If you choose to do nothing or simply something so minor so as to appease the corporations, remember there is a very good chance that that error caused by distraction, lack of staff, burnout, etc, would ultimately fall at your hands because none of us got into this career to be reckless, careless and to carrying the guilt of knowing something we did harmed someone. We became pharmacist, simply put, to help people. That is our job. Your job is to protect us so we can do ours.

440	As strongly as I feel stressed about my work conditions, I am certain that my "regional" chain is infinite better than the national chains. Also, I think if we paid our technicians double & had twice as many, it would be easier to handle than having another pharmacist.	11/20/2021 11:10 AM
441	Not sure exactly what the answer is but something has to be done to stop the overworked situation.	11/20/2021 10:56 AM
442	na	11/20/2021 10:53 AM
443	I just recently left Walgreens and have begun working at a small independent pharmacy (OCT 2021). I based these responses off of my time with Walgreens, as the impossible workload and severe understaffing is the reason my staff pharmacist and I both left. The independent I now work at does about a quarter of the prescriptions I did at my high volume Walgreens store and no Covid shots or testing, yet they have the same number of techs on duty and more pharmacists (always at least 2, sometimes 3). We work at a safe pace and have time to take great care of our patients. It's 100x better than working at Walgreens. If my current position were to fall through, or we were to move, I would strongly consider looking for a job outside of community pharmacy or going to part time.	11/20/2021 10:52 AM
444	Working at the hospital is a lot different than working in retail. I am happy in my current hospital position, but I used to work at CVS and that survey would have been completely different.	11/20/2021 10:46 AM
445	As a retail pharmacist the past two years have drastically changed the atmosphere in which we work. Our techs are all quitting due to not being paid enough for all the extremes of the job currently. Customers have become irrational and disrespectful on a daily. And over 35 pharmacists I know of personally have quit in the last 6 months within Walgreens. We know longer have enough pharmacists to staff stores and it's become unbearable. It's not safe for customers and it's definitely taking a toll on all workers health. Most are on depression and anxiety medications now and use it as a topic discussion because everything is such a joke anymore. Something has to change or this field will have no workers left. It's sad and pathetic that companies can destroy such amazing pharmacists and not care in the slightest as long as they are getting paid and making money. Please help I'm losing my mind and love for this career!	11/20/2021 10:45 AM
446	I am in my 40th year of practicing retail and I cannot remember a time when pharmacy has been so stressful! I am working part-time (35 hrs/wk) and will be on my way out when I decide I can't stand it anymore and retire. Pharmacy as a career has been good to me, but working in retail my whole life, these last couple of years have seen many changes with customers who are very rude, disrespectful and impatient. Hopefully this survey will bring about needed changes and our technicians will get the pay that they deserve and pharmacists will not be so stressed out!!	11/20/2021 10:11 AM
447	I am an owner/operator of 2 pharmacies. So keep my responses in mind when looking at them because I can control my own environment whereas most of my colleges cannot.	11/20/2021 10:07 AM
448	phamacist vaccinations have become an important part of health care in general. however the time needed for vaccinations has hurt our time to fill prescriptions. we may need to train more techs to vaccinate under pharmacist supervision.	11/20/2021 9:57 AM
449	We are leading the country in a transition of care from the hospital to the home with Meds to Beds, Central Fill, and TeleHealth that will dramatically patient care. We have a great	11/20/2021 9:51 AM



## Follow-Up Pharmacist Workload Survey

profession and opportunity to fill a gap between inpatient and outpatient services to “Keep the patient Healthy at Home”

450	Within the last 3 months I left retail due to the extreme stress and burnout I was experiencing. My current role is a family owned compounding pharmacy that is night and day from my retail setting and has restored my ability to enjoy working again. I worked retail for 6 years, and the last year was the most trying, exhausting, and unbearable it has ever been. I would not have lasted much longer, regardless of a new opportunity.	11/20/2021 9:50 AM
451	I changed jobs 5 months ago from being a retail pharmacist for a large chain to a pharmacist in a critical access hospital. The workload and stress caused by my job in retail led to this change, and it has decreased astronomically with my job change.	11/20/2021 9:50 AM
452	It used to be extremely patient oriented but the vaccines have ruined that. There is zero time to speak to and counsel patients. The vaccines put us so behind that even working at max speed we are still buried	11/20/2021 9:38 AM
453	The amount of extra duties such as vaccines, clinical, testing, etc added to the filling of prescriptions is ridiculous. I miss the days of just being able to walk out to the otc isle and counsel and show people products. There is not time for any quality patient interaction these days	11/20/2021 9:35 AM
454	1. Communication from upper management/Corporate down to Pharmacy level needs to be unified and improved. 2. Immunizations, whether scheduled or walk-ins need to be limited due to prescription overload. 3. Immunizations for children under age 12 should not be available in retail pharmacies due to the time restraints needed to calm the child down beforehand, time to immunize and time needed to watch child for any reaction. 4. All pharmacies should have a consultation room for privacy-ours does not and giving injections in our setting has made Patients feel uneasy because they are out among Customers.	11/20/2021 9:16 AM
455	Too much workload happening in retail pharmacy. Patients have unrealistic expectations of the pharmacy during this time. There is no “max capacity”. It all just adds to the queue. I have put in so many extra hours and it doesn’t make any difference. Errors have been increasing over the past few months. I have been threatened by angry patients. Support staff calls off 2-3 times per week. Prescription count is up nearly 200 more prescriptions per day. Lines out the door.	11/20/2021 9:09 AM
456	meds to beds (discharge prescriptions) is 50% of our business and this is very challenging and satisfying.	11/20/2021 9:08 AM
457	Pharmacists are continually asked to do more with less. we make a good salary, so changing careers is hard. Changing jobs is hard because lots of retail is the same, and jobs are hard to find. It's not like you can walk out of a job today and have one tomorrow, and we have families to support. That makes complaining to management difficult and dangerous. We have to shut up and keep our heads down to crank out the scripts and immunizations. There is no customer care like there once was. You don't get to know your patients because there is no time. It's a day race today the least. Retail pharmacies are putting profit above all else. It's sad. I would move to a clinic or hospital, but those jobs are hard to find, esp if you've been in retail for a while and didn't do a residency in school.	11/20/2021 8:49 AM
458	Paying off my school loans is the only driving force keeping me at my current position, if I didn't have that bill I'd of left 10 times. There is no longer any satisfaction being a retail pharmacist; financial, professional, service...none of it.	11/20/2021 8:45 AM
459	Never thought this industry would be where it is today, equivalent to a factory assembly line.	11/20/2021 8:28 AM
460	Some of the questions do not apply to me as I am the only pharmacist without a tech for now . The option of neutral should have been available with all the questions!	11/20/2021 8:22 AM
461	The chains are not going to make significant changes on their own. Little things, yes, but not what needs to be done. The state board needs to step in to protect the patients and allow the pharmacists to do the job we are trained to do. Mandatory lunch breaks - where the pharmacy closes, mandatory tech to pharmacist ratios, mandatory prescription limits per pharmacist... we love to add in the clinical training we have, but we need to be able to do it without compromising patient safety.	11/20/2021 8:18 AM
462	Most techs are just scraping the bare minimum of qualifications (both formal and informal). If you allow them to do more, the employers will push it (because they can pay them less) and	11/20/2021 8:13 AM

## Follow-Up Pharmacist Workload Survey

the quality of pharmacy services will continue to erode, not increase. What we really don't need is an already unqualified tech workforce (a GEd and some training courses, really?) adding more responsibilities and further destroying the profession of pharmacy. Tech check, etc - it's just a bad idea, especially if you're truly concerned about patient safety.

463	I work to pay off student loans. I plan on leaving this profession and never looking back.	11/20/2021 8:02 AM
464	The pharmacy world needs laws and regulations based on workload and staffing regulations! We are one of the only professions whose pay has DECREASED in the last 20 years while pharmacy schools costs INCREASE as well as inflation with the rest of living. Our pay has decreased and our starting salaries are lower but we continuously get asked to do more and more to meet certain metrics by large companies instead of our primary role which is to safely and effectively get people their medications. Large corporations continuously cut technician hours making it nearly impossible to get the workload done (some places aren't) let alone get it done in a safe manner. Now pharmacies are struggling even more because both pharmacists and technicians have left the profession leaving almost every pharmacy short staffed but with more to do because of COVID shots and testing. We, as a profession, need to take a little less time looking at the bottom line and a little more time investing in our colleagues and the work environment. No one is being held accountable and people are literally DYING because of it. Please help change the trajectory that the profession of pharmacy is heading. Our patients need us and need to get their medications and trust that it was done safely and they are getting what intended.	11/20/2021 8:01 AM
465	The amount of prescription errors that happen are absolutely unacceptable in my opinion. They also go unreported. Adding in vaccination metrics has only made this worse. Something needs to change	11/20/2021 8:00 AM
466	I went into this career to help people and not be graded on every little thing we do, this is no longer helping people.	11/20/2021 7:52 AM
467	We need a union.	11/20/2021 7:51 AM
468	The addition of COVID vaccines without additional help has been overwhelming. We are short staffed and constantly being asked to work extra shifts. Customers are mean and rude and demanding. I have been a pharmacist for 30 years and this is the worst it's ever been.	11/20/2021 7:46 AM
469	Thank you for asking and seeking our input. Our profession is in dire need of change in order to provide adequate patient care. Being managed by a grocery chain where profit is the number one concern, patients will never truly receive the proper care and attention while we are serving to meet financial goals and metrics.	11/20/2021 7:39 AM
470	Pharmacist should at least be required to have a 15 minute break during the day. I'm a new mom and have to find time to pump everyday, so sometimes I give up drinking water or eating because if I do get 5 minutes I choose to pump.	11/20/2021 7:30 AM
471	Instead of giving techs more clinical responsibilities they should employ more pharmacists so we can be the ones to carry out those clinical responsibilities since that is what we went to school for in the first place. Having more pharmacist help would allow us to complete managerial tasks that only pharmacists can do while at work (scheduling, screening applications, random stuff that gets thrown at us last minute) instead of having to bring it home and spend even less time with our families after a 10 hour shift. It would also prevent us from doing work off the clock that we aren't getting paid for because we are "salary." Basically you're working 24/7 in this scenario instead of just during operating hours. As terrible as the constant work is the worst part of my job is dealing with the public. People are mean and rude and treat you like your job is equivalent to flipping burgers. They have no regard for other people and safety. They don't care that we haven't ate all day and they show up right when we close for lunch. We have to take them because if they complain to corporate we are the ones in trouble. We can't even stand up for ourselves or our staff when they cuss and berate us because they'll just complain and we will be forced to apologize for something we didn't even do, out of our control and then they will get a gift card so it reinforces their bad behavior. We've even had to provide gift cards to those who have physically threatened our staff. If I'm backed up because there's 100's of rx to verify and they see 7 techs, it looks like we are adequately staffed, but I'm one person and I cannot check the work of 7 other people as quickly as they get them to me. It's just not physically possible especially with the constant interruptions. More pharmacist help would solve this problem. Expanding the roles of the technicians to complete clinical tasks that should be completed by a pharmacist is cheapening our profession and exposing patients to error. I worry that by continuously giving techs more power is going to	11/20/2021 7:26 AM

## Follow-Up Pharmacist Workload Survey

decrease the need for pharmacists and encourage even lower payment that what is already seen. It also encourages the poor treatment by the public because they already don't understand the amount of education it takes to become a pharmacist and then they see clinical pharmacist tasks being completed by someone who likely has zero education beyond high school and then they think a tech is synonymous with a pharmacist and that anyone can become a pharmacist. Why would they ever trust our judgement when we question legitimacy of prescriptions or seek our professional help if they think it's easy to become a pharmacist? The entire system is beyond messed up. I feel like work is constant public abuse and we can't even stand up for ourselves. I also feel like I'm going to be losing my job and profession because they keep outsourcing my tasks to technicians.

472	Executives make millions, while the workers make pennies.	11/20/2021 7:02 AM
473	The amount of workload increase tremendously with no additional help. Some days the workload is triple the daily amount. Corporate allows people to appointment (Covid and flu) every 10 mins. This didn't take into account of other appointments that are already made (ex. 2nd dose of Covid) or people can schedule shingle/tdap/pneumonia etc from a different appointment system. As a result pharmacist/immunizer can have up to 10-15 vaccines/hr. In addition, there's also Dual Covid testing (pcr/rapid). These are just a few to name in addition to daily work (filling rx, MTM, patient care call etc) with no help. Corporate allows more hours but the turn over rate for tech increase by >50%. Training takes time even if we get new hires. I've been with the company for 6 years and only got a small raise one time. I was told to become a manager to get an increased raise which I did but now I was told my salary is capped out so I won't be getting any raise but I will get a bonus based on metrics/performance. Corporate has decreased the hours of pharmacist so we do not have much overlap between pharmacists. I have a 1.5 hrs overlap every 2 weeks with my staff pharmacist. I just came back from maternity leave and have to skip my pump because I either don't have time to pump due to the work load or I'm too stressed to go even for 15 mins to pump because that 15 minutes would put me way behind on my workload. I have many mastitis. It is very stressful. With new grad making \$40/hour, pharmacist profession is not ideal anymore. Corporate trying to get rid of the "older" pharmacists who are making more money. I don't feel protected with my job because I am replaceable anytime. Something has to be done to protect pharmacists or whoever working in the pharmacy.	11/20/2021 6:25 AM
474	Corporate greed & the ability to fool society that they care has changed pharmacy from a healthcare profession to a fiscal, phony, astronomically lucrative business.	11/20/2021 6:24 AM
475	There is an extremely high amount of turnover with pharmacy technicians in Central Ohio. Salaries are below minimum wage and responsibilities are huge and mostly filled with students. Training is insufficient. Please help!	11/20/2021 4:17 AM
476	Retail pharmacy is dangerous. It is not a safe place to work. Being forced to work 12 hour days after closing one night and opening the day after is just not safe. I have asked and asked to reduce my hours with no response. We do not have enough help. All that matters is profit and everyone suffers it is an awful dysfunctional environment to work in. I truly regret becoming a pharmacist every single day over the last 5 or so years of my career. I plan on leaving it's a matter of when not if. You as the board are probably the only people with the power to do anything but you all have members of these retail giants on your board that look out for these huge companies rather than pharmacists or the public.	11/20/2021 2:03 AM
477	Our prescription count has not decreased, yet the amount of tests and vaccines we do in a day has doubled if not tripled... but we still only have 1 pharmacist a day? Our 12 hours days have become at least 14 hours days just to try and improve the day for when we are actually open. How can we complete rapid Covid tests in the drive thru ( which only ptcb technicians or rph can run ), we are giving flu, Covid, Covid booster and pediatric Covid vaccines in addition to trying to safely fill prescriptions. I worry every night that I didn't make a mistake during the chaos of each day. Patient care is out the window because we don't have time to do anything besides shots and tests. And giving pediatric vaccines in the pharmacy is time consuming and exhausting ( being kicked, screamed at, and spit at by kids while you have an entire waiting area full of people is less than ideal... we were never trained to give children vaccines when they want no part of it and the parents expect us to be a pediatric nurse and hold them down while another person gives the shot... we don't have the staff for that. I don't have a clinic room, I have a partition which kids have kicked down and everyone can hear while they scream and cry which just sets up the next child to be petrified before it's their turn. Something's gotta give because sadly this is not the career I signed up for.	11/20/2021 1:21 AM
478	Until the past year and a half, I loved being a pharmacist. Cannot say it any longer. Corporate-	11/20/2021 1:20 AM

## Follow-Up Pharmacist Workload Survey

pharmacy expectations are unattainable sometimes, especially with the increased workload. Same number of associates as we had previously before COVID. Do more with less seems to be the motto. Ready to take early retirement soon.

479	Corp pharmacies continue to find new ways to place unrealistic metrics on pharmacists. They give a "lunch" break that they know we can't take because we are not closed and are so overwhelmed with the workload. Customers are down right mean and nasty to us. While I feel my supervisor is sympathetic to the amount of stress we are under, we are continually expected to meet metrics and perform outrageous amounts of tasks.	11/20/2021 1:08 AM
480	The amount of times I have come home to either cry or sit alone in my house in a depressed state is too high to count. We are expected to fulfill 50+ vaccine appointments, with multiple patients getting several vaccines, leading to doing upwards of 13 shots in an hour while still checking scripts, calling prescribers, and doing all of the cold calls and refill requests. I'm afraid I will make a mistake because I am being stretched so thin. Also being forced to do testing on top of this, with no extra help. Between stress from patients and stress from workload/increased responsibility/lack of staffing/lack of help from corporate, it has been so much that I do not enjoy what I do as a profession anymore. I am burnt out to the max.	11/20/2021 12:44 AM
481	We need help to make pharmacy more safe—maximum script counts, max vaccination counts minimum testing counts. Scripts are taking a back seat. Please help us!	11/20/2021 12:19 AM
482	Leaving pharmacy soon. This is not a sustainable job. Mental health is important as is patient safety. Vaccinations and testing is too much to handle on top of the regular prescription business.	11/20/2021 12:18 AM
483	The profession is not what it used to be. Corporate greed is taking over. More is expected with less. Unsafe and unfair to everybody.	11/20/2021 12:14 AM
484	I have worked for CVS, and recently changed jobs within the past couple weeks to work for a health system. Since the change, I have gained so much more respect from other healthcare professionals and patients. As the most accessible health care professional, pharmacists should have the adequate resources in the community and big chain setting to do their jobs. I worked 70 hours a week over the past 2 years as pharmacy manager with CVS at a 3000 script/week store in order to try to provide better and safer care for my patients and help relieve the stress level of my fellow colleagues. Even with the newly instated lunch, I strategized to verify prescriptions and work through my lunch since this uninterrupted half hour is the safest part of the day to work and allowed me a half hour more to try to catch up on the impossible workload placed on retail pharmacists today. I was burnt out and depressed when I made the new transition to try to see if another practice setting may provide me some relief from the stressors that retail pharmacy has placed on me over the past 4 and half years of my career. Retail pharmacists need help, and real change from the Board of Pharmacy. Policies need to be put in place to help limit the workflow demands to allow retail pharmacists to actually take a break. Retail pharmacists are drowning in an impossible level of workload with inadequately trained and low level of support staff/technicians to perform their jobs properly. Patients are getting rushed counseling on new prescriptions and adequate and safe patient care is slipping through the cracks. It shouldn't be on one individual to work 30 hours unpaid at their pharmacy to feebly attempt to make up for the shortfalls of I adequate staffing and budgeting from the corporate office. Please actually follow up on these surveys and make change. Please go experience a day at the pharmacy, you will find subpar staffing levels and tremendous amounts of verbal abuse from patients towards the staff that did show up for the day. I love direct patient care and I transitioned due to burnout and I have never felt lighter than the first day at my new job. Please, please help my colleagues who are left in the trenches of retail pharmacy. Without board intervention, corporations will continue to demean the pharmacists role to nothing but a robotic checking machine with impossible goals, inadequate staffing standards, and a significant lack of respect for the health care professionals who are responsible for thousands of patients safety and well-being. I went into this profession to truly care for my patients and be an accessible resource to the community. Now, I am grasping to find a reason to stay in this profession, since chains have removed the safety and true accessibility of the pharmacist. We are too overworked and have too many demands placed on us to be a valuable health resource to the community anymore. I continue to fight for this profession, even though corporations have made me lose faith that they will ever value pharmacists as the true accessible healthcare professionals and resource that we are. Please make this survey part of the biannual renewal process! This needs to constantly be evaluated to make and maintain change.	11/20/2021 12:05 AM
485	Central prescription processing needs to be banned. All prescriptions for the specific store	11/19/2021 11:57 PM

## Follow-Up Pharmacist Workload Survey

needs to be handled by that store alone. We have seen many errors and patient safety issues after using this inefficient system. Adding to the stress and workload are the vaccinations and testing which we are expected to do with the same amount of labor and pay. Of course corporate keep earning record amount of profits! All at the expense of patient and pharmacy staff health and safety. What a shameful business model for our profession!

486	THREE THINGS: 1. Imagine an 8-12 hour shift, no food, no water, no bathroom breaks. I would say retail Pharmacy is INHUMAN working conditions? 2. Imagine if a physician was sitting with his patient and the phone rang NON stop in the doctor office room. I mean, literally NON stop from opening to close. How much work could that physician get done? Now, take that same physician and give him/her a secretary who filters his calls. There is a reason the physician isn't answering the phones. It literally should be ILLEGAL for a Pharmacist providing direct patient care and running the COVID vaccine program to also be responsible for fielding phone calls. We are talking hundreds, if not thousands of calls a day coming into the pharmacy. IT should be LAW, that retail pharmacies no longer will operate unless a secretary is on the premise answering /fielding the phone calls. 3.It also should be LAW: that an employee of White castle shouldn't make 8 bucks more an hour than a pharmacy technician. hopefully, this post can open some eyes. Thanks	11/19/2021 11:56 PM
487	Pharmacy is not staffed to handle the prescription volume let alone vaccinations and testing. Only a matter of time until something bad happens. Urgent change is needed.	11/19/2021 11:51 PM
488	Community pharmacy is in a very desperate situation. Please help!!!! The pharmacy is consistently understaffed and often feel unsafe with the workload expected. We were barely staffed to handle the normal prescription load before the pandemic. With the additional workload of vaccinations and testing, it makes it nearly impossible to safely deliver prescriptions to patients. I feel corporate has become very greedy to increase vaccinations by double and triple booking slots and also adding testing on top of everything else while not increasing support staff. Because of this, pharmacy staff never get any breaks or lunches. We barely have time to go to the restroom during peak times. It is only a matter of time until something catastrophic happens. Urgent action is needed to stop this overwork of pharmacy staff. Furthermore, there have been no raises given to pharmacists in several years despite the increase in workload and expectations. Where are all the profits from vaccinations and testing going??? Well of course we all know where it is going. I think money would be much better spent increasing pharmacy staff rather than corporate profits for the sake of patient safety and health of pharmacy staff. Anything you could do is greatly appreciated!!!	11/19/2021 11:46 PM
489	Retail pharmacy is unsafe. There is too much work to be done for one pharmacist. Doctor's offices don't seem to give vaccinations anymore and we're expected to do prescriptions, immunizations, rebills nonstop, etc. I never get a lunch break. Not even 10 minutes. It is not safe.	11/19/2021 11:44 PM
490	When I say I wouldn't leave the profession it's not because I don't want to it's because I realistically can't	11/19/2021 11:40 PM
491	This job is an absolute hazard and change needs to happen immediately. People are going to die- whether it's pharmacy staff, or patients, or both— and that is the honest truth. Pharmacists are not respected, appreciated, or supported by anyone but other fellow pharmacists. I often work ALONE with vaccine appointments every 20 minutes from 8:40am to 8pm. Most appointments have multiple vaccines per appointment. They are not my customers so they all have to be added into the system. Their vaccines have to be billed. Then I have COVID testing appointments without limits (doing 25-30 per day). I'm filling 350-450 scripts a day, being harassed by the public, patients, other healthcare professionals, and by management. I am ONE pharmacist. I do not get a break. Not one. In 13 hours of hell. How is it LEGAL for a pharmacy with 2 drop off windows, two pick up windows, and a 2 lane drive thru allowed to operate for ANY hours, much less 13 HOURS, WITH ONLY ONE PHARMACIST?!?! Literally no technicians, no interns, no cashiers, no immunizers, no pharmacist overlap, just ONE pharmacist. I am directly reporting to you, as I have to my supervisors WEEKLY, how hazardous this situation is. Prescription errors, vaccine errors, HIPAA violations. Plus if I am in a vaccination room, my entire pharmacy is open for anyone to enter. Plus i can not monitor my patients for vaccine reactions because I am drowning in the pharmacy, I wouldn't even know if a customer passed out in the waiting room. If my back is to the counter because I'm stuck in the drive thru doing testing and ringing scripts for HOURS AT A TIME (zero exaggeration), then how can I secure my pharmacy? I've already been robbed at work, I am a young widow, I have kids. I am SCARED to come to work. I feel like I'm about to collapse from a heart attack or stroke daily. My heart is in a constant state of flutter, I have a minimum of 9	11/19/2021 11:33 PM

## Follow-Up Pharmacist Workload Survey

migraines per month, I'm constantly overheating. I've been more sick this past year than I have been in two decades! But I am not allowed to take a day off of work. I am not allowed to be sick. PLEASE HELP!

492	Pharmacy management companies do not belong in hospitals. It is a conflict of interest. White bagging and brown bagging should be illegal. It is "re-dispensing" and should not be allowed nor required by payers.	11/19/2021 11:31 PM
493	I think the biggest issue right now is the overwhelming volume of shots and covid testing that the stores are doing, without any additional staffing. From the technicians I have spoken with as well as the other pharmacists, pay is not exactly the greatest and technicians are under an inordinate amount of stress because of the above. Doing 60 plus shots and 30 plus covid tests each day through the drive-thru at some of the stores I've worked at is just a crazy amount to try to add on top of getting medications. A lot of stores I've been at, this has definitely affected people getting their medications on time, sometimes being a day or two behind when things are supposed to be finished, or sometimes patients having to come back multiple times on the same day and being told that they're still not ready because they get lost in the workflow and constantly being pulled to one thing or the other. I know there's a labor shortage and that's part of the staffing issue, probably both on the pharmacist and technician side of things, but I feel like something has to change, something has to be done to either incentivize people to work as a technician, whether that's an increase in pay or actually getting breaks throughout the day, I'm not really sure what it would take. Essentially I feel like at all the stores I've worked at as a floating pharmacist, I constantly get the feeling that with just an extra one or two technicians at each store things would be drastically, drastically different.	11/19/2021 11:18 PM
494	It's is dangerous to work in my district. Dangerous for the pharmacists. Dangerous for the patients. There are stores that are a THOUSAND prescriptions behind. They have 3 days wait for an antibiotic. One pharmacist working 14 hours with no tech doing vaccines, drive thru, Covid testing not to mention trying to fill prescriptions! Techs quitting every few weeks bc there aren't enough people to train them and they are overwhelmed for \$16 hour. And right not, our district leaders what our metrics met. Are making mandatory meetings on our day off to discuss when our prescriptions aren't ready on time. My scheduler and district leader are calling me on every day I have off bullying us to work bc they don't have enough pharmacists to cover. And I haven't had a raise in 5 years. If I leave my job, I'll start at \$50 an hour which made 10 years ago. I never thought I'd leave pharmacy, but im seriously considering switching professions. This isn't worth it and we have no support from our Board. Major legal change needs to happen.	11/19/2021 11:11 PM
495	Something needs to be done!	11/19/2021 10:47 PM
496	I would like to say that in my experience my employer and my direct district manager are honestly trying to hire more help to decrease our stress level/workload. I commend them for that, but that being said I think offering an increased salary for both techs and rphs will quickly get more people on board	11/19/2021 10:46 PM
497	For me, the 12 hour shifts with no pharmacist overlap are the hardest part. My employer will tell you that the 12 hour shifts are not mandatory, but they don't make it easy to work less hours than that because there are only 2 pharmacists per store, and we don't want to work every day! I can have 2 to 5 techs in the store working, but when there is only me checking all the prescriptions and doing all the data review, they can only do so much, when everything has to go through me first. We're doing too many vaccines and our prescription workload has grown so much, I can't keep up.	11/19/2021 10:45 PM
498	My most recent shift we did 35 shots and 26 Covid tests with just me and 1 tech. Was supposed to have another tech but they called out sick so we were left with no one to pick up the slack. So we both had to do it all, and try to make sure everything was done safely but could have very easily made mistakes due to so many people needing you attention and time.	11/19/2021 10:45 PM
499	Emergency Medicine Specialist with advanced responsibility and liability, less pay than staff pharmacists, constant COVID exposure, 100% direct patient care with volumes that have increased 3-4x in the past year. Overwhelming and unsafe with minimal recognition from management who has never worked in or made an attempt to see em practice.	11/19/2021 10:43 PM
500	Current working conditions and expectations are completely unrealistic and puts patient safety at risk. We are expected to give 100+ vaccines, fill 400+ prescriptions with limited technicians and only one pharmacist on duty. The daily struggle to get patients their medication in a timely manner while making sure the therapy is appropriate and safe is getting harder everyday. We	11/19/2021 10:40 PM

## Follow-Up Pharmacist Workload Survey

are forced to put other task to the side which are necessary to keep the pharmacy operating. All of this is really taking a toll on my mental health as well as the overall work atmosphere of the pharmacy.

501	<p>Despite officially having a lunch break, we still have no real breaks at CVS. We are expected to work through the half hour that we are closed to the public, we are not allowed to leave the pharmacy, and we are still timed on incoming Rx's that arrive during our "lunch." Sometimes the phone even rings. And we have been told that we may not close for "lunch" if there are people waiting in line - which is more common than not. The pandemic and labor shortage has only made the situation with staffing worse. CVS and our managers have taken the opportunity to blame market forces for our understaffing, when in fact we have been short on labor by design since long before COVID. Our hiring pipeline is intentionally restricted - it is impossible to train and develop an effective team when you cannot PAY new hires because you don't have the labor/hours budget. We are short on staff because of a persistent, long-term labor plan that prevents us from hiring adequate help OR from quickly on-boarding new staff. COVID shots, now boosters, and COVID testing has been an added strain that we are expected to manage with no extra resources. When there is a surge in testing or immunizations (with the COVID waves and successive approvals of shots/boosters), we are told that we will have a bigger labor budget in THREE WEEKS once those activities get factored into CVS's mySchedule labor calculating system. What are we supposed to do while we are drowning in work - patients that we cannot take care of - for THREE WEEKS?!?!?! And the "added labor" we are promised is always cut from another area of the labor budget. So if we are given 30 extra hours because of a testing surge, they take 16 hours from our immunization hours (despite immunizations not slowing). When there is a drop in testing or shots, our hours budget gets cut overnight. I have been told to send technicians home in the middle of their shift because our labor budget has changed. It's funny how these budget changes never happen so quickly in the other direction, when we are 3 days behind on completing prescriptions and when patients are suffering because of our understaffing. Even before COVID, CVS was already putting profits before people. And not just profits AHEAD of people. In fact, CVS puts profits first TO THE COMPLETE EXCLUSION of showing concern for people. Profits matter to CVS. People do not. I can't tell you how many times I have expressed concerns to my managers about patient safety and regulatory compliance and been told that giving me a bigger labor budget would be a detriment to "shareholder value." While it may sound like labor is the only issue with CVS, the reality is that the company is unreasonably miserly with all forms of technology and managerial investment. New software systems and modules are not adequately tested before they are rolled out into a live production environment. Often they do not function in compliance with state or federal law - only to be realized later, then kept hush until enough pharmacists or the BOP find out about the issues. CVS Pharmacists are not only clinicians, but also cashiers and receptionists (when they are left alone to staff the pharmacy for the last 4 hours of the night and first 2 hours of the morning), electricians/handyman (when we are told to fix our own med refrigerators or install new parts, or to fix our security barriers), janitors (when we are told to clean bathrooms, vacuum carpets, and make the entire pharmacy "hospital clean"), and tech support staff (when we are told to fix our own drive-thru speakers, install/wire a new terminal ourselves, or repair a broken handheld immunization unit unaided). Our CVS Help Desk doesn't answer the phone, because they TOO are understaffed, and they are almost never helpful. And our corporate FIXX line has never fixed anything (in a timely manner). We are always expected to scramble and give of ourselves (and our own time, tools, materials - all unpaid) to compensate for CVS refusing to spend on these resources. For example, it is November and we have been told our store has exceeded our yearly supplies budget. We cannot order more staples until next year. Unfortunately we are almost out of staples. We also need more baskets, auxiliary labels, etc. Too bad, I guess!</p>	11/19/2021 10:31 PM
502	<p>Pharmacy is a dead end job. I would never advise anyone to go into this field. As a 2008 grad, my first job paid \$50/hr. Recently, I interviewed with a different company, and I was offered \$45/hr!!! Wow, have we truly regressed that much in 13 years. My stress has never been higher and my job satisfaction has never been lower. I want to run away and never look back. I wouldn't wish this as a career on my worst enemy.</p>	11/19/2021 10:27 PM
503	<p>It's hard to keep optimistic for yourself and your technicians when nothing is changing and only more COVID-19 vaccinations are coming. We can't do everything forever. We are short staffed and there isn't enough time in the day to provide the level of care we used to have pride in. Now it's what can I do to just get by. What task is the most behind and then I will try to catch up on that one thing today. It's not a happy environment where new employees can learn. It is a place where your current employees (if you have any left) want to leave and threaten to do</p>	11/19/2021 10:17 PM

## Follow-Up Pharmacist Workload Survey

so if things don't change. When can we as a profession stand up to the government and say, find someone else to administer these shots every 6 months.

504	At our pharmacy we get an average of 200 prescriptions in the first 8 hours of our day, we would have to input, fill, and check a prescription in under three minutes to get all that done within those 8 hours or each prescription done in under 4 minutes that day with one pharmacist. That's including doing vaccinations, taking prescriptions, transfers, and counseling and then other managerial duties without breaks. That's scary, unsafe, degrading of our profession. Time is becoming more important than quality of care.	11/19/2021 10:14 PM
505	These days working in a retail pharmacy is fast-paced, stressful, and not nearly as rewarding with regard to patient interactions. With razor-thin profit margins we are continuously expected to do more with fewer resources and staff. It has become an environment that devalues patient care and emphasizes milking the most out of already overworked and under-appreciated staff. This particularly applies to pharmacy technicians, who are realizing that the pay they receive does not nearly compensate them for the time or effort they are expected to provide.	11/19/2021 10:06 PM
506	I work in a specialty pharmacy. Staffing has historically been good but we have grown and need more help. Administrators use the poor staffing levels of other pharmacies to justify our situation which is leading some to burnout. Many peers want to drop their hours due to stress. Pharmacy techs are absolutely NOT qualified to take on clinical responsibilities and even reading the suggestion makes me sick to my stomach. They should be following strict processes and algorithms to complete their work. Any situation that does not fall within such a strict algorithm should be the responsibility of a pharmacist. We say our role as pharmacists is important to patient care and yet some want to give it away to inadequately trained technicians. We have recently started incorporating techs more into our workflow and the difference in knowledge and judgment is blatantly obvious. They don't know what they don't know, and the pharmacist often doesn't know until an error has occurred. My work is very longitudinal so those errors and omissions are eventually discovered. In retail or hospital people probably have no idea that the quality of care has dropped little by little until all of a sudden a serious issue occurs. The stories I've heard our techs tell about retail and hospital are terrifying. Techs are not an acceptable substitute for a pharmacist in any way. An excellent tech is a godsend but even an amazing tech is no substitute.	11/19/2021 10:05 PM
507	My pharmacy is currently working with 4 total technicians. During tech vacations they are working 7+ days in a row and more than 8 hour shifts. I am pregnant and regularly don't get to eat let alone go to the restroom during my shifts. Our workload has been increasing weekly for the past few months. Our script count had increased so much we are running out of room to put them in the pharmacy. Our fridges are overflowing with scripts as well. We are yelled at daily because we have had to close our walk-up/drive-thru due to not being able to get anything done otherwise. Our wait times that used to be 20-30 minutes max are now upwards of an hour. We all go home mentally and physically exhausted, as well as feeling abused my patients. The patient mindset has gone from thankful we are working to only caring about them and no one around them. Antibiotics, steroids, inhalers, Etc have skyrocketed and those that "forgot" to refill their everyday maintenance medications are annoyed we don't prioritize them. I haven't been licensed for long and already wondering what other options I have. No one respects us. We are asked questions and then ignored because they still want what they want. We have diabetics getting multiple oral and injectable medications sitting in our waiting room eating a box of hohos. Also, we don't have a private area in my store to give shots or counsel so everything is done in the open with people watching and moving around us all the time. We are rushed, tired, overworked, and underappreciated and this is when mistakes happen.	11/19/2021 9:56 PM
508	Today we were 24 hours behind on Rx's, 10-14 people in line at all times, 11 hr shift no breaks, short staffed, trying to get vaccines and get all the phones..this is everyday. You are forced to multitask and nothing is getting your full attention, mistakes get made.	11/19/2021 9:52 PM
509	I enjoy very much being a pharmacist. Yes, it's hard to deal with patients but at same time so many are so grateful of our service. I pretty much feel that I work 24/7 too many metrics, not enough help or sometimes not good help. After so many years of working in retail, I sincerely feel that I developed PTSD. We need the State Board of Pharmacy to be more proactive and involved in working conditions, I really hope this is the first step and more to come. Our job is not an easy job we CANNOT make mistakes and though we have to multitask every single minute during our shift. Thank you so much for conducting this very much needed survey.	11/19/2021 9:48 PM
510	A year ago we had overlapping RPh schedules but cut back to 1 pharmacist every day. It's the same now even though we started flu shots and added 5-11 y.o. COVID & booster COVID. Walk-up shots is overwhelming at times.	11/19/2021 9:47 PM



## Follow-Up Pharmacist Workload Survey

511	While my personal working situation is not that bad, I can see an unhealthy stress that many pharmacists are put under daily to perform their enormous amount of tasks. With the addition of now constant vaccinations it is literally impossible for one pharmacist to be able to handle both vaccines and direct the medication part of pharmacy simultaneously.	11/19/2021 9:38 PM
512	Pharmacists should not be allowed to work more than 3 consecutive days back to back without a break. Pharmacists should be hourly associates, so that we can be paid for every minute we are in the pharmacy over our shifts. We should also be subjected to additional pay if working more than 8 hours per shift and if we are to work Over the 40 standard hours, the company should give us Time and a half. Pharmacies must completely "CLOSE" if the pharmacist is "LEFT ALONE with no technicians" in the pharmacy. Also, we should be offered a premium for each Covid vaccine administered and each Covid test administered. Otherwise, the Ohio state Board of pharmacy is trash and is not for patient safety nor for pharmacist safety	11/19/2021 9:31 PM
513	I left retail pharmacy in 2016 due to horrendous working conditions. The survey does not accurately reflect how I feel retail pharmacy is in the modern day. I remember having no breaks, was severely understaffed, and was subjected to unrealistic metrics that left me terrified I'd made an error. Mail order has been a much better experience, but if I were forced back to retail I would likely leave the profession altogether. Working as a retail pharmacist, I never saw my family and the stress and damage to my mental health almost cost me my marriage.	11/19/2021 9:18 PM
514	I work in a clinical pharmacy that provides telephonic MTM services.	11/19/2021 9:16 PM
515	I have been with my company for 30 years so I cannot leave. I feel my company better to work for than some others, however I have never been more stressed in my career then right now. Salaries decreasing but workload increasing is not good for mental morale either	11/19/2021 9:16 PM
516	I do feel like a good deal of my burnout is directly related to Covid and the continued surges. It's incredibly disheartening to have so many unvaccinated patients still being admitted. It's starting to feel never ending. I reduced my hours a few months ago because of burn out and mental health needs	11/19/2021 9:15 PM
517	I feel tremendously blessed to work for my company. My team is beyond an overachieving team and is always willing to go above and beyond. My management is absolutely fantastic.. But we are at a breaking point... the way pharmacies are running now IS NOT SUSTAINABLE.. We are drowning, every single day, getting pulled in 10-12 directions... the public does not care about how we are doing...	11/19/2021 8:58 PM
518	I feel that with my 13 years as a retail pharmacy manager I am very good at managing the workload, adding immunizations without any stress, keeping my help in a low level of stress and asking for rewards or just rewarding them; keeping their quality of life up along with my own and retaining my employees. The thing that disappoints me is not being able to get out there and teach/show others. I feel bad they are suffering. I only wish I had a real lunch break so I was not as wore out by the end of the day.	11/19/2021 8:52 PM
519	Retail pharmacies have now become labs (processing Covid tests) and clinics (steady stream of daily shots) in addition to our usual responsibilities. This is too much. These services need to be run by different staff members/different locations. The same staff should not be expected to do all 3 simultaneously. This is unsustainable.	11/19/2021 8:48 PM
520	I used to work retail pharmacy and I have to think about my colleagues who are still there. I can't Imagine how bad its been for them. It has not been easy where I work but its not as bad as retail. There are too many pharmacy schools in this state and pharmacists are treated as more expendable than essential. This has been going on for over a decade. I can see more pharmacists walking away because the aren't looked at as people anymore. Our profession has no safety nets. Just a more isolation competitive climb towards jobs that now require Board Specialty if you are lucky to work in a position to do that? And But what about those who are not, who are in hundreds of thousands of dollars in debt and expected to work in such extreme labor conditions they put patients in danger. And that has been ignored for years until The New York Times and ProPublica started making news about it. Its shameful and reprehensible. Its taken this long, a pandemic and following a trend to just create a survey?! That is telling how out of touch this Board has been for years. It also creates agism. Newer grads lucky enough to get a residency now have more leverage than students who don't get them. Its getting so competitive I see great students who don't get them and have break	11/19/2021 8:46 PM

## Follow-Up Pharmacist Workload Survey

downs because none are guaranteed apparently and they have to face the reality of retail which is so toxic. And they are great students who have lived in a library, compromised and done so much to learn about this profession and then they are left with no support. Is very disheartening. If you look at the growth outlook for this profession over the next ten years in this state it is zero percent. That is troubling indeed! I wonder if I will have a job due to the crazy requirements of competition in the next couple of years and I am good at what I do! Again, I am expendable. I hope whoever reads this will have the empathy to understand. None of us are important.

521	So much additional tasks are given to pharmacists and technician hours keep decreasing. Pay has been decreasing and yearly raises have decreased. With the amount of work pharmacist have to do, pay should be increased much more and pharmacy should be getting for technicians hours instead of decreasing hours every year.	11/19/2021 8:37 PM
522	The amount of time I spend as the sole pharmacist in the pharmacy is completely unsettling. I cannot train or teach, immunize, verify, counsel, or make calls all day everyday by myself. I dread going to work. I dread the next mistake made. I avoid the phone. Filing and other paperwork doesn't get done. Something needs to be done and it needs done soon. Our patients deserve better and the profession needs protection.	11/19/2021 8:32 PM
523	I worked 37 years as a pharmacy manager for a chain. In 2018, the Corp was looking for any reason to fire the highly paid RPh's, and I was one who got the axe. Metrics were unreasonable. I am much happier and less stressed since changing working environments to independents.	11/19/2021 8:27 PM
524	All I can say is that life is currently extremely difficult for pharmacists due to stress in the pharmacy. The stress expands into our private lives. Lack of sleep, depression and anxiety are a 24 hour ordeal. Our family lives, travel, gatherings are all on hold because nobody has the energy or desire to live a fulfilling life. It's a little bit sad actually.	11/19/2021 8:19 PM
525	In my nearly 40 years of practice as a retail pharmacist, I have never seen the working conditions deteriorate so rapidly. I am headed toward retirement soon but I sincerely want change to occur for my younger colleagues so they can once again be proud to be pharmacists. I truly feel sorry for them at this point. I was lucky enough to have at least 25 good , fulfilling years of practice, mostly for a small local chain. That particular chain was sold to a large national chain and the troubles began. The current retail model is unsustainable. The colleges in Ohio keep pumping out students each year to be fed to the wolves. Right now, at the retail level, we are struggling. We have been dumped with covid testing, vaccines for both adults and children, boosters, auxiliary vaccines, filling "normal" prescriptions, in addition to having to meet company "expectations" which include all sorts of ridiculous metrics as well as computer based training programs through all of this. All while severely understaffed. Next to no pharmacist overlap in most stores. Some stores even working completely alone in the evenings and on weekends, having to tend to a pickup, drop off, drive-thru, answer at least 5 phone lines, assist customers tapping on the glass in front of us, plus entering, filling and checking rxs and giving vaccines. We are at a breaking point. This is NOT safe! I know I am not alone in saying I am worried about making a serious mistake which would result in patient harm and litigation. Something has to be done somewhere by someone to help us. I applaud the board for requesting this workload information from those of us in the trenches but I seriously doubt anything will be done to aid us at the store level since many of your current board members are affiliated in one way or another with the major national chain stores. Any help to rectify these issues would be welcome!	11/19/2021 8:14 PM
526	Wasn't one survey enough. We need solutions. The board can fix this if they are truly concerned with patient care and safety. Giving techs clinical responsibilities is not a good idea, because the RPh is still responsible. One pharmacist for every 200 scripts filled in 8 hours.	11/19/2021 8:03 PM
527	Unrealistic demands from employers and patients with no support to do an adequate job as a health care provider	11/19/2021 8:00 PM
528	A big stresser is dealing with PBM's. PBM's will be the death of Independent Retail Pharmacy. Between the reimbursements, exclusive contracts and the constant audits I don't see a path for survival. PBMs are the main reason for stress.	11/19/2021 7:59 PM
529	I feel that our store team is very strong. However the current conditions between shots, testing and day to day pharmacist duties have been incredibly strenuous on the team.	11/19/2021 7:58 PM
530	Help us.	11/19/2021 7:50 PM

## Follow-Up Pharmacist Workload Survey

531	Retail was bad, but becoming a disaster. I would not recommend any sane person to consider pharmacy school considering the stress and lack of resources...primarily help (pharmacist help and more so technician help). We are supposed to be professionals/part of the medical community, but we are pushed to metrics and increased dispensing and vaccines in order to meet the demands of survival as a business due to insurance companies and Obama care demands. More and more is piled on and no personal/professional benefit, just more stress and frustration.	11/19/2021 7:46 PM
532	In our hospital, pharmacy is involved in everything and I'm tired of policing others. I don't have time to police nurses who are overriding orders and narcotics. I don't have time to contact physicians and correct their orders. I don't have time to look up a price of an outpatient rx that we make zero money on and I certainly don't have time to correct and then enter and prepare all the monoclonal antibody orders that are so prevalent. But guess what? Admin doesn't care. They pay zero attention to pharmacy. It's getting old.	11/19/2021 7:45 PM
533	My husband and I are both pharmacists. The workload due to not enough help and demands to do more from our corporate office have affected our mental and physical health to the point that we both just quit our jobs. We simply could not continue working when we don't have time to eat or use the restroom during our shifts. We go in early and stay late with no recognition or help from corporate. Patients are angry because their wait times have increased considerably. Pharmacy errors have increased as well. Luckily, the errors we have made did not harm the patient but it is only a matter of time. Our mental and physical health have seriously declined in the last year (with the doctor visits to prove it) and patient care is truly non-existent. Please, please help. Thank you.	11/19/2021 7:43 PM
534	Over the past 10 years pharmacy has taken a turn for the worst. Insurance companies and big chains have dominated the profession and have driven it to this "money making at all cost " mindset that it is today. The well-being of both patients and employees have taken a back seat. The pandemic has only strengthened that mindset by driving pharmacists to multitask beyond limits. This needs to stop.	11/19/2021 7:33 PM
535	The work environment has resulted in three-quarters of our staff leaving for less stressful jobs and jobs that offer better pay. We are constantly 300-400 scripts behind, our phones don't stop ringing, patients have to wait in line 45 minutes or more to pick up scripts, and the staff is exhausted and completely burnt out. We are all taking antidepressants to cope with the stress. Corporate does very little to retain employees and treats everyone like they are replaceable. The big corporations are destroying our profession.	11/19/2021 7:26 PM
536	I am a clinical pharmacist in the ICU setting	11/19/2021 7:24 PM
537	constantly giving vaccines and tests (as well as the constant phone calls about vaccines and tests), but no extra pharmacist help (and working with bare bones technician staffing) does not exactly make for safe or stress-free work conditions.	11/19/2021 7:21 PM
538	The largest challenge in the past year has been the loss/turnover of experienced certified technicians. The pharmacies are expected to keep up the same workload without adequately trained technicians. Budgeted technician hours do not differentiate between certified and registered technicians, even though the certified technicians can offer much more assistance with testing and immunizations.	11/19/2021 7:20 PM
539	I'm so tired. Please look into regulating that pharmacies must close completely for a meal break and have a restroom being nearby the department. I recommend encouraging changing the layout so that the pharmacy is not so exposed like being at the zoo where people tap on the glass to get our attention because they don't want to wait in line. We need security at all times with how bad the patients are getting.	11/19/2021 7:16 PM
540	I have been a pharmacist for 35 years, but I still enjoy being a pharmacist. The pressure put on us to meet various company metrics is very frustrating. I feel at times I work on an assembly line and have little time to counsel effectively. My company has lost several pharmacists and experienced technicians because of the working conditions and pay. The moral at my company is poor amongst the pharmacy staff. The satisfaction of the pharmacy staff should be as important as the satisfaction of the customers. To be told to make it right when the customer is wrong is very frustrating. I do not think my company really has our best interest in mind. If the customer complains loud enough, management gives them whatever they want, even if it goes against company policy. One policy I have seen broken many times is allowing the patient to return a filled script just because he/she decided they no longer needed it or after getting home, decided the cost was too high. If our policy is not to take drugs back,	11/19/2021 7:11 PM

## Follow-Up Pharmacist Workload Survey

why does management make us do so just because the customer called and complained. Even with all of the craziness going on, I still appreciate when a patient tells me how I helped them and how much they appreciate what we as pharmacists do.

541	Our workload with vaccines and testing for Covid has easily tripled with the same amount of staff. I feel my employer cares more about metrics and making money than patient safety and the safety and well-being of staff members. We are constantly pushed to do more, to the point where we don't have enough time to spend with patients and give them quality care. Corporate doesn't recognize or appreciate our work. They care about profit. We are constantly pushed to do more and more vaccines. That's all the company cares about because it makes money.	11/19/2021 6:59 PM
542	I feel like pharmacy patients are not getting the consultations that they are used to pre-pandemically. We used to be easily accessible to them and helped with medication, device usage, etc. but not so much any more. Why not have dedicated immunizers come into the pharmacy or have a clinic run ( not by pharmacy staff) so that we can help our patients more? Also a pay raise after the hustle we did to give patient care and vaccine access despite staff shortage and a high amount of stress would help retain pharmacists. Also, new pharmacists should get paid fairly not take a pay cut. Pharmacy technicians have really gone above and beyond but they don't seem to get their bonuses and raises fast enough. There should be floater technicians. They are humans and a pharmacy can no longer run safely without proper staff which is already low then cruising pharmacies to close. It would feel productive after you collect the survey responses for us to be notified if any change is happening and the process of it in Brief notes. Thanks.	11/19/2021 6:47 PM
543	None	11/19/2021 6:25 PM
544	I feel that we are putting a lot of additional responsibility on technicians, considering how much they make. Expanding their clinical responsibilities should come with a pay increase.	11/19/2021 6:24 PM
545	re question #15 - I am approaching retirement in 3 yrs. and will completely quit working as a pharmacist.	11/19/2021 5:39 PM
546	I have been a pharmacist for almost 30 yrs. There have been many changes over the years; the COVID19 Pandemic bringing about the most challenges. I currently do not work for a high volume pharmacy, and my company has always been generous with staffing when CPT's are available. We have been very fortunate to have CPTs trained as immunizers as the state has allowed. Currently providing all 3 of the available COVID19 vaccines including boosters and pediatric doses with different protocols for storage, dilution, volume to be administered had proven quite stressful. Especially with our company allowing for walk ins in addition to appointments. Our previous wait time for most prescriptions has changed from 15-20 minutes to 30-40 minutes.	11/19/2021 5:34 PM
547	Unreasonable metrics turn what should be a focus on patient care and well being into an assembly line business. We are losing the respect of our patients. My mental health has been negatively impacted by the high stress environment and work conditions. Whether or not I remain a pharmacist may come down to the impact on my own health and well being.	11/19/2021 5:32 PM
548	Corporate demands and short staffing made retail pharmacy stressful in and of itself pre-covid. Now with the covid immunizations and testing, it has soared into a uncontrolled chaos that seems never ending. Covid shows no signs of subsiding any time soon, and that makes the outlook for retail pharmacists very bleak. The testing and immunizations need to be moved to specific clinics that handle those patient needs with trained staff, not retail pharmacy locations that are already drowning in the inability to meet patient needs in a safe and timely fashion.	11/19/2021 5:27 PM
549	Every state and every single person knows how these 2 big companies has exploited entire profession. Only way to save this profession is to have pass some legislation through State Board of Pharmacy or Congress or else it will never change or if does, then its just temporary patch. Corporate greed will ruin it again. I do not like to keep complaining and write entire essay about what is wrong with these 2 chains. I have million reason to leave this profession. I studied 4 years to help patients, not to make profit for share holders. I understand that business needs to run as well, but not at the cost of Profession' respect or individual's integrity or Patient's health. Board knows it very well. Unless, Board takes some action or else its just another survey and everyone will forget about it in weeks. We had same survey from Board 6 months ago and no action take. So why Board is asking again for work condition ? If Board has taken any action, then there is no change I have seen in last 6 months. This is an very honest answer. No offence to anyone. I would highly appreciate if Board takes some action or Pharmacist profession will be another tragedy like in other countries.	11/19/2021 5:25 PM

## Follow-Up Pharmacist Workload Survey

550	I've worked in both retail and mail order, and by far mail order is safer due to the work environment (no interruptions, clear and consistent policies, smooth workflow). I feel far less likely to make a mistake in mail order because I can focus all my attention on one task at a time.	11/19/2021 4:52 PM
551	Pharmacists need breaks and lunches to stay hydrated and be able to use the toilet with out rushing.	11/19/2021 4:46 PM
552	I can't believe the governing bodies can't mandate a break for lunch for pharmacists. The current workload is borderline unbearable. We as retail pharmacist didn't close during the pandemic and our workload subsequently increased exponentially when the government increased the ages and demographics of people available for Covid shots. Our local government ran clinics for the original shots why not now? We continue to work our butts off and often times work more than our base salaries for no additional wages. I think there should be a script to rph ratio and mandatory breaks. I say it time and time again, pharmacy is the unhealthiest healthcare job today.	11/19/2021 4:46 PM
553	Pharmacists are being asked to do at least twice as much work with half of the amount of help. There's no reason why a pharmacist should ever be working as the only pharmacist with all of the things we're expected to do.	11/19/2021 4:30 PM
554	The working conditions of retail pharmacies right now are absolutely a public health crisis. Staffing, vaccines, and unrealistic metrics that punish pharmacists all need to be addressed. Please please, OBOP, step up and help us.	11/19/2021 4:22 PM
555	I feel as if my current employer cares more about the employees than my previous employer. Although I ranked certain areas of high stress and that I was more dissatisfied with certain areas, my employer is currently working on solutions to help ease workload and improve technology. However, I am not sure of the timeline. Operating hours have been modified since the beginning of November and it helps tremendously. I have support from my employer to decline things I am not comfortable with and that I was not trained for, such as immunizing small children with the new covid-19 vaccines. Pharmacists have encouragement to take their lunch break, although 30 minutes for a 12-14 hour day is still not sufficient. My operating hours at my current store are 9a-8p, although we still schedule until 9p to catch up. I have to eat breakfast at around 7 in order to get to work on time. My lunch break is at 130pm, but I do not get a break again to eat or rest until I get home at about 11pm. It is too soon to say if the recent increase technician wages will help in terms of staffing. When we hire techs, there are not enough resources at my store to train them. Four of five techs have been with us less than one month so I am constantly interrupted with questions or need to help them. I want to help them but this leaves me unable to complete my work when I am teaching techs how to operate the cash register. how to process refills, how to answer phones, etc. I am in a chain that has a front store. Many of our front store colleagues have had a great deal of animosity towards me, and some are trying to control decisions in the pharmacy through the technicians. I have support from management own my department and to close my front gates and service only drive-thru when I feel there is insufficient staffing to operate safely. However, it creates added stress from front end criticizing me for this and complaining that it affects front end sales. I have heard of tension at other stores between front end and pharmacy as well. I have worked in retail pharmacy for 8 years. The amount of complaints and verbal abuse from patients happens on a daily basis, and has especially increased during covid. We have had to call the police more than once during just the past few months, and even ban someone from the pharmacy for their behavior. There is insufficient staffing to consistently answer the phone. Even the doctor's offices are rude to us because of this. Although my employer has modified phone prompts to reduce calls to the pharmacy, to answer questions about covid shots, tests, checking to see if rx are ready, patients bypass the prompts and try to speak to someone in the pharmacy. Many refuse to sign up for texts or use the app. I don't know a solution for this, but rather, I am emphasizing the stress this adds and time answering basic questions that do not allow me to use my knowledge, and constant ringing calls that go unanswered add to the noise level and are distracting. There is such a high tech turnover rate in retail pharmacy that I am not sure what other clinical responsibilities would be reasonable in this setting. I do think that technicians should be allowed to read notes that are handwritten directly from the pharmacist for a specific prescription for an individual patient, such as, "take your entire course of antibiotics even if you start to feel better," but direct follow-up questions back to the pharmacist. My practice setting has patients with low health literacy and we have patients who cannot read or write, so verbal communication is more helpful to those patients.	11/19/2021 4:19 PM
556	It is deplorable to work as a pharmacist. I have completely left this profession after 25 years of	11/19/2021 3:53 PM

## Follow-Up Pharmacist Workload Survey

suffering because of unethical and harmful working conditions. I am like others are tired of not having any pressure on companies to regulate them to increase staffing and allow better working conditions so we are not jeopardizing our families and livelihoods of our patients. Enough is enough. There's just too much corporate greed at the cost of pharmacists' licenses. I have been depressed that I can no longer work in a pharmacy. I have attempted suicide and my family has suffered due to my illness. Please do something for the future of pharmacy professionals. I had so many dreams which are no longer able to accomplish. There are so many pharmacists walking in depressed state of mind. Please regulate the profession. We are not dispensing candies. This is a life and death daily. Pharmacists are number 11 on a suicidal list of professions. If Boards will not come up with laws to improve work then who will. Fining corporations is not enough when they are profiting billions. In the VA system, veterans wait their turn and are clinically and professionally communicated before any dispensing can occur. There are many pharmacists and one pharmacist takes in order not technicians and technicians fill orders and a different pharmacist check prescription before giving it to the patient. Every patient is counseled before dispensing. No drive thru fast food environment services.

557	Technician shortage - I would like to see removal of requirement for technician trainee WHEN the technician is certified with PTCB/NHA but living in another state and/or cannot provide record of an ASHP training program. These restrictions severely limit us to who we can hire when the national certification should address any competency concerns. IF the requirement for tech trainee maintains, I would like to see reduction from 300 hours before ability to do ANYTHING. Like could the tech trainee operate independently in an outlined area once they are trained for X hours (like 40 hours on Automated dispensing cabinets allows for independent staffing in that area even if sterile compounding training not yet completed). Having technicians would significantly help. More strict BOP rules go live 12/1 which increases workload of pharmacists. We are not able to get additional staff. This is happening all while we surge, covid vaccine mandates and expanded use is starting, and health care workers are BURNT OUT. I would also love to see from this work some recommendations or rules that could be provided to upper management to protect pharmacists. I do not want to see pharmacists leave the profession (which many are) because of the stress they face. Lastly, we need help continuing to advocate for the pay structure of a pharmacist.	11/19/2021 3:43 PM
558	Pharmacy is unique in that we deliver a service AND a product. When preparing and delivering the product is interrupted by immunizations/testing we invite opportunity for error. We can do both tasks but it would be safer if we isolated one from the other.	11/19/2021 3:25 PM
559	It all comes down to staffing. Until someone regulates how much staffing is required per volume of prescription business, chains will continue to force upon us heavier and many times unreasonable work loads and their metrics to produce profits that they perceive as appropriate for business. Our individual voices of saying this is too much gets ignored. Negative feedback to their metrics is detrimental to your position. Bottom line is they sign the paychecks so they make the metrics and hold us accountable.	11/19/2021 2:46 PM
560	I think for inpatient pharmacy, workload board line out of scope should be reviewed as well. Pharmacy tends to be the one that picks up any slack and it add so much to our workflow without ever changing the quantity of the workforce. While the pandemic led to everyone stepping up, this has been a growing problem inpatient for a long time. When psychiatrists are asking why all of a sudden are pharmacy employees coming to them due to burn out, this pandemic forced so many to breakdown.	11/19/2021 2:31 PM
561	Being a pharmacist is difficult in the current Pandemic environment.	11/19/2021 2:30 PM
562	unemployed since january. unable to secure a new position. you may wish to throw out my answers (except 1, 15 and 16) as not relevant	11/19/2021 2:28 PM
563	I am grateful to be able to give Covid vaccines to help end this pandemic but the stress it has placed on me and my staff has become unbearable due to the combination of boosters and influenza vaccines. I have 2 pharmacist partners and the 3 of us work an extra 3 ( unpaid) hours DAILY and yet some days we are 120 rxs behind. We do this for our technician's well-being and to help decrease the delay in which our patient's get their medications. The burn out we all feel and the long hours we put in every single day CANNOT be safe for patient safety. Something HAS to change or there will not be any quality pharmacists left to serve Ohioans. We are ready to walk out.	11/19/2021 2:26 PM
564	CVS specifically acts in such a criminally negligent way that I don't feel I have enough time to check prescriptions safely.	11/19/2021 2:21 PM

## Follow-Up Pharmacist Workload Survey

565	While the supervisors always asks if there is anything they can do to help, they don't really mean it . My supervisor might give help or listen for a day or 2, but it always comes with the comment that I have to find a "more permanent solution" and that I will have to do it with my partner or by myself, not bothering him. The more permanent solution seems to be quitting.	11/19/2021 2:02 PM
566	I currently work at a great long term care pharmacy. It is staffed well and managed well. Previously, I worked at a long term care pharmacy that was poorly staffed, poorly managed and created immense stress in my life. I had considered leaving that place without a new job lined up. Thankfully, I found a new job that I like.	11/19/2021 2:01 PM
567	I think pharmacy technician responsibilities should be expanded but only if companies can increase their wages. A lot of our workload issues can be resolved if we can offer our technicians a higher wage. It's hard to get good help that will stick around because the amount of stress the job causes makes employee turnover a big problem - the wage is not high enough to make it worth it. When the staff is not appropriately trained d/t high turnover and lack of time, it only makes more work for everyone else, perpetuating the problem.	11/19/2021 2:01 PM
568	i don't care if techs give vaccines but ANY MTM or Checking and verifying should be done by those of us with the proper knowledge to fix and counsel on medication.	11/19/2021 1:59 PM
569	Corporate scheduler of pharmacists lacks concern, empathy, people skills. We are a commodity, and are only treated with respect when we agree to extra shifts.	11/19/2021 1:57 PM
570	I was promoted to pharmacy manager 6 months ago, and since then I have been under scheduling by 60+ hours a week despite many conversations with corporate about change. We were also one of the first stores to receive children's vaccines and received little assistance almost leading to the few staff I had walking out due to the demand we are facing. This is just a small glimpse of the current situation and many stores are facing much worse. I pray for retail pharmacy.	11/19/2021 1:55 PM
571	I have enough time to provide care to the patients, but I have been given other duties that I frequently have to do on my own time because the workload has increased recently due to Covid.	11/19/2021 1:48 PM
572	I'm am very fortunate that my company and especially my district supervisor listen and actively try to help us from being overwhelmed. But staffing problems are beyond their control. We also never have any pharmacist overlap so I never get a true break from work during a 12 hour shift and sometimes don't have a second to eat until 5pm due to the expanded workload with the number of vaccines at this moment. And depending on the pharmacy chain I worked for, this was an issue long before the pandemic	11/19/2021 1:41 PM
573	So glad to have made the change from retail to mailorder. The workload, stress, and mistreatment from management at a large chain was unreal and got worse each of the 10+ years I spent there. It would be great if technicians could be given more responsibility but with such a high turnover of techs and the quality of tech applicants, I feel giving techs more responsibility will only create more stress for pharmacists and isn't a good idea for the pharmacy profession as a whole.	11/19/2021 1:29 PM
574	I work at a PBM so the questions don't really apply to me currently, but I left retail due to the poor working conditions and poor staffing issues. These questions are geared towards dispensing pharmacists and so they don't apply to me. I do think the board should implement staffing rules to support dispensing pharmacists.	11/19/2021 1:18 PM
575	As a professional, I am appalled at the lack of response to the level of staffing within pharmacies. Workloads have increased exponentially while staffing has only decreased. Seriously, I work 12 hour days at a fairly busy pharmacy alone or if I'm lucky with 1 technician for a few hours. I'm still trying to figure out how to be at the drive thru, front counter, and answer 3 phone lines at the same time - all while entering, counting, and checking prescriptions. There is no other industry I can identify where 1 person is responsible for doing that at once. I know my situation is not unique - I cannot reach other pharmacies to request transfers. I am confused and frustrated that, despite the collection of information, the board of pharmacy has not implemented any regulations with this data in their hands. Additionally, there is an enormous safety risk to employees of understaffed pharmacies. Until there are labor protections in place for pharmacists, this situation will continue to progress. The board is allowing the abuse of pharmacists to take place daily. Many have reached their breaking point and have left or are planning to in the near future. Personally, I have become underweight due to not being able to eat, I've had multiple UTIs due to not being able to use the restroom	11/19/2021 1:13 PM

## Follow-Up Pharmacist Workload Survey

(because I'm the only one in the pharmacy most times) and mentally I am experiencing severe levels of burnout. I've sacrificed my physical and mental health for the sake of my patients. My only hope of recovering is if I can leave this career. How would adding clinical duties to technicians improve conditions? The technicians in my area hardly understand how to enter a prescription and it would add stress to allow them to take on anything with a clinical aspect. Plus, if a pharmacy is operating without technicians then this idea really is not applicable. The root of the issues pharmacy is facing is staffing levels. It's time to consider the well-being of pharmacies - including pharmacists and technicians - and prioritize this issue above profits.

576	Too many pharmacy schools. Start shutting them down. PBMs are destroying independent pharmacies	11/19/2021 1:12 PM
577	The largest challenge in the past year has been the loss/turnover of experienced certified technicians. The pharmacies are expected to keep up the same workload without adequately trained technicians. Budgeted technician hours do not differentiate between certified and registered technicians, even though the certified technicians can offer much more assistance with testing and immunizations.	11/19/2021 1:12 PM
578	Consistent short staffing on top of dealing with COVID boosters. Appointments are booked at 50+ per day during the week with almost no technician staffing in the evenings. Patients taking frustrations out on pharmacists even though patient safety should be priority. Have the option to now take a lunch but no pharmacist covering during that time. Come back from eating feeling even more behind and patients upset we did not work during our lunch and get them their scripts faster. Every day is full of stress with physicians also being rude and not understanding as they are sending patients to the pharmacy for boosters and COVID testing, which not all locations are performing. Go home stressed and thinking about all the scripts verified throughout the day. Affects relationships with loved ones and mental health.	11/19/2021 12:35 PM
579	After 25 years of being a pharmacist, job satisfaction is at an all time low. When asked by young people about a career in pharmacy, I highly discourage pharmacy as one of their choices. Stress has increased over the past couple years, but my salary has not increased at all.	11/19/2021 12:32 PM
580	the severe shortage of staffing at all levels in the store places extreme levels of stress on those of us who have continued to work. Patient care has greatly suffered as a result. expectations to continue to meet daily goals and guidelines without sufficient support staff or additional RPH's has made me consider leaving the field all together. Ups and downs in the field have occurred thru out my career but never to this extent. Profit seems to be main motivator in decisions being made with staffing and NOT patient safety or care.	11/19/2021 12:32 PM
581	There needs to be a pharmacist:technician ratio limit in Ohio. I have been at stores that I oversee 6 to 7 technicians alone and cannot be responsible for that much work.	11/19/2021 12:31 PM
582	Getting ready to retire after 40 + years of retail pharmacy feel sorry for those just starting out	11/19/2021 12:26 PM
583	I previously worked for CVS for two years after graduating from pharmacy school before finding my current position at an independent pharmacy. The difference has been life changing for me as I was drowning in my previous workload with little to no additional pharmacy staff or support from my employer. I finally feel in my current position that I am able to utilize my pharmacy knowledge and feel that my patients are being appropriately cared for. I would no longer be working as a pharmacist if my only choice were to work for my former employer.	11/19/2021 12:11 PM
584	Pay/benefits have only gotten worse in recent years. Pharmacists are not valued by our employers or customers. The amount of verbal abuse we receive every day from customers makes it very stressful and sometimes scary to go to work. I've had a customer threaten to kill me at work this year and my employer did not support me on the matter at all. Adding more responsibilities for technicians is not the answer, as pharmacists are still responsible for everything the technicians do.	11/19/2021 12:10 PM
585	The amount of covid shots corporate expects us to do is unattainable. I've been doing shots every 20 minutes for my full 12 hour shift. It is not safe for me or my patients. We have every kind of covid vaccine at my location and errors are just waiting to happen	11/19/2021 12:10 PM
586	pharmacy technician shortage is a key antagonist in the staffing situation	11/19/2021 11:59 AM
587	My student loan debt is so high and my pay so low that I probably will not be able to afford to retire. Therefore I also cannot change careers because I can't afford to re-school or take a lower paying job. Had I known it would be like this I would have chosen a different career. My	11/19/2021 11:58 AM



## Follow-Up Pharmacist Workload Survey

finances from my career choice are my greatest source of stress because they limit my ability to leave an unhappy situation.

588	(1) Pharmacy technician shortages should be addressed on a large scale similar to initiatives that took place during the pharmacist shortage >10 years ago. (2) Consider licensure options for BSPS graduates that allow for more advance pharmacy technician work. (3) Advance automated verification opportunities to increase work efficiency for select functions as well as technology opportunities to validate the work of technicians. We are being short sighted to think that technicians cannot take on some basic functions especially as we expect pharmacists to advance their cognitive services.	11/19/2021 11:57 AM
589	The sole and basic function of a retail pharmacy has become severely degraded to almost non-existent due to the influx of vaccinations, specifically over the last 6 months, and becoming extreme with the introduction of COVID boosters, and the continuing of daily pharmacy-based COVID testing. With little to no additional support, corporate level decisions has burdened staff with up to 50 or more vaccine appointments per day (in some locations), even double booking time slots with appointments, **with the nearly the exact same staffing levels seen pre-vaccine appointments**. I have worked in retail pharmacy (same employer) for nearly 15 years, and have seen almost everything there is, and nothing comes close. This is the general case not only in the field of pharmacy, but throughout healthcare, as multiple colleagues I know are striving to exit a field they once loved due to these beyond-believable conditions. If corporate decision-makers and state boards do not act swiftly, there will be little to no more healthcare workers left in probably a year.	11/19/2021 11:53 AM
590	We can expand technician duties all we want, which is a great thing to do in my opinion, but when the workload is as unmanageable as it is across the board for pharmacists and techs alike, it won't matter how much we expand their scope. We already can't keep techs long enough to fully train before they quit out of exhaustion and stress. The volume of workload that they are expected to bear within their current bounds of responsibility is unrealistic and adding more will not help our current situation. It's great to give them more responsibilities, but the volume of work is already too much for the entire pharmacy staff to handle. We are on the brink of graduating historically small classes of pharmacists in the next 1-2 years, and the staffing shortage in our field is going to compound exponentially. Our field is facing a critical point and my only hope is that it is not too late to take the necessary actions to change our working conditions. Time is of the essence and the lack of any meaningful action from any governing bodies has left many of us to wonder how many mistakes it is going to take to finally bring positive changes. Even more medication errors? Harm to patients? When you have patients telling us volume is being valued more than patient safety, then why has something not been done sooner? Why does it seem nobody with the power to change this situation can see these problems? If chain management will not take the necessary steps to protect its employees and the board will not protect our patients, then who can we turn to? I chose this career to help people. And while I still feel that I am able to do so, every day I question if I am risking hurting people by participating in such poor working conditions. If I leave, I'm just furthering the shortage problem. If I stay, it is only a matter of time before we continue down this path that we are on and grave mistakes will be made due to being severely overworked. Maybe this career isn't what I thought it was.	11/19/2021 11:37 AM
591	Factory The above word describes what retail pharmacy has now become. This ideology has developed in response to increasing pressure from PBM trying to push each others vested interest partner out of business or to damage them as much as possible. It is all guised as an effort to improve patient outcomes and promote better overall health. This could not be further from the truth. All of the large chains are GUILTY of fraudulent, abusive, and wasteful dispensing of prescription medications. All of the large chains pressure their staff AND patients to fill 90 day supplies of their medications which can then be filled every 60-65 days. This is advertised to promote "adherence" and "improve patient outcomes." It is simply a lie, a fraudulent statement used to disguise the abuse of the system that is currently in place. This leads to the chain pharmacies to line their pockets every year by filling 15 months worth of medication in a 12 month period. This is just the tip of the iceberg or a peak behind the curtain. Filling 15 months worth of medication every year leads to thousands of doses of medication to go unused or to build up in peoples homes. The blame being pushed back onto americans who ARE adherent but still end up with a surplus of medication because they are enrolled into automatic refill programs by the companies that they patronize. Most enrollments are against the patients will and are almost impossible to get out of. The reason the were enrolled? Threatened by the loss of their job if they didn't enroll at least 90% of their patients in the program by the end of the year. Fear of losing their job the employee hits the button regardless of what patients say. So the cycle begins. Dismantle, Reduce, Resize these large companies	11/19/2021 11:34 AM

## Follow-Up Pharmacist Workload Survey

and the legislation which allows them to rape the system. These companies control every aspect of the supply chain and use their power to strangle out competition they own the insurance company, the pharmacy, the employees, the drug supply chain. This is an effective monopoly and they are coming for MEDICAL PROVIDERS NEXT!!!!!!

592	Pharmacists were expected to take on the responsibility of administering vaccines during this Covid 19 pandemic and We have received no additional compensation for all of our efforts. Moderna, Pfizer and retail pharmacies are reporting billion dollar profits during this pandemic on the backs of pharmacists.	11/19/2021 11:33 AM
593	My stress/burnout is directly related to poor reimbursements and the failures of the health care system as a whole. I worry about having to close my doors and leave my community without a pharmacy. Each year we have been open, we have seen our volume increase, while our reimbursements have declined. We have taken on COVID vaccines and testing even when we are short staffed (due to the current job market conditions) because we want our community to have access.	11/19/2021 11:23 AM
594	Very short with technician staff in our hospital setting. The system has increased tech wages by ~\$5 an hour which definitely needed to be done due to rising minimum wages and the fact that our technicians work hard and do challenging work and also need to be certified. Hopefully this wage increase will help the situation. I do have concerns about the techs we have left working overtime and short. Will cause medication safety issues and delays	11/19/2021 11:16 AM
595	Regarding workplace satisfaction, I think this question could be worded better. I believe myself and the rph's I work with are very appreciative and highly value the little technician help we have. Our issues would be with the amount of help given to us and the burden placed on them. I think more ways need explored to open the door to good candidates for the technician position. As far as workload is concerned, things need to change. Everyone in the pharmacy is on display. Distractions(phone,customers,drive thru) pop up everywhere. Imagine a doctor or vet just working on/with a patient and theres a crowd staring and six phones ringing. The bakery has more privacy than the pharmacy does. Thats not a profession. I believe we are capable of providing quality care to patients and good clinical services. However passing work off to already overworked underpaid techs isnt the answer. The board of pharmacy needs to decide if it serves the professionals who work under it and their PATIENTS, or if they work to please their bosses from their respective companys. Currently, there are several chains who are drowning with no help and several day waits for prescriptions. Customers complain they have had numerous medication errors given out from these chains. Someone has to look at this situation and not follow the other lemmings as they fall off the cliff.	11/19/2021 11:06 AM
596	Pharmacist roles and technician role expansion with COVID should be maintained and moved forward to that we can continue to practice at the top of our license and knowledge	11/19/2021 11:04 AM
597	Pharmacies should be properly staffed with properly trained technicians who are paid appropriately for the job they do and the stress that comes with it. Pharmacists would be able to better handle the clinical work asked of them if they had appropriate support teams.	11/19/2021 11:00 AM
598	Technicians should be the insurance specialist and other technical aspects of pharmacy including making calls to providers in order to allow the pharmacists to provide the clinical aspects with the patient.	11/19/2021 10:57 AM
599	concerns are largely pandemic related -lack of staffing both technicians and pharmacists coupled with rude and impatient customers I believe my company has taken measures to hire and increase pay, but due to the environment and circumstances it is not enough	11/19/2021 10:56 AM
600	Would love a mandatory lunch break. I do not even have time for restroom breaks	11/19/2021 10:55 AM
601	We need a mandated technician to Rph ratio that is based on prescriptions AND immunizations! Regulation is the only thing big corporations will listen to.	11/19/2021 10:48 AM
602	Survey response based on pre-retirement history. Retired at age 63. Planned on working much longer, but work stress got the best of me. Just as a side note, I thought I had prostate problems, waking up usually 2 times a night. Since retirement, I sleep through the night. Prostate fine, stress level fine now. 40 years as an independent retail.	11/19/2021 10:45 AM
603	The board has hurt Pharmacist by allowing Ohio to become a Pharmacist mill. We shouldn't have 8 schools! You're killing our pay/worth!	11/19/2021 10:36 AM
604	Pharmacists need to have more coverage so more clinical interventions can be done to care	11/19/2021 10:31 AM

## Follow-Up Pharmacist Workload Survey

for the patient. The roles of pharmacists are expanding, COVID testing, immunizations, MTM and now provider status. No one should be asked to keep doing more with the same FTE. This is dangerous.

605	Being a pharmacist in any setting at this time, is horrible. We are unappreciated by patients and other members of the healthcare team and we spend all day getting yelled at. It is unsafe and has gotten way out of hand.	11/19/2021 10:29 AM
606	0 breaks/8 hour shift. Filling over 500 Rx/day. 20+ tests/day. 40-80 vaccinations/day. 3 phone lines. Extra help that was originally promised suddenly disappeared. You might say that's stressful.	11/19/2021 10:22 AM
607	The board needs to limit amount of pharmacists licensed each year. We have too many pharmacy colleges in our state. This glut has led to total disrespect for us by employers. We need to cool expanding tech roles. The job is becoming too hard for the average Joe so we can't hire nor keep techs as a result. Many seasoned techs have quit because they don't want to do the pharmacists work. If md offices could be trained or required to learn how to escribe much of our stress would be eliminated. Maybe spend some money on educational commercials for consumers teaching them to call in there refills a day ahead, punch in refills on line or on phone like public service announcements would be beneficial to all of us. We love our jobs as rphs but we have began to loath what we do because of bad decisions by the state board in allowing any and every university open a college of pharmacy. You thought expanding tech roles is what we needed but it wasn't. We just need more human work days and weeks, breaks and lunches, more overlap of pharmacists and more cooperation from mds and insurance companies. Also a separate board should be established for techs separate from the pharmacists. It is a conflict of interest to have both under one board.	11/19/2021 10:15 AM
608	Walgreens. I'm all for providing all the care to patients that we can. But when I have 3 people working most of the time and we have two covid testing options and 50 vaccines a day. There goes both technicians for most of the day administering and running tests and vaccinating. Leaving the pharmacist to basically run the pharmacy by themselves and doing our actual job. Half the time the pharmacist can't even do that because you get about 100 phone calls a day asking about testing or vaccines. And then people will get mad that they have to have an appointment or that we won't make the appointment for them because we obviously don't have time to do that when we don't even have time to fill prescriptions most of the time. Then there's corporate all over you about metrics....	11/19/2021 10:14 AM
609	My position-Clinical Pharmacy Manager in a Federally Qualified Health Center	11/19/2021 10:12 AM
610	Question #8 Walgreens was horrible Walmart better. Overall, upper management in all these retailers do not care. Experienced it first hand. Comments by certain upper management was "If they can't handle it, they can find a job elsewhere" to "They are over paid babies". The Retail industry is a mess because of upper managements fixation on results and money and the insurances cutting every little dollar for care. It's sad when you are hearing pharmacist having myocardial episodes and the company continues to leave the department open.	11/19/2021 10:09 AM
611	Hard to answer a lot of these - wish there was an NA optional. Working in ambulatory care setting, I do not work with technicians regularly, so based this off of our inpatient staffing model.	11/19/2021 10:07 AM
612	Covid vaccines and testing have taken over the pharmacy's ability to actually FILL and DISPENSE medications. We're doing 20-50 vaccines a day with single pharmacist coverage while still trying to fill 350 prescriptions for maintenance and emergency medications. Our 30 minute lunch break is really only about 20 minutes once you take a moment to use the restroom and lock up the pharmacy then having to come back early to be sure to reopen on time. We are also having to deal with store issues not related to pharmacy such as answering store phone calls, directing customers to products (some of which are located nowhere near the pharmacy) and finding store personnel to unlock cases and products they've locked up for security purposes. While it's nice to provide services such as basic screenings, immunizations and compliance counseling, we are given no additional help or hours to offset the increased workload.	11/19/2021 10:05 AM
613	So much stress that it greatly affects all aspects of life. Working with no breaks. Not enough staff or pharmacist overlap to support volume of work and tasks be completed in a safe manor which has at least tripled over the past 2 years. Increased customer hostility and profanity towards staff.	11/19/2021 10:02 AM

## Follow-Up Pharmacist Workload Survey

614	Technicians should be paid a higher hourly rate. Minimum wage is not appropriate for the stress they are under. All pharmacies should have a 1-hour scheduled break daily. With vaccines, counseling, prescriptions, and 12-13 hour days (with no lunch or restroom) are impossible to complete safely without resting at some point. Customers are angry and in most cases rude and racist. This is unfair treatment against those who are supposed to be "the most accessible healthcare provider." The healthcare system has failed pharmacists tremendously.	11/19/2021 9:57 AM
615	One of the biggest causes of stress at my employer is lack of competent technicians. While we have started to be able to hire technicians we are not getting good quality hires. They are not capable of multitasking, data entry, etc. We went from severely understaffed due to good technicians leaving for higher paid jobs to lots of new hires that unfortunately are not good replacements for those lost. Better training and pay for technicians would help. Smart, quick, and capable technicians are absolutely necessary for success. Extra help that is untrained or incapable unfortunately isn't helpful.	11/19/2021 9:55 AM
616	Requiring techs to be licensed has resulted in shortage. I do not disagree with the decision, but pay has not increased with the additional education needed to obtain. This has resulted less going into the career and a shortage.	11/19/2021 9:48 AM
617	I feel the state board is not helping pharmacists in the retail environment. I feel the retail changes are too big, have large metrics to met, are not their for their staff, are allowing staff to be overwhelmed, and staffing issues are a large problem. Big business is their for the money not for the patient or safety. I state everyday at work this is not a safe work environment. We are letting patients down everyday. The chains don't care. I have gone days with out eating or going to the bathroom. I have had staff have break downs while working. I have worked with a death in family, a child with covid, and medical appts needed for family and me that I can't met. I work extra hours every week. My vacation day gets denied. Change needs to happen or retail pharmacists will leave and the short staffing will be worst. This needs fixed now.	11/19/2021 9:46 AM
618	I have been a pharmacist for 22 years and never did I think this is what our profession has become. I work for a grocer working 12 hour shifts with no breaks and hardly time to make it to the bathroom. I am filling over 500 prescriptions a day plus doing 30-40 vaccinations a day with no other pharmacist help. We need to do something now or our profession will be in shambles. I do not recommend anyone to go into pharmacy at this point.	11/19/2021 9:44 AM
619	This survey is necessary.	11/19/2021 9:44 AM
620	I have been a pharmacist for this company for over 26 years. I've been a very loyal and dedicated employee. In the past, I've always been able to keep up with the workload and do my job efficiently. Unfortunately, we have always had a large turnover with pharmacy technicians. We hired untrained people, train them, then they realize that they can make more money somewhere else, so they leave. I don't blame them but it doesn't help that patients come in and yell and curse at them for things beyond our control. More and more duties are given to us which is great for job security but it's getting to be too much! Pseudofed sales, Narcan, CMRs, MTMs, Outcome tips, Vaccines, Covid testing, not to mention the 300rxs we fill per day. Last year the company said that we can take a lunch from 1:30 to 2pm but it never happens because they won't allow us to close up during that time and that is the exact time when all the docs are back from lunch and start calling us. Since the pandemic started the staffing issues got worse, workloads increased. There are times when I am 200rxs behind. I ask my DM for help and she tells me that there is no one. To do my best, don't answer the phone, that there are stores worse off than mine. So I come in on my days off to try to catch up. I stay late. Last week I got there at 8am and worked until 12am the next morning!! On the weekends, I'm supposed to leave at 6pm but I stay until 8 or 9pm. I just can't do this anymore. I can't even enjoy my days off because I'm anxious about what I'm walking into the next day. I want to quit.	11/19/2021 9:42 AM
621	Technicians are an incredible and vital resource for our pharmacy and alleviate a lot of the burden/stress on pharmacists. However, due to technician shortages, pharmacists are being required to take on additional responsibilities previously performed by technicians. Making a pharmacy technician a more desirable career, increased pay & autonomy, would help with retention/recruitment and reduce some of the pharmacist burden.	11/19/2021 9:41 AM
622	*The increase in Covid vaccinations has been significant. Staffing has not been adjusted to reflect this. *The technicians that I have supervised giving immunizations have done a great job. I feel consideration should be made to include all immunizations not just Covid and flu. Also, consideration to make this permanent. *Despite receiving a 30 minute lunch during the day consideration should be made for additional time. It is difficult to close mid day therefore	11/19/2021 9:35 AM

## Follow-Up Pharmacist Workload Survey

the full 30 minutes is nearly impossible to take. Also, for 12 to 13 hour shifts this leaves hours with no break. \*Adding pediatric vaccinations into workflow has been extremely challenging. Again, staffing has not been adjusted. \*With unlimited walk in vaccinations it is very easy for workflow to back up. This can become very overwhelming at times. \*With the increase in stress in the work place I have personally considered stepping away from my career for a while.

623	I moved from retail to primary care setting 3 years ago and stress has reduced greatly. Much better work environment now.	11/19/2021 9:34 AM
624	While there are many things putting stress on us pharmacists during these times, I find the most unbearable part of my work day is handling dissatisfied and rude patients. It truly takes a toll on my mental health and anxiety daily, while we are trying to do the best we can in the fastest and safest manner. With that being said, I feel that most days I am trying to work faster and this could be compromising my patients care. I know my company sees the hard work we are doing and is always commending us. However, I sometimes wish that they could see the day to day. I might add that I am recently licensed and have only been a pharmacist for a little over a year and I am already feeling burnt out and wish I could find a career outlet to work from home because I feel my mental stress at work difficult to handle most days.	11/19/2021 9:34 AM
625	I have worked the last 8 years in this in-house closed door pharmacy. Previously I have worked for Walmart, Walgreens and SuperX. I can tell you if I had to go back to the retail setting I would have a much different survey. I left the retail world when I had the opportunity due to high stress and difference in philosophy. They chose profit over patient and staff safety. I pray everyday for those heroic retail workers.	11/19/2021 9:32 AM
626	I have worked many years as a pharmacist and do not plan to do anything else.	11/19/2021 9:31 AM
627	The amount of immunizations we are expected to tackle now with the pandemic is incredible. My employer does try to get me an immunizer most days. However, if I don't get one I still have hundreds of appointments scheduled for vaccines and am expected to do them in addition to my other regular duties! It's too much honestly. I love being a pharmacist and love giving people Covid immunizations and other vaccinations, but the public expects us to run as a doctors office and I don't always have the staff to accommodate that. I have a great staff and my employer tries their best to help us how they can, but the workload on the entire healthcare system is too much right now. Another large aspect that is taking time away from patient care is the back orders on all cough meds, common antibiotics, etc. I'm spending a great deal of time searching for these needed items, transferring in/out scripts where patients can get what they need. These back orders for Covid type items are largely affecting workload as well. Thank you for working towards a better pharmacist environment for us. It is truly appreciated!!	11/19/2021 9:30 AM
628	I recently exited the retail setting. The amount of work and stress was unsafe for me, my coworkers, and my patients. No human being should be expected to do what we were having to do. Not worth mental health and risk for errors at any pay. What's going on in retail right now is not okay. I hope this survey helps those pharmacists and techs still sticking it out.	11/19/2021 9:27 AM
629	Looking to change employer currently due to working conditions at current employer	11/19/2021 9:23 AM
630	I work for a small independent pharmacy and feel lucky- I believe my work conditions are better than most places.	11/19/2021 9:23 AM
631	I have been a pharmacist for 23 years and I am 47 years old. I strongly feel that retail pharmacy can no longer be a life time career, working conditions are impossible for pharmacists as they age and I feel sorry for those few I see trying to work into their sixties. I plan to find an alternate career in the next five years. It is shameful what has become of the profession.	11/19/2021 9:18 AM
632	The licensing and registration requirements in conjunction with the Great Resignation has created a massive technician shortage in the state. 28% of our technician positions are currently vacant and we are not even receiving applications from qualified candidates on our full time day shift positions. Pay has dramatically increased to almost \$25/hr for technicians in our area and we are still unable to fill positions with certified pharmacy technicians due to individuals leaving this career path. The pressures of volume, stress, legal responsibility of being licensed has resulted in many highly trained individuals leaving pharmacy, for non-patient facing careers with greater flexibility. There is a surplus of highly trained clinical pharmacists in Ohio and unfilled student seats in Ohio Colleges of Pharmacy. Technicians should not be given	11/19/2021 9:17 AM

## Follow-Up Pharmacist Workload Survey

additional clinical responsibilities as this will worsen the shortage of technicians. Increasing technician responsibilities by vaccinating and performing clinical functions will only allow large corporations to increase profit on the backs of the pharmacists and technicians in our state and worsen the working conditions of these individuals. The Board of Pharmacy should partner with large employers and Colleges of Pharmacy to create a large scale training and recruiting plan to create a technician career path. We need an easy process to bring trainees into the profession and create the image of it as a career.

633	I have retired. The current atmosphere of retail pharmacy has changed to the point that I was no longer able to give the in-depth care I wanted to	11/19/2021 9:15 AM
634	I will never go back to being a retail pharmacist again.	11/19/2021 9:12 AM
635	We are the only division of healthcare that does not have a limit to their workload. A majority of providers are appointment based. Once their appointment slots are full, they don't expand their hours or create new slots. As pharmacies, we don't have a prescription limit. We'll have over a thousand prescriptions in the queues but that doesn't mean we stop taking new prescriptions. Patients have this misconception we can get their medications ready in less than an hour. If their pizza is going to take over an hour to be delivered, they don't bat an eye. But if it's their prescription that could potentially harm them, an hour wait might as well be the end of the world. We are overwhelmed by the amount of scripts and the lack of staff. We are working over 50 hours a week and not getting raises or any additional benefits. I was in a car accident from the work fatigue. Retail pharmacy has become an inhumane work environment.	11/19/2021 9:09 AM
636	I didn't know there was even an organization out there that looked after the work force of the pharmacist. Why in the hell haven't they done anything to provide a scheduled break for a pharmacist to take?! Dr offices close for an hour for lunch. Why can't pharmacies have some kind of break throughout the day?! We run ragged from before opening to after closing at 150mph. Something needs to be done for patient safety and pharmacist sanity!!	11/19/2021 9:08 AM
637	My employer has been really proactive in making sure each of our stores can set our own schedules for COVID vaccines and have not been pushing goals or metrics. I know many do not do these things.	11/19/2021 9:04 AM
638	I spent 10+ years at CVS, and finally couldn't take it anymore. I answered this survey as if I was still at CVS, because that's where the major pharmacy problems lie. With the big box chains. CVS and Walgreens are by far the worst, but all retail is in a race to the bottom. I'm less than a month removed from my position at CVS, but I worked for them for 10+ years, as a staff, and then PIC at some of the highest volume stores in the state. I've seen the conditions deteriorate over a decade. Until now. Now, it's unworkable. Every store in my district was DAYS behind. Some were WEEKS behind. Zero support from corporate. Zero recognition of the problem. Not until it was too late. But by then...RPH's started leaving. We lost a dozen good people over 2-3 months, from July into Sept. No one wants to stick around or be the last one left standing as work increases, and support staff decreases. COVID shots, flu shots, increased script load. And CVS is crying about payroll and overtime. Every quarter for a year and a half they've announced their best financial quarter yet. They are making money hand over fist on the back of compromised patient safety. Will the board do something? Isn't that it's job? To protect the public? How do they let corporations just roll over an entire profession like this?	11/19/2021 8:57 AM
639	I quit Walgreens this month. I was an employee of Walgreens for almost 25 years. Clearly there is a lack of effective communication and concern for the well being of pharmacists. I have chosen to not seek employment elsewhere.	11/19/2021 8:54 AM
640	Chains like CVS are ruining our once proud profession by ignoring safety and ethics purely in the name of metrics and profit.	11/19/2021 8:53 AM
641	I work at a LTC pharmacy now. But I worked in retail for most of my career. I could never go back to retail again. It was stressful back then (10 years ago when I left) but it is horrible now. I'll retire before going back to retail.	11/19/2021 8:52 AM
642	After 30 years in this profession ,I never thought at this point in my career I would want to leave,that being said if the right opportunity came along, I would not hesitate! I have never felt so under valued by a corporation in my life, even after they post record earnings. We are constantly harassed on our days off to pick up open shifts at other stores due to lack of staffing and quite frankly I feel it would be held against me to say no. We are forced to work at such pace that if we actually slow down to speak with a patient we are penalized because	11/19/2021 8:49 AM

## Follow-Up Pharmacist Workload Survey

other scripts are not checked fast enough. We have to let patients wait because if we take too long to answer the phone it counts against us. We were given a lunch break in the last few months but we are penalized for actually taking it because everything in the "queue" expires so that too is held against us. All the metrics are set up that put patient care LAST and speed and volume first and those of us in a retail setting have no voice to speak up or we will be terminated.

643	Help us. Make a plan to do something for us. Don't just take a survey. Use information to better our profession and our work place.	11/19/2021 8:45 AM
644	I WORK IN THE BEST OF SITUATIONS, THE PROFESSION AS A WHOLE IS TERRIBLE AND UNSAFE, AND IT DOESN'T NEED TO BE . THE BEAN-COUNTERS IN CONTROL OF OUR PROFESSION NEED TO FACE CONTROLS FROM THE STATE BOARD. THIS IS THE BEST WAY FOR THE BOARD TO PROTECT PATIENT SAFETY.	11/19/2021 8:42 AM
645	Under the staffing crisis I think the board needs to reevaluate the registration requirements to allow post 30days after employment begins. We lose interested people and the restrictions hurt us	11/19/2021 8:39 AM
646	The additional responsibilities added, primarily immunizations and clinical services, that are on demand and lack of staffing combined with high prescription volume has put tremendous stress on pharmacists and technicians. Patients do not understand there will now be a wait for prescription or services. There is no other profession in healthcare that someone can walk in and ask for a service without a wait. Expectations are unrealistic and use of customer surveys are counterproductive to safety measures. Clinical services and prescription services need to be separated for a safer work environment.	11/19/2021 8:38 AM
647	If breaks are mandated, the pharmacy must be closed during that time. During a 12 hour shift, one 30 minute break is not sufficient.	11/19/2021 8:31 AM
648	#pizzaisnotworking. Our industry is in dire need of help. Patient safety is in jeopardy.	11/19/2021 8:29 AM
649	Conditions have declined over the last 5 years. Nervous to see the next 5. Nothing will change with this survey.	11/19/2021 8:20 AM
650	It is constantly more, more, more. We don't really take care of patients. All we ever hear about is "increasing throughput"	11/19/2021 8:19 AM
651	There has been a lot more responsibility placed on us the last few years and we haven't been given any additional supportive help or had reflective pay changes due to the increase of responsibility. Someone needs to look into Pharmacists getting their fair share of administrative fees (fees that are gained directly from our license and our work) due to the increase of immunizations, screenings, etc. With the rest of the world getting raises in a lot less stressful conditions I am looking for a new career.	11/19/2021 8:18 AM
652	Frustration bc my job is now to do Rx insurance company bidding rather than be an RPh; why are we forced to disp higher cost brands when gen avail? Not a nurse & hate forced to give shots- espec since get zero extra help OR PAY for that extra liability/training on my part!! Too busy stabbing people & contacting MDs about ins formulary changes to actually perform PT counseling ... which is what pharmacy is supposed to provide! And what the heck happened to dispensing fees??? Under \$1 total reimbursement for ANY Rx is ridiculous!! Can we PLEASE take back pharmacy from insurance companies & get back to real patient care????	11/19/2021 8:16 AM
653	I worked for Walgreens for 26 years over which time the demand on pharmacy staff became unbearable. Prior to leaving the profession all together ( stress causing severe elevated blood pressure, migraines and emotional instability) I decided to switch to CVS to see if the situation was similar. The workload is unbearable, unsafe and causing physical and psychological damage so much I am looking to change careers all together. Just yesterday I had to tell a patient I could not get their ERX fir an antibiotic ready that day , despite 3 hours left in business day because I had 100+ erxs to enter in que while doing vaccines with one technician clearly an impossible task. There needs to be measures to reroute or decline ERxs when a pharmacy is at or exceeding capacity to fill prescriptions in a timely manner. We have multiple times over the course of the past 4 months be in excess of 500 scripts in our production que, creating a unsafe work environment gor all employees and patients.	11/19/2021 8:12 AM
654	Glad I'm closer to retirement age than most. Still hoping to make a positive difference in my community. Don't know how much longer we can keep this up....it's inhumane.	11/19/2021 8:09 AM

## Follow-Up Pharmacist Workload Survey

655	I have been a pharmacist for a long time. I'm not sure whose "bright idea" it was to have us immunize, but it was a horrible idea!!! I barely have time to fill a prescription in a safe timely manner but to add immunizations into the practice has been unsafe. 3 different Covid vaccines, 3 different influenza vaccines and that doesn't count the other vaccines. But hey wait, you have a patient to counsel and a doctors office on the phone! seriously vaccines are a disaster!! and I work for a company that supports us. the amount of stress I have is huge but not near what I'm hearing from some of my other colleagues. shame on the state board for allowing this!!! stop allowing the chains to dictate our practice and stick up for US!!!	11/19/2021 8:09 AM
656	Most of my stress involves the workload of treating patients with Covid-19. Low staffing of technicians contributes to this stress. Lack of assistance from the clinical staff also contributes to stress.	11/19/2021 8:08 AM
657	work loads are tremendous and will lead to grave mistakes	11/19/2021 8:08 AM
658	Please note that I am in a non traditional pharmacy practice setting (investigational drugs, clinical research pharmacist) and participate in inpatient/outpatient studies. The workload in research is high with regulatory, administrative, dispensing, participating in monitor visits, setting up and maintaining complex drug studies, etc. I do not directly interact with patients, family, or insurance companies in my position.	11/19/2021 8:06 AM
659	Labor shortages have been vast across the country for many retailers. Recently we were able to hire some new employees but training a new hire can be very challenging especially during cold and flu season. This along with Covid vaccines has been the greatest challenge to pharmacy in recent years. Between filling prescriptions, answering calls, counseling patients, performing MTMs/CMRs, reconstituting medications, and administering vaccines, there is hardly any time for a pharmacist to eat or go to the bathroom. The level of stress in pharmacy has always been high but now, with Covid, is through the stratosphere. Every pharmacist I speak with regarding the profession is highly stressed and dissatisfied.	11/19/2021 8:05 AM
660	Thank you for looking into this issue. Pharmacy is a broken profession. If it wasn't for loans and having a family, I'd be changing careers. You are continually asked to do more with less and punished for failing to do the impossible. There needs to be legal protections regarding workload otherwise it will not stop. The conditions we are forced to work in are a public health threat due to the error potential from burnout and distractions/interruptions.	11/19/2021 8:05 AM
661	Under the remaining as a pharmacist section: I want to leave, but I am stuck in the profession due to age/point in career/life/breadwinner Also...technician training is grossly inadequate	11/19/2021 8:03 AM
662	Retail pharmacies need more pharmacists/pharmacist overlap. Unfortunately where I work (Walgreens), corporate is not budging on offering a higher salary to try to get more pharmacists hired. Pharmacists keep leaving the company and there are daily closures/changes in hours because we don't have enough staff to keep all the pharmacies open on top of doing off-site vaccine clinics. I can't get a day off even if I requested it over 6 months ago because they fired over 20 pharmacists in my area mid-pandemic and most of those pharmacists were part-timers who constantly picked up shifts or helped out during flu season (we used to have 3 pharmacists a day at busy stores, now we are lucky if we have 2). I used to enjoy my job, but now I despise it because the amount of stress and anxiety I feel on a day to day basis is affecting my mental health.	11/19/2021 7:59 AM
663	I feel pharmacy has changed to meet metrics instead of saving lives!	11/19/2021 7:58 AM
664	Too many vaccinations and not enough support staff...not able to fill prescriptions in a timely manner.,	11/19/2021 7:57 AM
665	Thanks for looking into this matter. I've seen retail Pharmacy change from a same day 20 minute wait for Rx's to a next day or hour to hours wait for Rx's due to staffing levels.	11/19/2021 7:54 AM
666	The workload and staff shortages have only increased now that we are in the midst of COVID vaccinations/testing. Many good pharmacists have left the company due to unrealistic expectations and demands placed upon them, I too feel burned out and hopeless. Due to the increased workload and decreased staff, medication errors are the norm not the exception. Filling a prescription at a large chain pharmacy is a dangerous proposition. There is no time to perform Drug Utilization Reviews, check OARRS, counsel patients, or perform quality Medication Therapy Management. The goal is to get the pills in the bottle or the injection in the arm as fast as possible. Sadly, it probably won't be long before a patient is seriously harmed or dies. Hopefully, if someone is reading this comment it won't be your son, daughter, mother, or father. Maybe you can try to do something about this retail epidemic.	11/19/2021 7:51 AM



## Follow-Up Pharmacist Workload Survey

667	Thank you BOP for continuing to investigate and collect data regarding our mental, emotional and physical health. There has not been much gratitude going around recently and want to acknowledge appreciation for you and the adoption of a committee seeking to improve our working conditions. Seeing action taken and implemented would go a long way with pharmacists. The gesture of care goes a long way. A few suggestions that would be a good starting point: mandatory breaks and shift limits. And while not something this committee is likely able to address, fixing the terrible PBM issue and poor reimbursement would lessen the burden of company metrics. Sadly, money drives everything. We check hundreds and hundreds of scripts just to offset getting paid cents per script. If minimum reimbursement and or significant dispensing fees could be instituted into contracts, perhaps this would alleviate the pressure of our high workloads. Perhaps this concern can be delegated to the appropriate channel down the road as it is truly the root of all pharmacy issues. Please reach out again if you require more data, and hope you find this comment field welcoming as I'm sure some others' responses will not be so nice. Thank you!	11/19/2021 7:50 AM
668	I feel burnt out burnt out. I am do not get the opportunity to take breaks during the day. I am expected to work 12 hours with no breaks. My work load has increased and staff had decreased. Giving tons of immunizations with no extra help. Something need to be changed!	11/19/2021 7:48 AM
669	I left Walmart after 11 years as manager then floated for Cvs for a short time and now work at rite aid (staff rph). Walmart was VERY much more stressful & the pressure and constant harassment from my district manager was unbearable. CVS was very understaffed & impossible to get any work finished (often worked without a technician at all). Rite Aid is MUCH more reasonable and I feel respected & appreciated by my district manager. The staffing shortage is beyond their control & they're working hard to lessen our workload, while getting more people hired. (They are not pressuring us with metrics & even let us close an hour early to complete tasks). I'm thankful to be working at rite aid & don't plan to leave until retirement.	11/19/2021 7:43 AM
670	no comment	11/19/2021 7:38 AM
671	I noticed some pharmacy chains are allowing their pharmacies to close for lunch, my pharmacy chain does not allow that (rite aid). They "recommend" taking a break, but that is not realistic in retail pharmacy. I am asking for a lunch break mandate, require retail chains to close pharmacies for a 30 minute lunch. That would be huge help to our health and well-being. Thank you!	11/19/2021 7:37 AM
672	I have been a pharmacist since 2009. I have seen the advancement of pharmacy practice since that year. I was one of the first immunizing pharmacists in the state in a rural area to which I floated. I know the pharmacy experience can enhance patient care. I have always wanted to expand my role in a clinical setting but my lack of residency training prohibits me from acquiring my "dream job." I know our expanded services can enhance patient care, but the public views us as a fast food industry just slapping a label on it and our employers haven't increased tech hours, but have indeed continued to rope down our hours to save on labor costs. Our technicians are GROSSLY UNDERPAID for what they do and we cannot retain good employees. We need an rx to technician and pharmacist ratio to MANDATE technician hours in the store. We need a MANDATED MINIMUM WAGE to recruit and maintain good employees. We NEED YOU to step in and help us do our jobs safely.	11/19/2021 7:34 AM
673	Question #16: Our technician team has been so under staffed for so long that I do not think it would be of benefit to expand their role to more clinical duties at this time. We are in desperate need of technicians to do technician duties. If we are ever able to have our technician team fully staffed for an extended period of time, then maybe an opportunity got expand their role could be discussed.	11/19/2021 7:33 AM
674	I recently left a position at Rite Aid after 19 yrs and 7 mos and working conditions there had more recently become abhorrent and dangerous. Management kept cutting technician hours and adding additional responsibilities (eg vaccinations and MTM documentation/billing). I formally complained to Director level HR and subsequently "left" Rite Aid.	11/19/2021 7:32 AM
675	Pharmacy technicians should never be in a union. Their work is SO much different than that of anyone else in a grocery store. They need paid more because they do more and their work could ruin someone's life.	11/19/2021 7:30 AM
676	Pharmacy is too overwhelming. A simple solution would be to staff more pharmacists. It's been made well aware to all on social media that the 3 letter has had excellent profits but chooses to demoralize their staff and harm the public any way they can. Is it really safe for	11/19/2021 7:24 AM

## Follow-Up Pharmacist Workload Survey

one pharmacist to verify over 600 prescriptions including almost 60 vaccines with a total of 28 tech hours on a schedule. Or being so short staffed you dread going to work because you know you will be harassed by patients for increased wait times. I leave work almost every day praying I haven't made a mistake. The toll this job had taken on me physically and mentally can't be ignored either. It has affected my health (chronic heart burn, ulcers, nightmares about what will happen the next day at work, the health of my unborn child child, multiple illnesses related to stress) and well as the relationships within my family. The fact that the state has allowed unsafe working conditions like this to exist has a detrimental impact on the safety of our patients. Something needs to change and it needs to happen NOW

677	Recently we the pharmacy has been closing for lunch breaks. Most of the staff works through part/all of the break in order get some work done. Staffing has been less than needed for years, now with the added responsibility of giving COVID vaccines it is far worse. Just know realizing that closing for lunch breaks is purposefully in Ohio as a test market in order to affect the results of this committee's research and most likely will be taken away once you have made a ruling. I have less staffing hours than at the start of the pandemic, but with increased responsibilities and increase of fear of losing my position due to metric enforcement. The only way to meet the metrics is to have staff work off the clock. I have consistently am shorted on pay on top of this, having hours not placed into payroll or being removed at a later date. I would not have become a pharmacist if I knew that this is how I would be treated.	11/19/2021 7:24 AM
678	This survey felt very geared at retail. I am confident conditions in retail are worse than they are in the hospital, on average. However, I do hope that hospital pharmacists are not left out of solutions. We are unable to recruit technicians and RPh are doing CPhT work to compensate leaving our the entire department short staffed. Clinical services are NOT included in productivity metrics - we NEED RPh:patient ratios or statewide/nationally accepted clinical productivity metrics. CPhT (once available) need to be able to check eachother for low risk oral products in hospitals - with barcode technology and RPh order review, RPh checking carts and oral products off the robots/intelligent shelves is a complete and utter waste of time.	11/19/2021 7:20 AM
679	I am retiring in a year or two, so I will leave the profession. This affected a few answers at the end as far as leaving the profession.	11/19/2021 7:14 AM
680	This survey is geared for retail pharmacy. I work in a hospital setting. I do feel there is age discrimination and degree discrimination. I ve been an excellent hospital pharmacist for over 30 years but couldn't find a job because of Ohio opening more pharmacy schools pouring out more young inexperienced pharmacists diluting our pay scale. New pharmacists with large student loans have to take retail jobs in order to pay off their loans. CVS Kroger Walgreens have no respect for our profession. They only care about their profits. The solution is pass more labor laws to protect pharmacists and technicians or take their ability to fill prescriptions away from them.	11/19/2021 7:13 AM
681	Workload constantly going up...there is not enough time or help to meet the workload. Employer does not seem to care. Pay rates are frozen as retail companies have colluded to keep pharmacists from changing employment and receiving fair market compensation. Workload is at a level that potentiates danger to patients.	11/19/2021 7:06 AM
682	The pandemic, work place staff shortages, and an increased demand for service and services have put the profession, especially the retail side, in a tough spot. I go home completely exhausted after every shift and I often worry that I have made an error. I pray that I cause no harm.	11/19/2021 7:01 AM
683	Covid vaccinations and testing has made the workload impossible	11/19/2021 6:57 AM
684	I recently switched to hospital pharmacy after years of retail pharmacy due to poor management and work conditions that created an unsafe work environment	11/19/2021 6:55 AM
685	Need more pharmacists not technicians.	11/19/2021 6:50 AM
686	Thanks for the opportunity to help	11/19/2021 6:45 AM
687	The workload is unreal, the metrics are unattainable with current staffing situations, the clinical responsibilities are too much for one pharmacist to manage, there HAS to be more pharmacist overlap, I would love for the technicians to help vaccinate but they are already extremely burnt out and tired and don't make enough money! The expectation of some of these companies is you stay until the work is done , you come in early and leave late to help your team- well that has cost me time with my small child and the rest of my family and so much stress! It shouldn't have to be this way. Every clinical service should be by appointment only and staff	11/19/2021 6:43 AM

## Follow-Up Pharmacist Workload Survey

at minimum one pharmacist to manage pharmacy work flow and one pharmacist to manage clinical services during ALL business hours. There also should be no metrics that time me on how long it takes me to complete a prescription. I should be able to take as much time as I want/need to ensure everything that comes out of my pharmacy is SAFE and CORRECT without concern of discipline from corporate people who get to sit at home during a pandemic telling me to work faster and harder.

688	Large chain pharmacists are struggling. There is supposed to be a surplus of pharmacists due to large number of pharmacy schools and new grads in Ohio. However, my employer is unable to hire any pharmacists to sufficiently staff all pharmacies (probably due to low RPh pay, \$45/hr). Many retail locations on the corner of happy and healthy are closed due to no pharmacist on duty leading to harder workload on open locations and on pharmacists who work the day after the pharmacy was closed. At my store (24 hour pharmacy) we have 2-3 pharmacists with 2-5 technicians spread over 24 hours filling close to 500-750 prescriptions, 30-60 vaccinations and 20-30 covid tests per day. How is this safe and acceptable?	11/19/2021 6:38 AM
689	Walgreens and CVS should be sanctioned for what they are doing to their pharmacy teams	11/19/2021 6:37 AM
690	I am totally committed to my profession because I am totally committed to my patients. I know the attention I give to things being right and to taking care of them. It is not as much as I would like buy I know they are being for. I don't want to trust my patients to someone else who might bow to the pressure from the chain more and jeopardize their safety.	11/19/2021 6:37 AM
691	I am blessed to work for an independent family pharmacy where we truly know our patients, have a dedicated staff, and have excellent communication to address issues (such as these).	11/19/2021 6:32 AM
692	N/a	11/19/2021 6:30 AM
693	Too much expectations on pharmacists without being able to hire immediate tech staffing. Conditional new hire status needs to be put back in place.	11/19/2021 6:23 AM
694	I do not work in the retail setting. I have the flexibility to take breaks. There are mandatory monthly meetings scheduled over lunch but I am able to eat while I attend them. To advance I would be expected to donate 2 lunch times a week to more meetings/ preferring, but I am not punished for declining the second group other than lack of advancement. But I consistently work 4-7 hrs a week outside of my paid time to get the work done.	11/19/2021 6:22 AM
695	I have been a pharmacist for my entire career and am close to retirement. The technician shortage is acute. If technicians handle all the technical aspects of pharmacy, the pharmacists will be freed up to be more clinical. Retail pharmacy staffs are very, very busy. Their working conditions must be very stressful. I have heard that CVS is tracking how many minutes the pharmacist spends with each patient and they have put a cap on it. This is ridiculous. The same is happening with doctors. They do not have any say in how long they want to spend with a patient. They are being set up for poor job performance. Pharmacy is a patient care function, and pharmacists and pharmacy technicians should be free to perform that service to the best of their ability without external forces requiring them to treat people as widgets rather than as people.	11/19/2021 6:13 AM
696	My employment has lack of staffing due to design. Most all the issues stem from newer management (7 years) and I have been trying to find a position elsewhere for years but no one wants to hire a 60 year old pharmacist so I am stuck and extremely unhappy. I get NO breaks whatsoever in my 10 hour shifts and I stand all day which has caused health concerns. My requests to cut my hours are not acknowledged. I will most likely leave the profession before my retirement age.	11/19/2021 6:12 AM
697	Workload is unbearable at times and is getting worse with COVID boosters and flu shots.	11/19/2021 6:09 AM
698	I may retire earlier than planned because of the stress and workload. I'm exhausted.	11/19/2021 5:59 AM
699	Retail pharmacy has become a very unenjoyable environment to work in. Companies are decreasing pharmacist pay while increasing workload and it's just ridiculous. Most days, I do not feel like I have time to have proper conversations with my patients as I am too busy administering vaccines.	11/19/2021 5:52 AM
700	Vaccinations place too much stress on the pharmacy workflow. My company has booked vaccines every 10 minutes from 10 am to 7pm and has encouraged walk ins on top of this AND has been pushing flu shot goals. Pharmacists have so much to do in so little time and	11/19/2021 5:49 AM

## Follow-Up Pharmacist Workload Survey

have been set up to make many errors. Sometimes my hands tremble because I'm so stressed and nervous about making a mistake.

701	I really hope that our professional board intervenes to improve working conditions and the current pay disparity. I discourage high school graduates from pursuing a career in pharmacy based on the saturation of pharmacists in the market and terrible working conditions in the retail setting.	11/19/2021 5:43 AM
702	I was feeling extremely stressed when the covid testing and vaccines started but I honestly think my company is striving to improve work conditions for their pharmacists. It is hard to find good ancillary help right now and that is not the company's fault.	11/19/2021 5:26 AM
703	The board of pharmacy needs to clamp down on the large pharmacies that are overworking and reducing pay and benefits to pharmacists. It's shocking that this is allowed to go on!	11/19/2021 4:51 AM
704	Grateful OH BOP is empowering pharmacists now with resources such as the inspection guides so that we can succeed at quality and legal standards, versus them playing "Gotcha". Feels like a partnership rather than a dictatorship. I just started working in the hospital space...I hope JCAHO is like that as well, but I'm getting the impression they are not.	11/19/2021 3:33 AM
705	We're drowning. It's too much. It's too much.	11/19/2021 3:30 AM
706	I routinely work without a technician, but my boss expects everything to be done. Beyond unrealistic expectations. I find myself laughing so I don't cry. Customers either are sympathetic or pissed off. I can't do this much longer. This is not a safe environment in which to practice pharmacy.	11/19/2021 2:26 AM
707	The current state of pharmacy is a disaster waiting to happen. Many of my colleagues in retail pharmacy are looking for a way out as the age of our immunization customers is decreased, I gave two Pfizer pediatric Covid 19 Immunizations today to 5 year old patients. The disruption to workflow and increased anxiety related to this brought the pharmacy to a complete halt for about 20 minutes at 4 PM (the worst possible time). My company is distributing training videos to us for giving shots to infants. If pharmacists are forced to give vaccines to infants in a busy pharmacy setting without support, I quit pharmacy altogether.	11/19/2021 2:17 AM
708	Chain pharmacies will do anything to make a profit. It's the pharmacy board's job to put a stop to this abuse	11/19/2021 1:51 AM
709	Currently semiretired. Corporate is interested in bottom line only. buy companies, grossly overpay for them, and then do anything possible to cut staffing to the bone to come up with additional funds to pay for them. Starting salaries have been cut so low for new grads, I don't see how they can survive if they are single. Salaries for current employees have been frozen for 5 years. No raises, even though corporate employees are not suffering a salary cut.	11/19/2021 12:57 AM
710	N/a	11/19/2021 12:47 AM
711	Disconnect between management and staff; concerns from staff not adequately addressed, suggestions from staff not considered	11/19/2021 12:32 AM
712	This is too much, patients are verbally abusive and management holds you responsible for these patients. I feel overwhelmed and exhausted.	11/19/2021 12:09 AM
713	The stress level inside the pharmacy is palpable. I used to love being a pharmacist. I still enjoy helping people, but I'm not sure I will make it to retirement. I feel like the stress at work will probably end up killing me. On my days off I'm so exhausted that I don't feel like leaving the house, being around people, exercising or doing anything. I don't feel like anyone, other than my coworkers, understand the degree of stress we are under. I'm 55 and have been doing this for over 30 years. My back, legs and neck are shot from all the years and long hours of standing without breaks. I spontaneously blew a disc in my back and had to have surgery. I've had open heart surgery. I'm supposed to make sure my blood pressure is under control. On my day off I had a crushing headache all day. My blood pressure spiked inexplicably to 190/97. I'm so tired that I don't sleep well. I wake up thinking of all the things I need to get done at work. I'm the manager, so even on my days off, I'm on conference calls, working on schedules and trying to complete management tasks that I don't have time to complete at work. On my way home from work I pray that I didn't miss anything that could harm someone during the chaos of the day. I'm hoping to hang on long enough to get a couple more kids through college. I always thought I would work a day or two a week after I retired. The pressure and stress have completely changed my mind. I can't wait to be done!	11/19/2021 12:09 AM

## Follow-Up Pharmacist Workload Survey

714	The amount of work/responsibilities that pharmacists are facing right now is creating situations that could negatively impact patients	11/19/2021 12:05 AM
715	Tech duties shouldn't be expanded without a corresponding pay increase. These techs, who complete certification, registration, and CE should make more than fast food workers.	11/19/2021 12:05 AM
716	Chain pharmacies have destroyed our profession. I used to love my job and was a highly respected part of the health care team. Today, we are not respected, appreciated, or utilized. When I speak with fellow pharmacists, we are all saddened and frustrated. Our profession has been destroyed and no one is doing anything about it to control the chains. Sad. Sad. Sad.	11/19/2021 12:02 AM
717	I quit several years ago. I resigned. And decided to retire.	11/19/2021 12:01 AM
718	We were already overworked before Covid and now with all the vaccinations we are extremely overwhelmed. Customers can be rude and nasty. Employers are placing more responsibility on us with less help. We don't have any time to adequately counsel patients. Constantly feeling rushed and pulled in a million different directions. Not sure how all this can continue.	11/18/2021 11:58 PM
719	Pharmacists are doing too many extra tasks that are not related to filling prescriptions, and are required to do many things that certified technicians could be handling.	11/18/2021 11:50 PM
720	The profession is advancing. Workload and pay based on pills dispensed is not advancing.	11/18/2021 11:49 PM
721	I feel that the major issue facing retail pharmacy lies with how we are being reimbursed for dispensing prescriptions- once we are earning a fair amount for each prescription being dispensed, without having to worry about DIR fees, would be the beginning to solving a lot of other smaller issues that contribute to a harsh work environment. I also feel that technicians need to have formal training and held to higher standard than what currently is the norm. Retail pharmacy would not only be more productive but also more effective at delivering patient care.	11/18/2021 11:39 PM
722	More responsibilities, less pay, no quality work life balance. I've been a pharmacist for 15 years and will never recommend this as a career to anyone at this point.	11/18/2021 11:35 PM
723	Need multiple registration classes of pharmacy personel. 1) registered pharmacy aide... responsible for cashier and stocking. 2) registered trainee available 1 month after registered aide...expanded responsibilities similar to registered tech. 3) registered tech... Give option to add certifications like poc testing and immunization. 4) certified tech...full scope of practice. Too many unqualified trainees thrown into workflows too early leading to numerous problems.	11/18/2021 11:35 PM
724	I am happy to be part of the health care team to help get thru this pandemic. But being extremely short staffed, then doing all the vaccines on top of the regular pharmacy duties, is soul crushing stressful. We are literally being asked to be physically present at 5 different places at once. That is just impossible. The big corporations have great ideas and plans but no one is really thinking about the people or lack of people to actually do the grunt work.	11/18/2021 11:34 PM
725	Filling prescriptions is an afterthought to Covid tests and vaccines. Big chains and PBMs are ruining the profession with greed. I would never recommend pharmacy as a career to a young person. These are the absolute worst conditions I've practiced under. It is unsafe for the employees and patients alike.	11/18/2021 11:34 PM
726	The added covid responsibilities with little to no extra help has been too much to handle. Increased prescription volumes with less tech help was a problem before covid, and now it has reached a whole new level. There is little time to do anything that helps us to practice at the top of our license. Not having a lunch break or any scheduled break may not have been an issue when there were less responsibilities, but there is no down time in the pharmacy to even eat anymore. If you take 5 minutes out of the day to eat you have someone asking why you haven't given them their shot yet. It is also very difficult to hire/ keep technicians and I don't know if expanding their role is the solution, as increased responsibilities might make it even harder to find people willing to do the job.	11/18/2021 11:33 PM
727	These immunizations are overwhelming on top of an already busy workload. Every pharmacist I know is stressed to the max.	11/18/2021 11:23 PM
728	Expansion of tech responsibilities really should not be across the board. There are some techs I would trust to do everything but some in the same pharmacy I would not at all. Workload has increased tremendously on top of giving COVID, flu and all other vaccines and soon to be the general population for COVID with no end in sight. Multiple pharmacies in my company have skeleton staff and are constantly hundreds of prescriptions and many days behind on filling even acute medications. My company is also reintroducing more phone calls to get patient to	11/18/2021 11:22 PM

## Follow-Up Pharmacist Workload Survey

fill scripts. I really feel like a salesperson when making these calls trying to get patients to fill scripts that they do not even know if they need. These phone calls and how many yeses we get out of the patients are how we are evaluated. Patients and caretakers are also getting more rude and becoming more verbally abusive. Everyone sees themselves as most important but to us, they are equally important as we hold the lives of each and every one of them in our hands. They do not seem to understand that and the proverbial "how hard can it be to count to 30" or "it comes in a box" spills out with hisses and dagger looking eyes. Please DO send out all of your inspectors to the various standalone pharmacies and see how disastrous these places are. These are toxic environments to work in. Lastly, I would not choose this profession again.

729	I hope this make a difference	11/18/2021 11:21 PM
730	My store has made over \$185,000 in profit from Covid vaccine, yet I have not had a raise in over 5 years. My rx volume has increased by over 30% in the past 5 years, but our store is given 25% less RPh hours now than we had 5 years ago, in addition to the ridiculous expectations in vaccines, MTM, antibody testing, etc. There is literally no time to do anything the way it should be done. I fear every day that someone will be seriously hurt because I have made a mistake due to these outrageous conditions. We can't keep techs because the company won't pay them anything. They could make more money with less stress at McDonald's. Add to all this the fact that customers' rudeness is at an all time high. I've never seen retail pharmacy in such a terrible state in the 22 years I have been doing this. I truly fear if you don't step in and stop these companies, there won't be a profession left to save. Please mandate minimum staffing levels, both for pharmacists and technicians. One pharmacist cannot check 500 rxs while being constantly interrupted for vaccines, counseling, etc. Don't make it come to someone dying before you do something please. We and our patients are suffering so the companies can make record profits. Help us!	11/18/2021 11:20 PM
731	I have a wonderful group of technicians that certainly make my job easier. Our store does 500-700 prescriptions daily with just one pharmacist which is exhausting! The lunch break we are provided has been amazing. It's just what I need to take a deep breath and finish out the day.	11/18/2021 11:18 PM
732	Please do something!!!!	11/18/2021 11:14 PM
733	I feel that if pay were better for technicians, the turnover rate would be lower, and we would have better quality of technicians.	11/18/2021 11:14 PM
734	Pharmacists should NOT be allowed to work 12, 13, or 14 hour shifts. The workload that has increased and the stress of the pandemic alone has all of us exhausted, no one should have to be subjected to that for 12 hours straight.	11/18/2021 11:09 PM
735	question 16--pharmacy techs do not get paid enough NOW for what they are required to do, so unless there is a SIGNIFICANT pay increase, they should not bear even more of the workload.	11/18/2021 11:08 PM
736	not enough time to take a lunch break. its non stop covid shots and not enough time to get patients medications ready. there is no "down time" to eat or even use the basics like use the restroom.	11/18/2021 11:04 PM
737	Please do not authorize pharmacists to give vaccinations to infants, toddlers, and preschoolers! This will make me want to leave the profession. A retail pharmacy is not an appropriate place to administer vaccines to toddlers and infants. They need to be seeing their pediatrician . Please do not authorize pharmacists to take on more clinical duties like prescribing birth control pills and administering long-term injectables. We are overwhelmed as it is, and cannot take on any more tasks!	11/18/2021 11:03 PM
738	It is extremely disheartening to see what has happened to this profession. I know dozens of retail pharmacists, and I do not know of one who is happy with their job. Most are depressed, and looking to leave the profession as soon as possible. For some with families, they unfortunately do not have the option to leave. Things are getting really bad out there. The chains realize that new grads are in a tremendous amount of debt, and need to take any job offered to them no matter how poor the working conditions. Unless there is legislation to regulate the chains abusing the work force, nothing will get better. You will just continue to see anxious, depressed, miserable pharmacy teams trying to make it through each shift without harming a patient from a dispensing error.	11/18/2021 11:02 PM
739	The cost and requirements of pharmacy technician certification have become a significant barrier to adequately staffing hospital pharmacy.	11/18/2021 11:02 PM

## Follow-Up Pharmacist Workload Survey

740	Every night I fall asleep immediately from sheer exhaustion. However, I awake in the middle of the night with anxiety, worrying that I made a mistake at work the day before. There is simply not enough time for me to be able to do everything I'm expected to do in a reasonably safe manner. Luckily, any actual mistakes I've caught have been minor, but I fear the day a more serious mistake occurs because of my current work conditions. I worked hard to obtain my degree and loved my job helping patients initially. However, over the years pharmacist hours have been cut again and again. I work at least one 12 hour shift with no breaks every week. Honestly, I don't think I can keep going like this much longer and I don't even want to look for anything in this field when I do leave. The whole situation makes me very sad.	11/18/2021 11:00 PM
741	The impossible and dangerous workload on pharmacists is known by the state board, but nothing is being done . Can anyone step up and acknowledge this treatment of pharmacists and tremendous workload placed on them is unsafe, unfair, and obviously dangerous to the patients. When will this stop ?	11/18/2021 10:55 PM
742	I have been a pharmacist for 30 years and never experienced the unmanageable, unsafe working conditions like we are now. The workload and corporate expectations are creating burnout and medication errors. Pharmacists shouldn't be working 12-14 hour days. It's unsafe for the customers. There should be a minimum requirement for support staffing or close the pharmacy department.	11/18/2021 10:55 PM
743	The board has to do more to prevent pharmacist burn out. Implementing appropriate rph to script count ratios would be a good start so corporations do not work us to exhaustion resulting in errors.	11/18/2021 10:54 PM
744	Main part of my burn out is being short of competent help always new technicians also no overlap for pharmacists. We are not being treated as a human but robots. no breaks! phone lines are one of the most distraction we have several lines ringing for only one or two staff members scheduled. Which can be a safe issue very distracting. I hope I touched most of the issu and some one will hear us!	11/18/2021 10:50 PM
745	Many pharmacists have quit the company where I work and I am continually being asked to work extra hours. I try to do what I can so that the retail pharmacy does not have to close but I can only do so much. It is very stressful and vaccines and testing have really made it hard by making us do two jobs, basically. Luckily my store is decently staffed with good technicians so we manage but I am tired of being the only regular pharmacist at my location. Other pharmacists have made minor errors at my store and none serious but I have definitely had to deal with more problems/errors than when I had a partner pharmacist. Our corporate division is not truly supporting us at the store level like they should be and it is stressful and wearing-thin. I am tired of worrying each week if our store will have to be closed at all and how to still do our best to serve our customers and not interrupt their drug therapy.	11/18/2021 10:49 PM
746	I believe there is a shortage of pharmacists & techs just as there is in many other work settings. I don't feel the workload is an issue with mis-management or poor management; it is situational with the way the medical field is right now. There just aren't enough people that could be hired to increase staffing & decrease workload.	11/18/2021 10:48 PM
747	41 yr as a pharmacist since Covid started dealing with much sicker pts and time consuming vaccinations	11/18/2021 10:46 PM
748	N/A	11/18/2021 10:46 PM
749	The pharmacy is incredibly unsafe. The boards have turned a blind eye while corporations exploit every opportunity for greed at all cost. If I could go back in time, I would never have been a pharmacist knowing the complete failure of every one responsible for watching over the profession.	11/18/2021 10:44 PM
750	I love my job, but the workload and distractions with counsels, compounds, dr calls, vaccines, and short staffing makes it impossible to meet the expectations of our patients. We need 1) more technicians 2) technicians to be able to administer flu shots	11/18/2021 10:44 PM
751	The covid vaccines/boosters have added a whole new stress level to our everyday workload. As well as staffing issues. Every facet of life/work is having trouble getting help. It's a difficult time. I feel like our workload and expectations have increased significantly as well as the cost of living yet our pay and incentives have not increased. We are not directly on the frontline caring for covid patients and watching people pass away from the horrible disease. But we are on the front line of getting everyone vaccinated against covid. Our job is just as exhausting mentally and physically as those on the front lines and in hospitals. We still have to do our	11/18/2021 10:38 PM

## Follow-Up Pharmacist Workload Survey

everyday jobs in addition to all the vaccinations and discussions with our patients. Covid has truly added a whole other dimension to our jobs that none of us expected.

752	The board needs to do more to regulate corporate greed and over zealous expectations due to COVID. Pharmacists are burned out. The working conditions are like it's the 1920's instead of 2020's. If you ask me, it's too little too late already. Nobody wants to be a pharmacist anymore. High school students researching careers already know we are grossly over worked and underpaid for the price of our education. And zero growth. People are making \$15 to flip a burger and our starting salaries have dropped by \$15 an hour. You'd be crazy to start pharmacy school now and people already know it. If the board really cared about the profession's future, it should have been addressing these problems even before COVID. You already know or you wouldn't be sending out this survey.	11/18/2021 10:35 PM
753	Companies need to address this situation asap. Work at home models should be looked into, so an R.Ph. can do the DUR checks without interference. Even a tech working from home, or somewhere quiet to do inputting of rxs. The immunizations are a great outreach for patients, but takes too much time currently. Close the pharmacy an hour early so the pharmacist/tech can get caught up that last hour or so without interruption. Increase the pay of techs to attract them. Companies having been cutting tech and R.Ph. budgets to the point of no return. Regulatory board has been too slow/too cautious in our state compared to other proactive states.	11/18/2021 10:31 PM
754	I feel like the success or failure of our company rests on the pharmacy's head. The pharmacy staff seems to be the only workers capable of getting a job done thoroughly and correctly. A lot of pressure put upon a small overworked staff.	11/18/2021 10:30 PM
755	1) it is already difficult enough to hire and keep technicians with current requirements and wages. The amount of training that it would take to allow them to take on more clinical responsibilities would increase hiring issues. Companies will not currently pay pharmacists what they are worth let alone drastically increasing technician pay. 2) companies should not be allowed to require pharmacists to verify a certain number of prescriptions during a certain timeframe.	11/18/2021 10:30 PM
756	Change absolutely MUST happen. We cannot continue working 8, 10, 14 hour shifts without being able to eat. Crying every shift. Having patients scream at us, throw things at us. We are falling apart.	11/18/2021 10:30 PM
757	We need to get fair pay for the services/prescriptions we provide. Sometimes we get paid less than what we pay for medicines? Fair payment would allow my employer to fix many of the above problems. They just don't have the money.	11/18/2021 10:30 PM
758	Without major changes in pharmacy errors will happen. Hopefully they won't be too serious for our patients. I have NO time to truly be a pharmacist. We work on assembly lines with demanding and impatient customers. I would say I cry on my way home after 80 % of my work days. Thank you for looking into this serious issue.	11/18/2021 10:28 PM
759	It is no longer about what patients want or need. It is ALL about making goals set by upper management.	11/18/2021 10:24 PM
760	COVID has been a game changer. Early in the pandemic, there were more healthcare professionals on board with vaccinating and testing (MD's, PAC'S, RNP's, county health departments, colleges, national guard). Somehow as of late, it has fallen mainly on pharmacists.	11/18/2021 10:23 PM
761	As a profession we need to make drastic changes immediately to salvage what it means to be a pharmacist. We have lost our identities fulfilling unrealistic & uncharacteristic duties of our "careers." If I knew then what I know now, I would have never become a pharmacist nor would I recommend being a pharmacist to potential students. I used to love my job, now I consider daily alternatives to pharmacy.	11/18/2021 10:23 PM
762	If working conditions had been like this before attending pharmacy school, I would have pursued another career path.	11/18/2021 10:23 PM
763	I have worked for the same company for 30 years. I am 52 and had planned to retire at 58. I am not sure I will work until 55. I just cannot find technicians and am unable to hold on to any new hires when I find them	11/18/2021 10:21 PM
764	My biggest issues are no breaks after a 14 hour day of only 12 hours of pay, zero tech help on	11/18/2021 10:18 PM



## Follow-Up Pharmacist Workload Survey

weekends, management that toys you along to get what they want, and unreal expectations with the help I get.

765	Help us!	11/18/2021 10:18 PM
766	It is hard to want to continue in this profession when patient care and safety are no longer a priority for these large companies. It is really disheartening. The amount of rude customers is steadily increasing and staff turnover is a huge problem because of workload, poor staff conditions and rude customers. WE NEED HELP! WE NEED CHANGE!	11/18/2021 10:15 PM
767	I feel the board or state need to look at the way these companies continue to add onto workload while not adding sufficient staffing or even worse reducing staffing. There should be some rules in place for workload to staffing ratios, so the companies cannot just keep piling it on to increase their bottom lines and the risk of crossing the line for safety.	11/18/2021 10:12 PM
768	Technicians that are licensed should be able to confirm increase/decrease in strength, change in directions, simple counseling's	11/18/2021 10:11 PM
769	I work in managed care. If a pharmacist has an interest in business and positively impacting upstream policies that affect pharmacists at point of service, I highly recommend it. Little to no patient contact is one drawback.	11/18/2021 10:08 PM
770	It has always amazed me that our pharmacy associations/ state board, etc have allowed this to go on. It's just a mistake waiting to happen every day.	11/18/2021 10:08 PM
771	I have changed jobs in the last 3 months. While staffing isn't a current concern, it has been in the past. My biggest complaints are: the level of distraction due to the number of duties and the lack of standards for technicians.	11/18/2021 10:07 PM
772	Technicians should be paid more. They are extremely valuable to pharmacy operations and something needs to happen to ensure they feel valued and retain their current jobs and future technicians want to pursue a career in pharmacy. Community pharmacists should not have the added workload of COVID vaccinations. this is unrealistic to expect them to give COVID and Flu vaccines to everyone.	11/18/2021 10:06 PM
773	Vaccines are a disaster and are not conducive to good work flow. Covid mandates are ridiculous !!!	11/18/2021 10:03 PM
774	The biggest issue is the unfair reimbursements from PBM's to pharmacies. Unless pharmacies get reimbursed fairly and PBMs are forced into providing fair compensation, pharmacies will continue to fail and they will not be able to hire more staff, invest in their business, or provide higher wages. Economically it's not feasible. With the ridiculously low payments, the only way to survive is to do more volume. I cannot name one other business or industry that your competitor(PBM) dictates your compensation and ability to get business by "allowing" you to be in a network. Additionally, I cannot see where any other industry will force someone to sell a product below cost. In order to improve anything related to the working environment or benefits for pharmacists, the first and only place to start would be enacting and enforcing PBM reform. Otherwise, financially it's impossible to improve the conditions. With recent legislation, I am hoping the regulation comes quickly otherwise the pharmacy profession will continue to deteriorate. Please help the profession and help shape policy to rein in PBMs anti-competitive practices and require fair and equitable reimbursements. Thank you.	11/18/2021 10:02 PM
775	I am fortunate that my place of employment is lower volume than larger chains (roughly 1000 Rx a week) and we have little corporate interference. But we have major staffing issues due to low pay and lack of benefits and it creates staffing issues and stressful environments. Adding COVID vaccinations and other immunizations has only exacerbated the problem even more. Local health departments were critical in the rollout of the vaccine but have now disappeared leaving local pharmacies to carry the burden without any additional resources. This combined with a demanding public and general confusion/misinformation about who is eligible for vaccination and when is also stressful. We need to create a safe number of prescriptions per pharmacist hour or factoring in technician hours. And pharmacists deserve breaks, it is hard to get 10 minutes to even eat a sandwich standing up without getting interruptions. I love this job but OPA and APhA are not doing anything for us— the state needs to help. Even if it is from the angle of patient safety more than the mental and physical welfare of pharmacy staffs this current path is not sustainable.	11/18/2021 10:02 PM
776	I have found much joy in being a retail oriented pharmacist for almost 40 years. But in recent years with increasing workload due to insurance demands and state regulations have taken	11/18/2021 10:02 PM

## Follow-Up Pharmacist Workload Survey

away the satisfaction of being a healthcare provider. Just in the past few years the regulations to meet state board requirements have taken us from healthcare providers to police for diversion. We spend so much energy on crossing t's and dotting i's that the patient receives whatever is left over. It should be the other way around.

777	25+ years as a retail pharmacist. This year due to lack of staffing, increased demands ( Covid vaccines, testing), and aggressive and angry customers... have made me re-evaluate my career choice. It is not a healthy place nor a safe place to work anymore.	11/18/2021 10:02 PM
778	Staffing shortage of pharmacy technicians and poorly trained pharmacy technicians are the biggest barrier to providing safe patient care. We are utilizing pharmacists as technicians to bridge the gap and dealing with multiple call-offs every day. Coverage is always an issue. Increased patient acuity as well as COVID patients in the hospital are also contributing to stress. We aren't getting much help in terms of bonuses, raises, or retention pay.	11/18/2021 10:01 PM
779	I'm the hospital work I do I feel that the pressures for achievement beyond taking care of my patients are where I am always drowning. We must do what feels like 5,000 competencies, hundred of hours of recertification credit to maintain mandatory board certifications, lecture internally, publish, teach all levels of learners, research, be in organizations, staff outside of our position perfectly. "Socialize" outside work time with learners and during "lunch" breaks have meetings. Luckily for my job it's not always volume of patient work, but everything else that goes along with it is just crushing. Not drowning in scripts to fill, but drowning in all the other expectations while trying to support staff when short staffed during the prolonged pandemic.	11/18/2021 10:00 PM
780	We are asked to do more with less. It is not just pharmacy that is understaffed...it's a major issue lots of places. I think our employers were aware of the workload they were going to expect and failed to retain good talent and recruit new talent into our pharmacies. And while sign on bonuses are nice, there should be bonuses offered for employees who have stuck it out...and no raises for pharmacists in 5 years is shameful. I also feel that patients and customers have unrealistic expectations. Unfortunately with the additional tasks, waits are longer, you need appt for vaccines, and they are not very understanding of that aspect.	11/18/2021 9:59 PM
781	I am fortunate to work in the store that I do, as we are still fairly well staffed. However, when I fill in at other locations, the lack of staffing, coupled with the extra workload, does make for an extremely stressful work environment which could cause medication errors or delays	11/18/2021 9:58 PM
782	Pharmacists have the right to work under labor laws to include scheduled breaks for lunch and dinner. Being interrupted every 5 minutes is not a break. Pharmacists need a break mentally to reset. Pharmacists need a break to give our feet a rest. We need legal representation to fight for labor laws for this profession. My 12 hour shifts are literally 12 hours of non stop work. I ate my sandwich in 10 mins and had one bathroom break in all 12 hours. This is mentally and physically slavery work and it is exhausting between filling prescriptions, counseling, taking phone calls, answering questions and now all immunizations. Is there any medical profession that tackles all this on their plates while working like a "customer service" oriented job? This should be "patient centered". Immunizations should not be a pharmacist's responsibility and it is the root cause of all the stress that we are experiencing because it interrupts our workflow as a pharmacist.	11/18/2021 9:57 PM
783	I do not believe that we need techs to do more clinical tasks. I need MORE techs to do the current workload of the techs!!!! Somebody needs to be doing intake, data entry, processing and counting, receiving and inventory, clerical, and cashiering. Every body can't be administering vaccines.	11/18/2021 9:55 PM
784	I would now never encourage anyone to become a retail pharmacist. I will be retiring in 2-3 years and have always liked my job/profession. The workload due to the pandemic and decrease in pay and hours has made my stress level unbearable. Ready to retire a few years early if I could afford it.	11/18/2021 9:55 PM
785	Pharmacy technicians having the ability to administer at least some of the vaccinations has been a tremendous help with workflow. It would be incredibly convenient if they could administer all available vaccinations.	11/18/2021 9:55 PM
786	As a pharmacist, I am grateful for my technicians and all of the work that they do. Their workload and stress level is high, yet their pay is extremely low. I strongly believe that technicians should have higher pay rates to reflect the responsibilities that they have in their jobs. It is difficult to hire and retain quality technicians due to their ability to make more money	11/18/2021 9:53 PM

## Follow-Up Pharmacist Workload Survey

in fast food, other retail jobs, etc. I think that if pharmacy technician wages increase, it would greatly benefit the landscape of retail pharmacy.

787	The board must put together laws that must be followed by the big chain pharmacies. Especially with workload	11/18/2021 9:52 PM
788	State board of pharmacy should call these corporate companies to reduce workload on pharmacist and specially immunizations, covid and all other add on things that hinder patient care.	11/18/2021 9:51 PM
789	Medicaid stores are the biggest burden, patients are difficult, stress inducing and ungrateful Almost all technicians I've had in the last 8 years struggle with basic math (ex 3x30) There should be some reporting/invetsigority mechanism for bad prescribers (ex prescriber consistently and frequently violates well established guidelines; unwilling to colorbate; cannot be reached by phone; patient reports prescriber issues to us; refill/other request delay; borderline controlled substance prescribing issues etc)	11/18/2021 9:50 PM
790	Covid vaccinations is a burden that should have been mostly born by the state health department, not the healthcare system. A failure of the state health department is what is leading to burnout in pharmacy and other fields.	11/18/2021 9:43 PM
791	I've been a pharmacist for 38 years and the amount of disrespect from younger "doctorate" pharmacists and certified technicians over the past 7 years has made me wish I'd chosen another profession. I'm just trying to hold on long enough to get Medicare at 65, otherwise I would have retired years ago. It's a shame our healthcare insurance is tied to an employer, it should be from the government and paid for with taxes, in other words, universal healthcare for everyone. Also, I see no reason to require pharmacy technicians to be certified or registered when I've never seen one held accountable for their errors. I had better quality technicians before this was a requirement. I'd like to see this requirement rescinded or start holding technicians accountable. I hope this survey causes laws to be enacted to protect us from lack of adequate staff.	11/18/2021 9:42 PM
792	We have gotten away from providing quality patient care at the retail level. Pharmacists are over worked, under paid, expected to handle issues while not at work, not paid for time worked past your shift. We are no longer compensated as managers for time spent out of the pharmacy for meeting's, etc...many are feeling less valued each day. No opportunity for advancement, even if you are a top perform. Nobody cares about patient health, forget making sure that rx's are leaving the store correctly.. we need you to push 15 vaccines and hour! They are not making 40 bucks per rx like they are making on shots, oh and throw in a Covid test every 10-15 min. When are we to do our job? What exactly is our job? I have discouraged every young college-aged child from pursuing a career in pharmacy. We have allowed PBM's to rule our profession. They have put over half of the independent pharmacies in Ohio out of business. Forcing generations of pharmacists to loose their livelihood.. board has done nothing, what are you going to do to save our profession? I am a highly decorated pharmacist, my store is a top performing store, working the past 15 years in retail.. I have had minimal raises. Everything they hold against me is out of my control. I am so frustrated. I walk out of work everyday wondering what the heck I checked wrong today. I used to NEVER feel this way. Patients, other health care professionals are down right nasty anymore. If I weren't old with college-aged children., I'd go flip hamburgers on the beach somewhere.	11/18/2021 9:36 PM
793	My workload has increased exponentially over the last year. I'm scheduled for a 13 hour shift with a 30 minute lunch. I end up work 16 plus hours per day just to break even with the workload. I've been doing this a while and I'm good at what I do. But it's just way too much now. The emphasis on metrics and vaccines has taken over above patient safety.	11/18/2021 9:36 PM
794	Pharmacy has become a sideshow in order to enhance corporate profits. The corporate leaders have forgotten the main job of a pharmacist : the patient and patient well being. We need help with staffing staffing staffing period. A pharmacist has way too many ancillary jobs. It is very very stressful	11/18/2021 9:36 PM
795	na	11/18/2021 9:35 PM
796	Great survey. Thank-you.	11/18/2021 9:34 PM
797	Pay scales for technicians need to be higher for their training, licensure and ability to make pharmacies function more efficiently.	11/18/2021 9:34 PM
798	Workplace is Home Infusion Pharmacy.	11/18/2021 9:33 PM

## Follow-Up Pharmacist Workload Survey

799	For the sake of our once great profession, I hope this committee takes a serious look at how pharmacists are treated by companies and patients. If working conditions do not improve, especially in the “three-lettered store”, the exodus will continue. Safety of patients and pharmacists should be top priority and better technician training is needed across the board. Please help us, these horrible working conditions have gone on long enough!	11/18/2021 9:31 PM
800	Satisfied with my tech and RPh co-workers, but things come up and I may be scheduled to have 5 techs but end up with 2. Oh, and it's my 6th day in a row which happens to be my 12 hour day. When everyone is there, it's not so bad since it's mostly dealing with negativity or rudeness of patients only and we all have each other's back. I feel ok telling management my concerns...but that doesn't mean I think they'll do anything about it. But I also don't think I'll be disciplined or treated unfairly for voicing my opinions. I'm not hopeless or depressed because of my work, just stressed and exhausted. I've been drinking a lot more alcohol since Covid and all the increased responsibilities. While technicians are a huge asset, I don't think most of them want any more clinical responsibilities. Unless it comes with a significant pay increase. My chain pays them shit for all they have to put up with. I don't get paid based on my 12 years as a pharmacist, but just my 2 years with the company. Definitely want out of healthcare. Strongly considering going back to school or turning towards my husband's passions.	11/18/2021 9:30 PM
801	The shortage of technicians coupled with the demand to prepare covid vaccines, on top of all routine daily responsibilities and patient care needs, is overwhelming. On top of the technician shortage, the wages do not properly reflect their job responsibilities, further crippling the workforce leading to pharmacists taking on more responsibilities to make up for the shortage of technicians (when they're already exhausted).	11/18/2021 9:29 PM
802	I will quit if forced to take an experimental vaccine against my will. Natural immunity must be a consideration	11/18/2021 9:29 PM
803	I feel becoming immunizers has been a big burden to the pharmacy community. Do more and more (vaccinate, mtm's , outcomes) with no more help! And no breaks for pharmacists adds to the work stress. Adding all these other duties decreases time spent with our patients care. Taking time with our patients is one of the main reasons I became a pharmacist.	11/18/2021 9:28 PM
804	These last couple of years have been the worst years of my career as a pharmacist. I am sure most other retail pharmacists would say the same. Sadly, it is not just due to the pandemic...I believe that pharmacists could work through this trying time together. The problem is the upper management and CORPORATE GREED. It is truly disgusting how amidst a global pandemic, companies will still take any opportunity they can to make a profit. I cannot believe the number of added job responsibilities we have acquired with almost zero additional help. I have had the worst (undiagnosed) anxiety. In spring 2021 when we began covid immunizations, I lost 15 pounds due to stress/not enough time to eat at work. And despite seeing our struggles and inability to handle the new workload, corporate will do crap like PUSH for more immunizations.. “oh you've done 4,000+ covid shots...but how come your pneumonia shots are so low? And shingrix? Oh, and we are going to allow walk in immunizations now. And you can't turn anyone away” (As if we are handling the scheduled ones well enough!) I have grown to HATE this profession and would not recommend pharmacy to anyone at this point. I am so disappointed in how my job has changed in the past 2 years and how little upper management seems to care. I have contemplated quitting multiple times, and truly the only reasons I have stayed are my pharmacist partner at work (I don't want to be the one to screw my coworkers!), and the fact that I feel a sense of responsibility as a pharmacist to provide care and help during this trying time. It's too bad we aren't better compensated or rewarded for our work—quite the opposite actually. Pharmacists continue to be paid less, yet given more responsibility. I pray this survey will bring about the necessary change to save the profession of pharmacy.	11/18/2021 9:27 PM
805	Overall Walgreens, is creating a high stress environment for their employees due to an increase in responsibilities, such as testing and immunizations, while decreasing pharmacist overlap and technician hours. The profession used to be focused on patient care, but now all they are concerned with is making more money, at the expense of their staff and patients. They created a 30 minute lunch break, but there is hardly any time to take this. Many are so behind, that they choose the lunch time to try and dig themselves out of the giant work load. It is incredibly sad how much the profession has changed even over the last 5 years. Something needs to be done to help with the stress and mental health issues, that have increased from all of this added work and pressure on retail pharmacists.	11/18/2021 9:26 PM
806	While I did not switch jobs in the last 2 years, I did switch in the last 3 years. I left a large chain for a smaller hospital. I consider myself very lucky for making the change. The work	11/18/2021 9:26 PM

## Follow-Up Pharmacist Workload Survey

conditions at the large chain were not good (no lunch or restroom breaks, increasing workload, decreasing staff). I have kept in touch with my former co-workers and been told conditions have only worsened since the pandemic began.

807	We are drowning. Please help set a level of safety.. for us and our patients!	11/18/2021 9:25 PM
808	While past 6 months have been crazy in all parts of healthcare, pharmacies have taken the brunt. Between metrics, filling prescriptions, and now vaccinating everyone with both flu and covid vaccines, time is short, staffing is non-existent, and pharmacists including myself are faced with either closing the pharmacy, thus interrupting patient's availability to get their prescriptions, or working on our "off" days due to staffing issues. More times than not I have had to work my off days just to keep the pharmacy open. This in and of itself has led to a level of burnout I didn't know existed. Always having to pick up more hours just to make sure there is continuity of care, often with short staffing because we can't hire enough people and those we do hire often quit quickly because everything is so crazy, has really taken a toll on me. We are constantly berated by patients for time to get scripts, not offering walk-in vaccines, or for things out of our control, and it is getting tiresome and frustrating. While the goal is to keep patients healthy and be their "go-to" place for their pharmacy and healthcare needs, the addition of things like covid testing, PCR testing, covid vaccines, and flu vaccines all on top of our normal prescription workload with little to no extra help has been and continues to be unsustainable. The push to meet certain metrics in patient care (number of calls made and times that you get a patient "back on therapy"), budget (number of scripts/number of vaccines given/number of tech hours given), and time to get all that done (making sure things are actioned upon in a timely manner and the patient gets their script by the "promised time") have been endless and have even become a target and goal for our pharmacy chain. The problem with that in my opinion is that those metrics don't tell the tale of patient care. I often feel like I give less patient care knowing that my metrics will take a hit if I don't action upon that new script that just dropped in a timely manner or will miss a promised time for a waiter, and therefore will suffer the consequences of not reaching those goal metrics. While I know there is no easy fix for the staffing crisis, patient attitudes, or overall workload, it is my hope that vigilance of the problems that are facing pharmacies and pharmacists will lead to change for us. Less of a push on metrics, and the idea that a pharmacy is a fast food drive thru, would be great and allowing us to staff our stores appropriately would be amazing.	11/18/2021 9:24 PM
809	It's tough to find good technicians in my smaller hospital and when we get any, there is no time to properly train them. The pay is not as good as a bigger hospital, the techs get frustrated and quit.	11/18/2021 9:23 PM
810	Definitely understaffed and stressed. Plan on decreasing my hours. Can not handle the amount of immunizations	11/18/2021 9:22 PM
811	Too much focus on and demand for shots keeps pharmacists out of the work flow. We should not be catering to walk in appointments when we only have one pharmacist. We are experiencing rx errors as well as vaccine errors because we are stretched too thin. I wish techs could do our shots but I also would not trust them to do it correctly or even give the correct shot. Plus if techs have more responsibility pharmacist job security will be even worse.	11/18/2021 9:19 PM
812	The pharmacy profession as we know it today has deteriorated to the point of no return. Gone are the days of respect for a pharmacist as a trustworthy health care provider that patients can come to for sound advise, questions and recommendations on medications because of what retail metrics and workload has done to the profession . Pharmacist no longer enjoy coming to work because of what we know we are going to face each day . A stressful day full of struggle to meet the demands of metrics , immunization, a million phone calls that should be taken care of by a call center ; rude patients and insufficient staff and now to top that off the pandemic that has quadrupled our work load not out of mere necessity which we would not have mind as we would gladly do our part as health professionals in these dire situations but forced to do it out of corporate greed . We come in on days just to find out we are now doing , testing, administering all 4 covid vaccines and also must meet our flu and ancillary vaccine goals, not caring about staffing and or patients medications needs . What's left to do but just come to work, hope to survive the day , go all day without using the bathroom, standing in the corner to have a quick bite and hope no patient has a question while you gobble your food , or someone needs a approval at the register. Then at a the end of the day go home try to sleep cause you can't because your up thinking about if you if you double checked Little Lori AMoxi Clav dose for her age of if you mixed up hydrochlorothiazide and hydralazine cause you couldn't remember checking it over cause you were distracted by answering one of the 8 lines ringing to hear someone calling to say that they got a text that their medications starting with	11/18/2021 9:17 PM

## Follow-Up Pharmacist Workload Survey

Ate..... was read for pickup and wanting to know what it was and if there is a copy and could they pick it up now ,,... then having to answer the drive tru and having to tell someone at the drop off it will be a minute cause your one tech is ringing someone at the pickup. But wait what was I doing agin ... wasn't I checking a Rx for HCTZ .. hmmm maybe I check it already. Anyway you go home and the cycle begins again the next day .. PHARMACY BOARD PLEASE DO SOMETHING ABOUT THESE UNSAFE AND NERVE WRECKING SITUATIONS. WE ARE ALL LOOKING TO YOU FOR SOME HELP SOON. DONT LET OUR PROFESSION GO DOWN THE DRAIN. Let us take it back and once again become the most trustworthy health care provider that patients can agin come to .

813	13-14 hour days, with only a 30 min break for lunch and rare overlap in Pharmacists is not only stressful, but endangers patients for the betterment of the bottom line. Unacceptable	11/18/2021 9:17 PM
814	This survey fails to ask the most important question and that is: "Does your work environment pose a significant risk to the patients you serve?" This is and should be the most important question that the State Board of Pharmacy is concerned with. From what I am hearing and seeing first hand in this profession, from sitting on a College of pharmacy committee and from reading online, the most stress pharmacists have is the stress of filling something wrong. Not one pharmacist wants to harm a patient due to working under a strenuous amount of stress and pressure with a limited workforce. As the State Board of Pharmacy you are here to protect the public. Having pharmacists working in situations and conditions that are high stress, with high corporate pressure and insufficient workforce is a risk to the public. I beg of you to reform this profession. This is reminiscent to the reforms made within the airline industry and the truck driving industry where overworked pilots and drivers were a risk to the public. Over the years I have watched the demands on the role of the pharmacists continually increase and the allotted pharmacist hours decrease. Now is the time for the State Boards of Pharmacy to protect the public by protecting our pharmacists. What would I recommend for initiatives for the Board? I would support and end to metrics imposed by corporations. I would support mandatory lunch/breaks for pharmacists outside of the pharmacy. I would support not allowing executives from big chains to sit on the board of pharmacy. I would support max amount of prescriptions allowed to be checked per pharmacist per hour. I would support vaccines to be a separate clinic with a dedicated pharmacist and technician to only do vaccines. In conclusion, I strongly feel that volume metrics and the focus on added "on demand" services (immunizations, point of care testing, 50% accountable for correct prescribing/indication, handling issues with narcotic prescribing, MTM, etc.) takes the emphasis away from the core values of checking and filling prescriptions with the safety of the patient in mind. Quite simply, it is too much responsibility at too rapid of a pace to ensure a safe environment.	11/18/2021 9:16 PM
815	I based my answers on my store, we have a highly efficient team and work well together. I also consider us staffed well. I have floated to stores that are understaffed and it is stressful! As a pharmacist, I handle stress well but I will say that it is starting to get to me. I'm not even positive what exactly it is that is eating at me. I have days where it feels like the weight of the pharmacy is on me and I can tell it in my health. My employer has resources but I have not used them partially because I don't know what it is.... Is it the pressure of filling 500-600 scripts with doing boosters vaccines and flu vaccines and dealing with insurances and offices. It is nothing I feel that "talking" to someone is going to fix or help. I can also say that when my employer was closing at 7 pm, even though the workload was higher with same amount of scripts and doing vaccines, I felt more rejuvenated when I was at work. Maybe because I got more time with family or taking care of me, or more help in the room bc everyone was condensed to the shortened open hours. I think that it was proven that a retail pharmacy does not need to be open 12 to 13 hours to fulfill patient needs. As far as technicians taking in more clinical responsibilities, I do think that most are capable of more. There is no reason that they couldn't give any immunization. I think compensation, as they take in more responsibility is key.	11/18/2021 9:13 PM
816	In the past 12 months i have broken down and cried at my job dozens of times. The stress is too much. No ones job should be this horrible!! Customers are too demanding, and someone is going to get hurt.	11/18/2021 9:13 PM
817	We are given an oportunity to help during this pandemic & I feel good about that.	11/18/2021 9:12 PM
818	I am encouraged to see a follow up survey, but find it somewhat appalling that it has taken this long to do something about it when about 85-95% of retail pharmacists indicated in the previous survey that they felt unsafe in their current working conditions. Aside from management at our stores transitioning from a goal-mediated environment to a survival-mode environment, conditions at our workplace since the initial survey have gotten much worse.	11/18/2021 9:11 PM

## Follow-Up Pharmacist Workload Survey

Workload has increased tremendously and staff shortages have been a more dire issue than ever.

819	<p>The high school diploma requirement for technicians needs to be removed. Age does not equal intelligence. I would rather have a cheerful, hard working, smart high school student who excels at technology and wants to work evenings and weekends than an older person who cannot grasp the necessary technology and cannot handle the pace. In my opinion, this is what caused the technician shortage. High school students don't expect \$20 an hour. And they may stay with you for 3 to 4 years through high school and on through college. At least it gives an opportunity for young people to experience the profession and decide if they want to pursue a career in pharmacy. (Although at this point it's sure to scare them away). Make them pass a test. To say that someone is more intelligent or mature because they are older is absolutely ridiculous. Also, why are we held to higher standards than doctors and lawyers? Why do you investigate any complaint against a pharmacist even if there is no credible evidence? Does the Bar investigate any complaint that someone makes against a lawyer without credible evidence? Can you make complaints against your fellow lawyers just to make their lives miserable? I tried to make a complaint to the Medical Board about a horrible doctor and they will not even look at a complaint unless there are 15 examples of wrong doing. Why is a pharmacist disciplined for making an error but the employer who created the unsafe working conditions is not held accountable? We are humans yet you expect us to be 100% accurate under impossible conditions. Why isn't it your place to come between an employer and its employees? (That's from the mouth of the Board president). You don't care about patient safety. You care about raising funds by fining pharmacists to fatten your coffers. Maybe if you spent more time regulating the profession and less time persecuting pharmacists for the slightest infraction, you wouldn't be getting all these negative responses, and this profession wouldn't have gone to hell. I for one am counting the days until I can leave the profession and I've been in it for 41 years. I have come to loathe it and there was a time when I loved it.</p>	11/18/2021 9:10 PM
820	<p>Large Chains like CVS wants us to do all additional Covid related services, vaccines , drive thru testing and so many other metrics with only 1 Pharmacist all 13 hours in a day. Its a disaster, We cannot work under these conditions. more Pharmacists/ number of prescriptions in a work day. Board should have a formula. Say 1 RPh per 150 prescriptions in a work day. We are doing 700 plus prescriptions with additional services with 1 RPh all day, that ends up working 3-4 extra free hours everyday to try to get caught up. ThankYou for the survey again but please make a solid legislation to help us.</p>	11/18/2021 9:10 PM
821	<p>I feel it is not just pharmacists but the techs are frustrated and working for way too little pay</p>	11/18/2021 9:07 PM
822	<p>I am glad that this survey is being done!! I hope something good comes out of it.</p>	11/18/2021 9:04 PM
823	<p>I recently left retail, and I am so much happier. I was so burnt out, stressed, had lost weight and wasn't sleeping. I feel like myself again. I now work at an outpatient hospital pharmacy. We are sufficiently staffed, not metric driven, and are able to truly care for our patients. I will never go back to retail.</p>	11/18/2021 9:03 PM
824	<p>I have changed my pharmacy career focus from hospital pharmacy to long-term care pharmacy and I enjoy my career path much more.</p>	11/18/2021 9:01 PM
825	<p>We are being pulled in to many directions, it is causing stress and mistakes. Much of this has to do with lower reimbursement forcing pharmacy to seek profit in to many ways. I used to look forward to coming to work, I am now counting down the years for when I am financially able to retire. Retail pharmacy has become fast food health care, it's a job and not a career.</p>	11/18/2021 9:01 PM
826	<p>One thing that would improve patient safety is the proper staffing of the Pharmacy</p>	11/18/2021 8:58 PM
827	<p>There needs to be more marketing to the public about what a pharmacist actual does. The vast amount of responsibility that is placed upon us and our license on a daily basis goes unrecognized by not only the general public but other healthcare professionals. The amount of knowledge that we all contain that should be shared with our patients is being overlooked by pharmacy being turned into a game of how quickly we can crank out prescriptions. Chains are more focused on fast medicine as opposed to practicing SAFE medicine. It is a shame. I enjoy my profession but to see leaders and mentors leave every other month because of the stress and increasing workload is discouraging. We need more help, LUNCH BREAKS, more hours, and understanding. Instead we receive "thank you" emails, and pharmacist and technician hours being reduced while the number of prescriptions done a day increases.</p>	11/18/2021 8:57 PM
828	<p>Majority of work stress is from addition of vaccinations and Covid testing... Adding 30 or more</p>	11/18/2021 8:55 PM

## Follow-Up Pharmacist Workload Survey

shots into an already difficult work day can be overwhelming and it feels like it's been like that since February

829	Pay for technicians must be increased to attract and keep staff. More pharmacists staff is needed. During this time of covid it has pointed out how poorly our department is staffed. We have run too lean for too long.	11/18/2021 8:55 PM
830	Way too much to do with thw current amount of help and open hours, stressful and unsafe	11/18/2021 8:55 PM
831	I can only speak working at a large chain but the last year has been stressful to say the least. At one point the one pharmacist on duty was giving 70-80 vaccines a day on top of everything else. This calls for mistakes, unhappy patients, unhappy workers. The working conditions retail pharmacist experience is very dangerous to everyone. I really hope the board does something to protect their pharmacist.	11/18/2021 8:55 PM
832	As a retail pharmacist, you get very little morale boost from anyone. You are expected to meet metrics, and when you exceed the metrics , you are told "your salary is at its max", even though you made more than this as a 1st year graduate. It makes no sense that salaries have been frozen for so long, while big CEOs get richer and richer off us. You are scared to leave the position because they will decrease your pay even more, further lowering morale. There needs to be laws that stop these large companies from taking all the money that us pharmacists are bringing in for them. I'm sick of people that have been working since the 1990s-early 2000s that make more money than me, even though I am putting in more work because of my work ethic. After years of something that I'm pretty sure is illegal, we finally are allotted 1-30 minute lunch break, that usually is only 20 minutes so you have to choose whether to eat, or use the bathroom, because if you do both there will be a line of customers angry at you waiting. There needs to be laws enforced that require a 30 minute break, plus 2-15 minute breaks. It is not humane to make a human stand for 12 hours, with only one 20 minute break and pay them what you are giving them. Ohio Medicaid/caresource/buckeye/Molina patients are the RUDEST, most IMPATIENT, and Most ENERGY/moral lowering people there are. There needs to be special pharmacies where these people go -or- a substantial raise from the state of Ohio for dealing with these people. They go to the urgent care because it's free, get 20 meds because it's free, but only know the oxycodone/cyclobenzaprine/Xanax/gabapentin. But they MAKE you fill "them all" and get mad at you when you can't do it in 5 minutes. Salary for what we are doing needs to be around 130-140k for staff pharmacists, and around 141-175k for pharmacy managers. It's just too difficult and NO incentive AND too much power to the big companies and insurance companies. With inflation, a nurse can make more than pharmacist with just a bachelors degree. It's a sad day when big fortune 500 companies are allowed to offer a new grad 42 dollars an hour for an 8 year degree that they thought they were going to be stable. Also, there needs to be a REQUIREMENT to have a security guard/police at all pharmacies where there is a high crime rate. I shouldn't be scared to go to work. Technician responsibilities need to stop where they are now. That why these big companies are giving them raises and not pharmacists. We're crying for someone to listen! You can't keep salaries the same with inflation!	11/18/2021 8:54 PM
833	We need techs to be techs, having them do more clinical things without adding additional staff or technology to take their place just leaves more prescriptions unfilled and patients having to wait longer. At the end of the day, adding more duties to the same number of people doesn't get more things done. My particular pharmacy is on the verge of utter collapse. We have lost 6 people since Jan 2021 - none have been replaced. It takes 1 year to train a technician - verge of collapse. And the CDC just keeps passing EUAs for more boosters...everytime they add another EUA for covid vaccines we get huge surges of people coming from different pharmacies to get more vaccines - ENOUGH! The vaccines are NOT working...doing the same thing over and over expecting different results...hmmm.	11/18/2021 8:54 PM
834	I have started looking for a new job based on the workload and stress level at my current job. We are down over 9 full time pharmacists with few people even applying. Worst conditions in my 30+ years experience.	11/18/2021 8:52 PM
835	There has been a significant uptick in negative customer interactions over the last several years and during the times of COVID, it has really peaked. This has added significantly to the stress levels	11/18/2021 8:52 PM
836	In the competitive market of retail pharmacy, everyone has to find something else to do to make money; something other than filling prescriptions. With the chains offering covid tests and vaccines, the smaller guys are forced to compete in this realm as well. The chains have sullied our profession by claiming to offer multiple services, but have not added the necessary	11/18/2021 8:51 PM



## Follow-Up Pharmacist Workload Survey

help to make it work. Independents and smaller chains have more staff, but are having a difficult time competing for services. The one thing getting lost in all of this is patient care. At my last chain job, prescriptions were taking hours or days to fill at the expense of walk-in shots and covid tests. These tasks need to be separated into different departments during peak vaccine times (think flu season and booster surges) so patients needing only their prescriptions filled can continue to receive excellent patient care. The fewer interruptions and distractions during prescription filling, the fewer errors expected. Chains do not allow us to freely budget for the chaos and tasks they throw at us in order to make record profits. They are still imposing metrics and a distracting environment. Patients threaten us, yell at us, throw things at us, and call corporate on us. Corporate responds with an apology and a gift card and a write-up for the staff. The situation is caused BY corporate and we deal with the brunt of the complaints when our hands are tied. Until they are forced to staff appropriately and remove the burden from our workloads, nothing will change.

837	The current retail pharmacy workload is beyond manageable at this time. Pharmacists are making mistakes due to excessive testing, vaccinations, and nonstop impatient and often angry patients/customers approaching them on a daily basis. The mental and physical health of those in this trusted profession is quickly declining due to these stresses! Employer metrics and increased workload expectations during a pandemic should absolutely be prohibited! This would be a good start in creating a more professional, safe, and healthy environment for everyone.	11/18/2021 8:51 PM
838	The board's decision to require technicians to be registered as pharmacy technicians in training before starting work as well as requiring passing an exam within one year of hire and becoming registered has severely decreased the technician pool, to the point where finding a certified tech to work in retail is basically like finding a unicorn. Despite increasing pay almost 100% we still can't find anyone willing to work in the relentless, high stress, retail environment. We've lost so many good technicians due to burnout. And finding new people is impossible. No one wants to go through all the trouble of getting a background check, registering with the board etc BEFORE starting work. It's asking too much for people making \$15/hour. I used to love pharmacy. I've been a retail pharmacist for over 15 years. I absolutely hate it now. The stress of no tech help plus giving vaccinations ALL DAY that leaves me no time to actually check prescriptions has made this line of work downright dangerous for myself and my patients. I have had to work two hours unpaid before my shift, through my entire lunch and two hours after my shift just to get scripts done. This level of unsafe behavior needs to stop immediately. Get rid of the technician registration mandate so we can find some help. Or at least give people 6 months after employment to get registered or something.	11/18/2021 8:51 PM
839	I've been a retail pharmacist for almost 30 years. My record amount of overtime hours is 813 back when there was a shortage of pharmacists over a decade ago. I will probably have about 200 this year. Most of my job pressure comes from the high volume setting along with the non stop demand of immunizations. My employer is not demanding me to work extra but I cannot walk out on my fellow team members when I know we are behind. Customers have forgotten about all of our efforts to help the public at the beginning of the pandemic and have resorted back to complaining about everything from wait times to not being able to find an appointment for booster doses. Every day is more complaints, ridicule, negativity and demands that we cannot meet. I have about 9 more years until I retire but have put plans in place to retire earlier or go down to part time if things don't improve in the next 3-5 years. I love being a pharmacist but feel the least amount of appreciation than ever before. Not from my employer, but the public. We never sheltered, we were never paid to stay at home. We risked our lives, we risked the health of our families and the thanks we get are dirty looks and negative comments from the public whom we continue to serve.	11/18/2021 8:49 PM
840	Changes made by the BOP have caused serious shortage of qualified technicians in the Cincy area. A tech can work in KY for \$50 fee with not all the additional cost to complete national certification. Classes for certification cost \$7200 to make \$15-17 when they can make \$20 at Amazon.	11/18/2021 8:49 PM
841	I feel that if we had two pharmacists working at all times this would help a lot with the amount of work put on us. Even when we are adequately staffed with technicians an issue will happen that ties up the pharmacist and that just puts the pharmacist behind that leads to staying after there scheduled time to check prescriptions after the pharmacy is closed. Constantly working outside of my schedule has lead to a very poor work- life balance and has lead to many fights with my husband about working too much. I feel like I don't have a choice since if it does not get done then that will look negative on how our store is performing. This leads to working through the company provided lunch break and going in early and leaving late.	11/18/2021 8:49 PM

## Follow-Up Pharmacist Workload Survey

842	Metrics to calculate labor should be illegal. I've worked for the same company for 10+ years and they always come up with new metrics to justify cutting hours.	11/18/2021 8:48 PM
843	There have been far too many additional obligations placed on pharmacy staff over the last 2 years with no additional help. I understand that we are providing a very important service to the community but the additional strain is too much. And putting additional work onto our already underpaid and overworked pharmacy technicians is not an acceptable solution to this problem. Our employers and third party payers should be ashamed of the working conditions and toxic pharmacy culture that they have created.	11/18/2021 8:48 PM
844	I have always loved the job, but over the last two years the workload has increased, can not get enough staff hired and rude demanding customers have become an everyday occurrence.	11/18/2021 8:48 PM
845	Pharmacy is no longer what it used to be and what it has become scares me. We now have the responsibility of Covid testing, Covid vaccinations among all other vaccines we give throughout the day, MTM, counseling patients, drive thru curb side pick, and filling prescriptions. My retail pharmacy is currently short staffed and it is almost impossible to stay sane while performing all these daily duties. I am stressed to the max and my days off are spent recovering from being at work the day before. The job has become extremely unsafe and we should not have been given all these Covid responsibilities. I pray this all ends soon because this profession is literally killing pharmacists on the job.	11/18/2021 8:47 PM
846	I used to work retail for 15+ years and I would answer highly stressed and not Enough help for each of the above questions. I am fortunate enough to work in the outpatient pharmacy at the VA. We are currently interviewing many pharmacists that are in retail and desperate to get out because of their working conditions. Something has to change. It is dangerous and not right having- the workload that they do and not enough help.	11/18/2021 8:46 PM
847	Payment for clinical services might help reduce some of the short staffing issues pharmacists report. We need to get away from just a physical product.	11/18/2021 8:43 PM
848	1 hour lunch break, because you can catch up and till take a break	11/18/2021 8:42 PM
849	It has been quite awhile since last survey, what is point if nothing changes. I have never seem so much dissatisfaction and unsafe work environment in my career. Covid has taken it too far. This is too much for us to manage safely.	11/18/2021 8:42 PM
850	I plan on retiring in a little over a year.	11/18/2021 8:40 PM
851	I have been a pharmacist at the same chain since 2009 and the amount of stress and workload brought on by Covid vaccines and testing has made things more stressful in the last 1-2 years than I have experienced before. Unrealistic workload expectations and patients still expecting us to help them just like before. It is too much and it affects my life outside of work too. I have trouble sleeping and worrying about the chaos and stress of when I go in to work again.	11/18/2021 8:40 PM
852	Allowing certified techs to immunize would be a huge help	11/18/2021 8:40 PM
853	The vaccines and Covid testing are killing us. Please help!	11/18/2021 8:39 PM
854	The phase of the pandemic has fallen heavily on pharmacy. Pharmacists are required to check the same amount of prescriptions with the added load of Covid and flu vaccinations and testing throughout the day with no additional help. Pharmacist salary is stagnant and the career is no longer rewarding as your treated as replaceable because of the surplus of pharmacists. I have been in pharmacy for 10 years and never given a lunch break or timed break. An average day looks like 400 prescriptions, 20 vaccinations, 10 tests and all the other ancillary tasks of pharmacy. One pharmacist managing 5 techs and a driver over 9 hours. We are tired. Thanks for the pulse check.	11/18/2021 8:38 PM
855	Profits over safety have become more clear for big chains. False statements about decreasing workload and "sugar coating" new methods. Metrics still exist and unrealistic goals. Verbal harassment from patients has become acceptable by management. No lunch breaks or bathroom breaks to just be able to complete work. Pharmacists doing 300+ prescriptions per day solo, on top of vaccines and other duties. The chains have turned this into a sweat shop environment. Media policies prevent pharmacists from voicing concerns to the public in a wide reaching situation. Unionizing as pharmacists has become taboo to the point of retaliation or fear of termination stops any attempt. "The State of Ohio Board of Pharmacy shall act efficiently, consistently, and impartially in the public interest to pursue optimal standards of	11/18/2021 8:37 PM

## Follow-Up Pharmacist Workload Survey

practice through communication, education, legislation, licensing, and enforcement." The board needs to act upon its purpose and help the public by stopping this situation before someone gets seriously harmed.

856	Pharmacy technicians will not take on additional clinical responsibilities until wages increase to meet a level of fairness. Fast food chains pay more than our big chain. Why would they stay will all of the additional stress and responsibility for less pay?	11/18/2021 8:35 PM
857	The addition of vaccines especially boosters has added a tremendous amount of stress to my workday. Times when I am working by myself and giving 20 or more vaccines plus the usual daily workload I am overwhelmed and it is just NOT SAFE. Especially on top of regular bench work and NO additional staffing. It definitely has added emotional and physical stress to my life!	11/18/2021 8:31 PM
858	Mandated clinical work MUST be done away with. We are expected to do a certain number of clinical tasks and vaccinations each week. In the past those pharmacists that refused or couldn't meet their quotas were fired. We are health care professionals, not salespeople, but we are treated like some corporate middle manager. Trying to do that on top of a pandemic is murder. If pharmacists had the guts, they would form a union, since their professional organizations are no help whatsoever in this matter.	11/18/2021 8:31 PM
859	Have love my career for 40+ yrs. still enjoy it!	11/18/2021 8:29 PM
860	I routinely arrive at work over an hour early and almost always stay late and it's still nowhere near enough to stay ahead.	11/18/2021 8:28 PM
861	Hard to believe anything will change when the main offending employers are on the committee and I have never even worked for them.	11/18/2021 8:25 PM
862	We are tired and need to unionize to stop the chain's abuse. Also something needs to be done about mail order and forcing patients to use there pharmacies also. Cvs/Caremark	11/18/2021 8:24 PM
863	Pharmacist have to waste their time on menial tasks like ringing people up or fixing printers, dealing with insurance rejections etc	11/18/2021 8:21 PM
864	High technician turn over rate, makes it almost impossible to get new staff trained with enough experience to keep up with the amount of orders we are experiencing.	11/18/2021 8:21 PM
865	It is absolutely absurd to expect a pharmacy to give flu or Covid shots to kids 5-11, and to schedule them every 10 minutes! Kids squirm, scream, jump out of the chair. Many near miss needle sticks have almost occurred because we don't have staff to hold kids down ( some parents are terrible at this) and we can only give shots in arms ( we don't want to give them in legs or butts) . Please take childrens shots away from us and give them back to pediatricians! Kids take ~20 minutes, don't allow them to be scheduled every 10min if you don't take them away.	11/18/2021 8:21 PM
866	Working conditions keep getting worse. Always being asked to do more with less staffing and resources and no compensation for it. I always go to work early and stay late just to keep up with expectation. I get little breaks during the week and no breaks on the weekends. I am told to find a downtime and take a break but anybody that works in the pharmacy knows there no such thing as downtime especially during this time. If I do decide to eat during my weekend shift am being called every minute to address a counseling note or answer the phone. It's impossible to have time to use the bathroom yet alone eat. I have worked several 8 hour shifts without taking a bathroom break because am the only person working. Corporate is only concerned about metrics and having pharmacist sell services. We are not sales men and women, we are care givers!!!! More and more pharmacist are leaving the profession because we are being asked to meet unreasonable expectations.	11/18/2021 8:20 PM
867	I am exhausted physical, mentally and emotionally almost every day.	11/18/2021 8:13 PM
868	I was recently fired due to lack of patient calls and metric issues. Doing 400+rxs daily one pharmacist, plus vaccines etc. 33 years with Cvs.	11/18/2021 8:12 PM
869	The high volume of prescriptions along with Covid and flu vaccinations has made for very unsafe conditions. It is a public health crisis inside retail pharmacies. They are not being staffed properly due to low wages.	11/18/2021 8:12 PM
870	The Ohio state board of pharmacy is the sole entity that has the ability to change the work environment for the better to ensure the safety of the patients. By the state board of pharmacy	11/18/2021 8:12 PM

## Follow-Up Pharmacist Workload Survey

not placing restrictions on the amount of workload these chains are able to put on us, the Ohio state board of pharmacy actively puts the patients of Ohio at risk everyday.

871	Something has to be done about workload and understaffing. Patient safety is at risk. I barely have time to speak to patients anymore, definitely not providing quality medication counseling like we should be. Its impossible with non stop immunizations	11/18/2021 8:12 PM
872	you have to remember these companies are run by capitalist pigs, they will use and exploit everyone they can to make more money for their shareholders. they care about nobody nor nothing else	11/18/2021 8:11 PM
873	The job has changed drastically from when I began my career as a pharmacist over 15 years ago. 15 years ago my store did about 1200 less prescriptions per week and operated with the same technician staff and pharmacist hours that I'm now forced to work with. I only received extra staffing hours for vaccinations this year due to the pandemic but the last 4 years have seen increases in prescription volume and decreases in staffing. In addition I haven't had a raise in 4 years from a fortune 20 company whose CEO and president make over 40 million dollars a year. Hard to swallow when I operate a high volume store that year over year is extremely profitable but my compensation has nothing to do with the profits of my store. My only incentive to work hard is to have a job.	11/18/2021 8:11 PM
874	Since January 2021 the workload has been steadily increasing and the staffing issues have been sporadically difficult. The drug shortages have made for modifications that are not ideal.	11/18/2021 8:09 PM
875	I truly hope changes will come to pharmacy. However, I doubt it since the big chain pharmacies are always sponsoring board of pharmacy events. The past 15 months have been the worst I have experienced. Adding Covid testing/vaccines to an already exhausting workload has endangered how patients can safely receive medications.	11/18/2021 8:09 PM
876	For almost 3 decades of working as a pharmacist, I have always liked my job. Once the COVID vaccines were released earlier this year, the workload went from almost too much to unbearable. By doing only pharmacy for nearly 30 years, what else can I do to support my family. I feel like I may literally die doing this job.	11/18/2021 8:09 PM
877	It is nearly impossible to get/keep good pharmacy technicians at their current pay rate. Nearly every pharmacy I know is understaffed.	11/18/2021 8:08 PM
878	The metrics we have to meet are a major issue that create unnecessary stress and excess work for the pharmacy and other healthcare provider practices, and creates delays for patients medications to be filled. Its standard practice to come up with quick easy ways (not the longer tedious approach "suggested" by the company) to meet the metric targets . . this happens to avoid having poor scores on our monthly "report cards" For certain metrics, this leads to patients medication refills to be processed incorrectly (so they arrive to pick them up to find out its not ready) and erroneously triggers frivolous requests to be sent to practitioners. Over time this has lead to many healthcare facilities refusing to accept communications from pharmacies. For those that still respond to pharmacy communications, it leads to wasted time and frustration when they call to ask what the communication is supposed to mean.	11/18/2021 8:08 PM
879	Retail pharmacy is just awful... I wouldn't recommend this career to anyone.. constant stress from corporate and customers. Retail pharmacies are not clinics for immunizations and covid testing.. it's crazy what the public and the companies we work for think a pharmacist should be doing. It's disgusting and I can't say one positive thing any longer about this profession.	11/18/2021 8:07 PM
880	I feel that pharmacy as a profession has turned into a joke. Employers do not care about patient safety and not they are not held responsible when pharmacies do not have proper staffing. I think it's ridiculous that the pharmacy managers are the ones being held accountable for errors due to short staffing. I think that the state board should institute a minimum staffing to workload ratio and that companies should be fined and cited, when they are the ones who decide how much staffing pharmacies are allowed.	11/18/2021 8:05 PM
881	Please note that I am semi-retired and only work 6-7 days a month in a critical access hospital. Many of the questions do not really apply to my workplace situation.	11/18/2021 8:04 PM
882	I'm a director of Pharmacy in a hospital so my stress is related to administrative responsibilities.	11/18/2021 8:02 PM
883	Pharmacy technicians should have education in order to advance.	11/18/2021 8:02 PM
884	Metrics are the most important thing to zone coordinators at Kroger - not the employees ability	11/18/2021 8:01 PM

## Follow-Up Pharmacist Workload Survey

to take a restroom break or eat or counsel patients or assist patients in anything

885	I've done these surveys many times , I really don't think this will make any differences, but I still have a little hope	11/18/2021 7:59 PM
886	Burnout is very real. I think shots every 10 minutes is too much- I've repeatedly discussed this with my district manager. All technicians, including trainees should be able to run COVID rapid tests at the store not just registered or certified. On my days off, I am a worthless blob. I am absent as a mother for my kids and my husband. I am exhausted more exhausted than I've ever been in my 15 year pharmacy career. I am anxious and over-stimulated all the time. I am a shell of a human being. We need more support staff, rph overlap and limit of 30 shots per day!!!!!! And only 1 kind of Covid testing - not dual ( rapid and pcr). Help. Please tell your cozy board committee this os very real. We are resilient but not martyrs.	11/18/2021 7:58 PM
887	I work a 13 hour day and don't have time to eat, drink, or even use the restroom. I never get a minute to sit down and rest or get away from stress. We are always 3 to 7 days behind on prescriptions for our patients and constantly getting screamed at. I am running around doing many different things and feel like the last priority right now is getting medication to my patients that need it.	11/18/2021 7:58 PM
888	NA	11/18/2021 7:58 PM
889	The true profession of pharmacy no longer exists. Pharmacists are no longer respected professionals. It is all about how many immunizations you can give, how many COVID tests you can do. Filling rxs, although still required, is an afterthought. (50-60 immunizations a day, 10-15 covid tests, filling 400+ rxs a day, With skeleton technician staff. ) In fact 2 technicians put in their 2 week notice this past week. There are times when the pharmacist is the only person in the pharmacy. Taking care of our patients is no longer a priority. Workload has tripled, more and more responsibility added, we are performing 3 full time jobs every day, and pay has not increased to compensate. Short staffing is a huge problem. It is an unsafe environment any time the pharmacy is open. The stress is overwhelming, and the mental health implications are real. Something MUST be done.	11/18/2021 7:57 PM
890	The hours that pharmacies are open have placed an additional burden on us all. The need to open early and close late stretches us too thin and allows less pharmacist and technician overlap to get things done. And only having a 30 min. break for lunch when you're work 10-13 hrs alone is not enough of a mental break. I don't feel any pharmacist should have to work alone with those long hours. I'm all for expanding technicians roles but without adequate technicians to begin with that's hard to do. It is so hard to get someone hired into the pharmacy and things are so ugly and patients are so vile, there's no time to train and they usually give up and quit. I truly believe this pandemic has ruined our profession. I've been doing this 33 years and I have never experienced something this bad before. Corporate doesn't seem to care. They just add more and more work to us and reduce our help. It's a very dangerous situation out there. When you're giving all current Covid vaccines on top of all the others and scripts and calls and insurance issues and uncooperative medical offices etc. the stress & workload is too much. Hours of operation need to be shorten, more technician to pharmacist ratios and mandatory breaks for everyone and no more working 10-13 hrs alone or at all. I feel like an assembly line worker and not a health care professional. Thank you for the opportunity to take the survey & I hope the board takes action ASAP	11/18/2021 7:56 PM
891	Just having a great deal of difficulty with the workload. With the advent of COVID, the workload has increased tremendously and there has been no increase in staffing to accommodate the workload. I feel that an accident is imminent. I feel tremendous stress in trying to keep up with everything and patients are not understanding of our increased workload and they are greatly upset that they must wait for their prescriptions.	11/18/2021 7:55 PM
892	I work in Home infusion and it's hard to find any help that has experience. Every new higher is completely new to the environment. In the past 3 months, we have had our pharmacy manager quit, nursing manager quit, and nursing manager quit. The work environment is very stressful and management turns the blind eye and ignores our branch. We are just expected to keep operating with minimal staff. Secondly, with regards to pharmacy technicians, they are already doing more than they should in my opinion. The responsibilities given to technicians is beyond what their education should allow. Patient care is suffering because work that is being given to technicians would be better served by a pharmacist. Additionally, technicians are beginning to challenge pharmacists and are seeing themselves as professionally equal. Technician hourly pay is increasing and pharmacist pay rates are decreasing. Many things in the pharmacy world	11/18/2021 7:54 PM

## Follow-Up Pharmacist Workload Survey

are moving in the wrong direction right now. It's hard being a pharmacist, especially in my practice.

893	The board of pharmacy needs to start setting limits for pharmacists such as how many scripts is it safe for one pharmacist to fill and the potential to turn away patients when the pharmacy is behind for patient safety. For example physicians practicing in an office setting are able to see a certain number of patients and once they hit a certain number they can no longer accept new patients because they have reached the maximum amount of patients their practice can handle. I believe this needs to start happening for pharmacists because one pharmacist can't be responsible for 300-400 scripts at one store or company and the other store or company has multiple working together to fill those scripts. That one pharmacist is not only responsible for verification of medications but also immunizations and counseling patients along with overseeing technician duties. I also believe that pharmacy technicians need to be paid more for their duties and that is why the turnover rate is so high because they can hardly make a living with such reduced pay for such a critical role in healthcare. Pharmacy technicians are the backbone of the pharmacy and without them leaves a pharmacist to complete technician work on top of pharmacist duties which again leads to the chance for a potential error and burnout over a short period of time. There needs to be major staffing changes to help pharmacists and financial incentives for technicians to help save the profession pharmacy and protect our patients.	11/18/2021 7:54 PM
894	Survey was fine. We need more affordable resources, e.g. Epocrates or better, included in facility software programs for independents.	11/18/2021 7:53 PM
895	I am very happy someone is looking at this issue, I am glad to have the opportunity to express my opinion. Thank you	11/18/2021 7:52 PM
896	Only qualified technicians should have clinical responsibilities. Not all.	11/18/2021 7:49 PM
897	I have a pharmacist for 55 years and enjoy my profession and I thank God I chose pharmacy as a career	11/18/2021 7:48 PM
898	I recently was a victim of retaliation when I reported a supervisor for his inability to help staff the store or help with patient harassment and threats. I then I turn was written up for a surgery I had and was approved for by another supervisor in may. So I found another job I start 12/7 new company. I was at cvs at for 15 years ... shame on them. :(	11/18/2021 7:48 PM
899	We have been given a tremendous increase in workload with covid vaccinations, greatly increased phone calls and questions along with rude and angry people when we follow guidelines with no extra help, probably less help because no one wants to work in these conditions and people quit before they even get trained. Then they add children with the PREP act when we can't keep up with the adult shots. It's insanity. I know pharmacists who wish for surgeries just to get time off. This is not ok.	11/18/2021 7:48 PM
900	Best thing I have done. Enjoy interactions and care of patients. My extended family.	11/18/2021 7:44 PM
901	Technicians are not qualified to do the role of the pharmacist even with certification. They are not as responsible and errors occur. Most of them quit anyway. Retail pharmacies performing testing and vaccine administration have become a dangerous place to fill prescriptions. Staffing is at an all time low and work volume is at an all time high. Retail pharmacy chains need to seriously refocus on patient safety instead of metrics and COVID testing. I feel completely overwhelmed with work without staffing to support me and we have not even been financially compensated for the increase. It is no wonder why so many good pharmacists are quitting. We don't want to hurt anyone and work conditions are unsafe. Even for the seasoned veterans like me who can handle tremendous amounts of stress and work. It is getting very scary. The state boards of pharmacy in every state need to step up in the concern of patient safety to demand retail chains make drastic changes or patients will suffer terrible consequences.	11/18/2021 7:44 PM
902	I would advocate to increase pay for our hard-working and responsible pharmacy technicians.	11/18/2021 7:44 PM
903	Chains care more about metrics then customer service	11/18/2021 7:44 PM
904	Techs should not be doing vaccinations. Especially child vaccinations. 100% unsafe.	11/18/2021 7:43 PM
905	Most technicians can handle extra responsibilities, but they need an increase in pay commensurate with that. That means something needs to be done about the stranglehold PBM's have over pharmacy	11/18/2021 7:43 PM

## Follow-Up Pharmacist Workload Survey

906	I very much resent my company for pushing covid testing and vaccines without providing any additional help and no additional pay.	11/18/2021 7:43 PM
907	The technicians and pharmacist need to be paid more for the very hard-working they are doing. Hire or retain technicians because of the extremely intense workload for a very low pay rate, considerably less than other choices. As a floater district pharmacist I have not had a raise in at least two or three years. The single reason I am staying employed as a pharmacist in my current job is due to the part-time flexibility nature of my position. The current pharmacy chain retail atmosphere is not safe and is unlike anything I have ever seen in my 10 years as a pharmacist and 17 years with this company.	11/18/2021 7:43 PM
908	These past 24 months have seriously made me question why I made this profession my career choice 20 some years ago. It seems that we just continue to pick up tasks and responsibilities but have not added any time to get them done. Honestly lack of financial reimbursement doesn't bother me anymore it's the feeling of leaving work everyday wondering was today the day I made the mistake that may cost some innocent patient everything. That is what has me looking to leave this career all together.	11/18/2021 7:41 PM
909	I recently switched from a major chain (CVS/Walgreens/Rite Aid) to a grocery store chain and it has made a world of difference. Having a District Manager that actually listens and respects your opinion because they're an actual pharmacist vs a businessman has made a world of difference. They seem to actually care about patient safety (and employee satisfaction!) rather than strictly profit. I'm no longer being guilt tripped into picking up additional shifts or being gaslit into believing lies (and other toxic traits I've witnessed from the Big Three chains) in addition to the "normal" stress of being a retail RPh. I strongly encourage the board of pharmacy to step in and help pharmacists and technicians that still have to deal with that hellscape.	11/18/2021 7:41 PM
910	Must put in place tech to pharmacy ratio to protect patient safety. Hold companies responsible for poor work conditions	11/18/2021 7:39 PM
911	The chain pharmacies work people beyond human capability and have zero remorse for burnout, zero accountability for errors, and have no empathy to those on the front lines. I tried to be with patients more and was told to "stay in the back and answer the phones and get the insurances to pay for the meds" and I was just appalled. I'm a pharmacist and I wanted to help my patients but got scolded for "spending too much time on the floor with people talking" and not enough time on the phone with refill authorizations or insurances. I asked for a religious day of observation off of work and was told "no, you have to find your own coverage on weekends". I said "I'm a devout observer of this religious day" and that said "this is Ohio, everybody is 'insert religion here' and no you aren't getting it off for that reason". I was shocked. I was told I would get every 3rd weekend off when I agreed to take a 24 hour store. One month into that arrangement they put me at every other weekend. My 3rd shift pharmacist regularly came in late so I would work till 11pm and sometimes have to turn around and be there at 8am.... AND expected to stay late if it was busy. "Lunch breaks" are code word for "catch up so less people yell at you during your shift". The KPIs dictate everything and no one cares about the staff. The supervisors say "the reimbursement per script gets lower so either we have to cut hours or bring people to part time" and that is absolutely baffling to me as we are providing a need based service. No one cares about retail pharmacy staff. We do it ALL but get treated no better than a fast food drive through. It's a disgrace and it's depressing. And no, pizza is NOT working	11/18/2021 7:38 PM
912	Adding pediatric vaccines has been a huge stressor. There needs to be properly trained healthcare professionals at each location giving pediatric vaccines to deal with the special circumstances that go with giving those vaccines. I do not have time in my day to take 20-30 minutes to administer 1 vaccine to a child who should clearly be getting their vaccines at a pediatricians office trained to deal with children. Also the added stress that comes with the different storage/handling/mixing of those vaccines is unbearable.	11/18/2021 7:35 PM
913	I was previously with CVS, which had incredibly unsafe working conditions for both employees and patients. I was burnt out and cried whenever talking about work. Last year, I moved to Walmart, which does provide me with a lunch break and better overall staffing re: technicians. I feel like I'm able to provide better and safer patient care overall at Walmart. However, the increased workload of vaccines is straining the workflow. Most days there is only one pharmacist on duty, which does not always feel like enough.	11/18/2021 7:29 PM
914	Retail pharmacy has become unbearable. My pharmacist partner and I both left our retail setting 2 years ago due to incredibly stressful and unsafe working conditions and unattainable	11/18/2021 7:28 PM

## Follow-Up Pharmacist Workload Survey

expectations. In the chain retail setting, pharmacists are no longer treated as professionals, and the mistreatment of pharmacists with little to no regard to scheduling needs and requests, basic simple lunch breaks, respect for days off, and proper support staff is not just ignored, but has become the status quo. Simple basic human needs are no longer taken in account. Because pharmacists are smart, capable, and quick learners, they have shouldered way more responsibilities than are safe and practical. They have quietly and painfully succumbed as this pattern is repeated in many different practices as the profitable model of pharmacy has become harder to obtain. Thank you for reading.

915	We are going through so much pressure and the DL's are just pressuring us to worry about metrics everyday. They have unrealistic goals for us.	11/18/2021 7:27 PM
916	Staffing issues are entirely due to the extremely poor third party reimbursements, especially the Medicaid HMO plans. We have gone from 5 to 3 pharmacists because of this problem. It needs to be addressed ASAP	11/18/2021 7:26 PM
917	Pharmacy has become more and more about money and less about healthcare.	11/18/2021 7:24 PM
918	The top 30 percent of certified techs are ready for more responsibility but the rest are not. Stress for all staff is mostly due to excess task switching. You rarely have time to complete 30 seconds tasks without interruption	11/18/2021 7:24 PM
919	COVID has ruined retail pharmacy. There's not enough staffing (both pharmacists and techs) to safely handle the increased workload that is now demanded daily in every retail pharmacy in this country. Patients and staff are suffering because of this. Something needs to be done!!	11/18/2021 7:22 PM
920	Please provide some guidance. Help	11/18/2021 7:18 PM
921	Volume is more important than patient safety. It has become that way in order to be profitable based on third party reimbursement.	11/18/2021 7:16 PM
922	It would wonderful if across the great number of pharmacies in Ohio there was consistency with certified pharmacy technicians being able to vaccinate.	11/18/2021 7:16 PM
923	I feel all I get done at work is to give shots. I am tired of it. And now they are approving it for down to 5 yr olds. It is wrong to expect a pharmacist to give a 5 yr old a shot. That should be done in the doctor's office or the health dept where they are trained for children.	11/18/2021 7:16 PM
924	Less restrictions like techs needing to be licensed or certified	11/18/2021 7:15 PM
925	I currently am a part time pharmacist who has filling in to cover shifts because many pharmacists have left, however, I could never imagine going back to work full time in these conditions. The workload expectations are insane. We can not accurately and diligently check prescriptions and offer patient care when we are expected to continuously vaccinate. One person (pharmacist) cannot do all that is expected. The burn out is very high.	11/18/2021 7:15 PM
926	Work from home	11/18/2021 7:15 PM
927	Meal breaks are a joke. We have a sign that says RPh will be on break for a half hour but it doesn't happen. It's a CYA statement. Operating/holiday hours are excessive and draining. Testing and immunizations are killing us. No time to train techs. Tech pay doesn't match responsibilities. Mid level management has no clue and should help/work at store level but prefer to close locations. State mandated tech training is a joke and removes new hires from the pharmacy where they are needed. There should be limits on how many hours are are worked, scripts are checked, immunizations given and tests administered per day. Everyone is hiring and techs can get higher paying jobs doing much less. I feel competitor transfers should be limited to product availability during these unprecedented times of stress and demand. I don't feel we should be immunizing children 5 years of age and up. Too little. Too many vaccines and large opportunity for mistakes. Scares me. And now a scheduled remodel in my chain puts RPh up front which will eliminate any chance of focus and increase risk of errors. Please help us!	11/18/2021 7:15 PM
928	All pharmacies must be mandated to allow pharmacists to take a longer (45 minutes to 1 hour) paid lunch.	11/18/2021 7:14 PM
929	having worked in pharmacy for 30 years, I see everything from schedule to workload getting worse and worse; and I see pharmacists being less and less respected as professionals	11/18/2021 7:12 PM
930	One way the BOP can help pharmacists feel more valued in the work place is having us get	11/18/2021 7:11 PM



## Follow-Up Pharmacist Workload Survey

paid properly for the work we do. We are the most accessible health care professional and we are giving clinical advise to patients over the counter, as well as calling doctors to cancel/add prescriptions to better patients health. We are doing so much more than we used to, especially with the pandemic (vaccines, testing, blood pressure, blood glucose, INR, A1C, etc.). We should be reimbursed by insurance or paid higher by our employers. Please fight for us.

931	CCHMC does not allow third shift pharmacist adequate time for breaks. They do not care as long as work gets done.	11/18/2021 7:10 PM
932	I don't think more should be added to techs, they are already stressed out. We can't do all the jobs these companies want from us and feel like we can do them without making mistakes. We can't recover on our days off before returning to the hell that is retail. These immunizations and testings should be relocated to a facility set up to only do those things and let us get back to the medications and our patients. A single 1/2 break is provided, but we never get time to take a break, let alone eat again in our shift	11/18/2021 7:09 PM
933	I feel that my employer (a grocery chain) was adequately staffed before the addition of COVID vaccine. With the addition of the COVID vaccine, it pulls the help pharmacist out of workflow and the pharmacist who is product verification (normally an uninterrupted position) is now interrupted for all of the dr calls, counseling, data verification, etc. I don't mind doing COVID vaccines, we just need an extra person to do them. We have at least 3 technician call-offs per week and no one to cover their shifts, we just work short staffed which leads to more burnout for everyone. Our company has tried to hire more technicians, but not many people are applying for the position or go through training and quit. As a pharmacist, I do not feel I can call off even if I am sick because there is no one to cover my shift. We are absorbing a lot of CVS's business because they are so far behind in filling scripts.	11/18/2021 7:06 PM
934	I cannot begin to tell you how unsafe my workplace is. The increase in demand due to vaccinations and testing is outrageously overwhelming with no help on the horizon. We are understaffed with no help from management on hiring or training. We get pushed from management and customers to do more with no respect for safety. Not to mention the risk this places on my license and career. I live minute to minute wondering who I have inadvertently may have hurt because the circumstances my employer forces on us. All I want to do is help but I cannot do vaccines every 10 minutes, testing every 15 minutes, and 200 + prescriptions in my 12 hour work day with only 30 minutes for lunch. I am not the only one enduring this. I used to love my job. The retail chains need to be held accountable for the workload they force on us.	11/18/2021 7:04 PM
935	I used to love being a pharmacist and having the ability to help people. Now, with the current working conditions I feel like I'm not able to help my patients as I should be because I don't have enough time to do so. I'm always worried that I'm going to make errors with being pulled in 5 different directions. Sometimes I find myself having to be on the cash register for an hour because we don't have adequate staff. Our queue is always days behind on getting orders completed and we get constant complaints and angry customers. If something doesn't change soon I'm highly considering taking a break from pharmacy or finding another field completely. It isn't worth the mental and physical toll it has taken on workers. The patients also deserve better. Thank you for listening!	11/18/2021 7:03 PM
936	I have been a pharmacist for 30 years. Have worked no less than 7 years in one place, but have worked in many different environments. I enjoy my coworkers as people but there is very little job satisfaction right now and very little respect for pharmacists as a whole. Technicians come and go constantly and I do feel this is a workload and training factor. Our technicians run to get their work completed. The excellent ones can finish their work well and safely but the majority do not. On one of the shifts I work I check 200 IVs in about 2&1/2 hours, and then there's the rest of the shift. All this said the place I work is a good pharmacist's job and many who come there say this. I feel pharmacy needs a general refocus altogether. Employers are happy to say "we must do everything for the patient" but often only when it suits their bottom line- not truly for the patient. I do feel we are well paid but I hear this is changing and have seen some cuts even at my place of employment regarding shift differentials and other pay benefits. Again- workload has been an issue for sometime and retail pharmacies have pushed most too far. The work is good but the pressure is spirit crushing at times. May we see a better future from your study.	11/18/2021 7:03 PM
937	Retail pharmacists should not be giving pediatric vaccinations. We do not have adequate time to spend consoling anxious children and parents. The additional vaccine types lead to an increased error risk in administration.	11/18/2021 7:01 PM

## Follow-Up Pharmacist Workload Survey

938	I've been a pharmacist for 32 years and I now have started trying to talk the younger generations to NOT going into healthcare professions	11/18/2021 7:00 PM
939	The biggest problem with retail pharmacy is technician staffing. Techs are required to hold a professional license, complete CE requirements, develop and pass exams for a wide range of high-level knowledge and skills, and work in an incredibly fast-paced, stressful environment. Yet, they make wages similar to clerks and stockists or food-industry workers and have no pre-requisite educational requirements. It is nearly impossible to find good candidates for pharmacy technicians. Who wants to work that hard and assume that much responsibility for that little money in a part-time position? I haven't been able to staff my pharmacy appropriately in YEARS and having a constant parade of new people trying to learn a complex job quickly adds an incredible amount of stress and risk to patient safety to pharmacists. They need to be better compensated and treated as the professionals they are. The second biggest issue is vaccines. Companies push vaccines SO HARD because the reimbursement is better than it is with medications. I've worked days where I've given 50-70 vaccines and filled 600 prescriptions with one other pharmacist. Not only are we not given additional hours to vaccinate patients, my staffing hours were even cut at the beginning of flu season one year. It is so stressful to have to assess the appropriateness of the requested vaccine (most people do not know their history) and administer it between filling prescriptions and counseling patients on medication. I don't feel I have adequate time to settle a frightened child or care for someone who experiences syncope or seizures following their vaccine the way I would like to. Since the vaccines are all done by walk-in, I can have even 10+ people waiting for vaccines at any given time in the day. It is too much responsibility with too few resources. We keep being given more responsibilities by legislators, patients keep having greater expectations of our services, companies keep piling on work and cutting help. Working in retail is overwhelming, frustrating, and quite frankly terrifying. I hope you do something to help us because I really used to love my profession.	11/18/2021 6:59 PM
940	N/A	11/18/2021 6:59 PM
941	Pharmacy is no longer what it was when I graduated 15 years ago. A lot of responsibilities have been added with little technician help. I always feel beat up at the end of my shift. We need help or else people won't be studying pharmacy again.	11/18/2021 6:59 PM
942	corp let me go for no reason nov. 2020 saying i was an "at will employee" but feel it had to do with age and them having money problems but also because i spoke out against the working conditions and metrics and programs they continued to put in our workload Fruth Pharmacy	11/18/2021 6:55 PM
943	More with less. End of story.	11/18/2021 6:55 PM
944	I feel that there should be a tech to pharmacist ratio at all times based on the busyness of the time of day. Being short staffed helps no one at all.	11/18/2021 6:54 PM
945	We need to be given lunch breaks. This should be a requirement by the state board. When I work more than 12 hour days, I will make errors. Add shots to the mix and I am doing the majority of checking scripts the last few hours of the day and checking a ridiculously high volume. I need time to eat and use the bathroom. I also plan to stay in this profession and am committed and therefore think I deserve more pay for how difficult this last year has been. Also, the board should be advocating for less vaccines at the store level and more clinics with pharmacists instead. Also, we should not be administering shots to children!! It is taking way too much time and I don't know how to adequately deal with an emergency if a child experiences one. Leave the vaccines to pediatricians!	11/18/2021 6:50 PM
946	Sadly pharmacy management could care less about patient care at the huge renowned hospital I work at on third shift. As long as there are warm bodies even if they do little to nothing they are happy (and becoming more frequent to be left short instead of making concerted effort to fill open slots)	11/18/2021 6:49 PM
947	Why would we look to expand tech responsibilities when they are so scarce right now?? The Ohio requirements are making it difficult to find good help in a post-pandemic world where help everywhere is challenged.	11/18/2021 6:48 PM
948	The workload issue is very real and unbelievably stressful. This is heavily tied into pbm reform. The pbm and unfair reimbursements also burden businesses to cut corners on staffing. We need better staffing and workload requirements to go with pbm reform	11/18/2021 6:47 PM
949	I think the biggest opportunity to fix our workload issues is to push/advocate for higher wages for pharmacists and technicians. Pharmacy is only advancing, and pharmacists and	11/18/2021 6:46 PM

## Follow-Up Pharmacist Workload Survey

technicians are constantly expected to do more. However, in most cases pharmacist and Technician wages have stayed the same or have decreased over the last 5-10 years. Most pharmacists and Technicians, especially those in big box chains, are burnt out because they're forced to do more work with little compensation.

950	I left retail 5 years ago because metrics became the sole purpose of my job. It was one of the best decisions of my life. We have lost any autonomy we ever possessed as healthcare professionals in the retail setting. The PBM climate has accelerated the closing of most independent pharmacies that dare to try compete with the big chains. What is left are a few mega-sized companies not concerned with the deterioration of our profession. Instead of innovation and growth by entrepreneurs, we see a few select businesses practicing cookie-cutter, copycat, group-think pharmacy. Some of the blame does rest on ourselves for letting this happen. At the same time, something must be done. My colleagues are too educated and too valuable to their communities to waste away in conditions that worsen every day. We need the ability to control our own future. From everything I have seen come to pass recently, that future is in jeopardy.	11/18/2021 6:45 PM
951	The past year and a half has been horrible. More and more has been added to our plate with no incentive or help from anyone. Work is a nightmare with no end in sight. We've expressed our safety concerns with no solutions or help whatsoever. I thought pharmacy boards were here to help us but that isn't the case either.	11/18/2021 6:44 PM
952	I almost didn't answer this survey because retail's mistreatment of staff is so widely known and still so little is done. We, as pharmacists, are ground into nothing until we become a husk of a person and then our retail employer throws us away for a lower paid new grad	11/18/2021 6:43 PM
953	I have left pharmacy after 20 years due to the massive changes of staffing and workload expected which was not the case when I first graduated. What is totally unexplainable is the board putting the total blame on the pharmacist for medication errors instead of looking at the whole picture of system failures. This survey is a step in the right direction but only if the board holds EVERYONE including the companies who have made this environment so bad. The board is not protecting patient safety by letting these conditions go on. Pharmacists have no say in staffing, metrics, and workload.	11/18/2021 6:41 PM
954	I work in long term care so these questions seem to reflect retail pharmacists. I currently work as a part time pharmacist at a corporate chain as an immunizer/second pharmacist. I can honestly say if I were working retail right now I would be cutting my hours until I could find another job. While I understand and support immunizations and clinical services we can offer to the community, the stress and expectations our pharmacists have to endure with little to no extra help is horrifying to me. What is happening right now is dangerous not only to patients but to our pharmacy staff as well.	11/18/2021 6:40 PM
955	Please please do something about the pharmacist workload. The big chains are killing us	11/18/2021 6:39 PM
956	We are not short staffed. We have little staff due to corporate budgets. We are considered full staff but it is not enough.	11/18/2021 6:39 PM
957	We keep getting more and more work for the same amount of pay with no additional staffing. How in the world are we supposed to do MTMs, patient care calls, flu shots, COVID testing, and now COVID immunizations... in addition to filling 500+ prescriptions every day... and forget about answering the phones... there just simply aren't enough people working in the pharmacy or hours in a workday to accomplish everything. I often have to stay late every day... and that's already after working a 12 hour shift. It's absolutely insane. I'm so drained and burnt out. I feel like it is having an effect on my mental and physical health.	11/18/2021 6:39 PM
958	Pharmacists have become the catch all for any service that is needed however we are the least respected healthcare professional by the public, our employers, and other healthcare providers. Our quality of life has declined drastically, we are constantly pressured to work longer and longer shifts, work on our days off, and do two and three times the work that one pharmacist should be doing. One pharmacist cannot possibly safely oversee 50+ immunizations, 20+ tests, 500+ prescriptions a day, 60+ phone calls to make, and maintain the pressures of good promised times and other expected metrics.	11/18/2021 6:38 PM
959	I come home from work most days and I just sit down and cry. I cannot stand what has happened to my job. I am expected to give multiple immunizations to every single customer that walks in the door, and if I don't do it quick enough to satisfy them, I get receipt survey complaints. My PIC belittles me over these complaints to the point that I want to quit, even if it	11/18/2021 6:38 PM

## Follow-Up Pharmacist Workload Survey

means selling my house. Our job is a lose-lose situation. No matter what we do, we can't keep up and we can't please the customers anymore. People are going without their meds. People are panicked and customers treat us like dogs. I went to school to be a pharmacist and it has turned into such a mess where I feel like I'm put up on the stand and crucified every day by my co workers and my boss and my customers. Every day is a bad day these days. We are ALL burnt out. The technicians are tired of yelling at the top of their lungs through our crappy drive thru speaker the directions for Covid testing only to be treated badly by the customer when the lab doesn't report their results fast enough. Technicians don't have time to test, count, type, and answer the phone anymore. Pharmacists can't check prescriptions and give shots quick enough to be doing it safely anymore. I feel extremely overwhelmed every day. The patients are extremely responsive to the new recommendations for boosters etc and everyone wants one at the same time and no one has patience to wait the long wait they're not accustomed to have been waiting 3 years ago back before the pandemic. It's taking its toll on me, my entire staff, and the customer. We are no longer feeling like we are here to serve customers we feel like we are here to push shots and tests and make money for the company. The shift has gone from patient care to being the receiving end of the biggest money grabs. There is no encouragement and not much keeping us here anymore. I am happy to be paid and to be employed but no longer happy to go to work anymore. Everyone is burnt out. Technicians are quitting left and right and calling off and are no longer held accountable for coming to work or even being on Time because we are just that desperate for help. I want out of the profession but have no where to turn. I am qualified to be a pharmacist but not really any other job. The grass isn't greener anywhere else we are all just trapped here waiting to be saved and waiting for relief. There's no hope. There's nowhere else for us to go. We are just stuck in a perpetual abusive relationship with the public and the positive feelings of helping people to improve their health are just fading away. The wheels have fallen off and everyone's just drowning in sorrow and looking at their finances to see if they can quit or just go part time to lessen the verbal abuse by the public and to improve our mental health. Our mental health is reaching an all time low and a breaking point. I feel like we can't go on like this too much longer otherwise I'm gonna depend on my husbands salary in the non-healthcare field and I'm just going to become a stay at home mom and we'll just have to sell our house and lower our standard of living. I am not exaggerating. The pharmacy I work at still uses internet explorer which is obsolete and not secure and half the time doesn't work. I can't load the websites I need to do Covid tests or schedule Covid shots and half the time the internet is overloaded and I just stand there wasting precious time waiting for the internet to work WITH me and not AGAINST me. I am allowed a 30 min meal break at 1:30 but wish this was at 3 instead so it could split my shift in half. I wish I had rest breaks. I wish I felt supported when rude customers leave rude comments about me and I wish my employer would listen to me and believe me when I say I am the one being verbally abused every day. I've seen many of my fellow pharmacists quit and I see a mass exodus of RPh as well as techs. The techs that we hire don't want to work and just play on their phones the whole time. No one wants to work together and get the job done together. Everyone's blaming everyone. We've lost our way. What once was a rewarding career that I felt proud of has turned into just being verbally abused and see how tough my skin can get to let it roll off my back. I feel like the working conditions aren't safe anymore based on my level of stress. I make less errors when I have a positive attitude and outlook. I feel like I need to find a mental health coach or therapist. My family notices a difference in me. I desperately need a change. I've seen other states call for change and I am glad to see Ohio is working on something similar. I know a pharmacist dropped dead in Indiana on the job because she didn't feel comfortable just closing the gates and leaving and going to the emergency department to treat her heart attack. She died. I hope that this alarms everyone and the culture changes and the state tries to take care of us before it happens to more people. We live in constant fear that we'll be fired and replaced with a new grad who's paid half as much as us. It feels like the burden of giving covid shots rests solely on us. I feel like in some weird fantasy big box stores want it to be that way so we can make all the money. I feel like other healthcare workers like nurses and doctors offices and hospitals should share more of the burden of vaccinating the entirety of the public. We all hear about the push for provider status and for reimbursement for pharmacists but it's too much and we don't have enough resources. I feel like all my company cares about is money and it's the governments fault for paying out such a huge amount of money for these shots so of course that's the expectation is that I give all these shots. I also have a difficult time dealing with customers who are being forced to get the vaccine against their will by their employer and then come in and take it out on me and on my staff. They refuse to sign the consent forms but expect me to give the shot anyway. The multi dose vials are also an issue because hypersensitive customers want more "proof" of the vaccine they're getting Bc they don't trust pharmacists anymore to draw up the right shot from a multi dose. They want to stand nose to

## Follow-Up Pharmacist Workload Survey

nose with me and watch me pick up the vial and look at the words on the vial as their reassurance I did it right. I'm tired of being watched and questioned. I can understand their worry though now that we have 20+ Different vaccines that I give now. It's just overwhelming to have customers breathing on me and watching me and not trusting me like they once trusted me when all I did was put 30 tables in a bottle. I don't mean to sound like a complainer or over exaggerate, but, this is my life and other peoples' lives and we need to see a change for the better otherwise more of us will quit and there'll be no one qualified remaining to serve the public and ensure that they receive their life saving meds every day.

960	Techs should be able to become certified to immunize	11/18/2021 6:38 PM
961	Pay scale is a huge issue. Walgreens in Columbus, OH is only offering 75k starting for full time pharmacists while demanding so much from their pharmacists. Due to this I am in process of leaving and starting with another Big Chain. There needs to be a tech to pharmacist ratio in Ohio. No pharmacist should be left alone... EVER. There should be statutes discussing workload limits based on all the things pharmacies and pharmacists do in the workplace (Point of Care testing, CMRs, Counseling etc.).	11/18/2021 6:37 PM
962	While the company may say they allow pharmacists to take a 30 minute break every day, it's unrealistic for the pharmacist to do so based on the workload thrown at us	11/18/2021 6:37 PM
963	I feel that management does not realize how their actions and response to lack of staffing and the fact that they are sitting all day drinking and getting their lunch while staffers are barely getting to go to the restroom.	11/18/2021 6:36 PM
964	-tired of being lied to and berated by management, when they don't even make an effort to come into the stores to help. 1 person should not be tasked with completing 1,300 scripts plus vaccines and testing! - I have changed employers and cannot wait to start. Last employer refused to work with me to accommodate me or match what another employer was offering. Pharmacy managers should not be paid less then staff pharmacists! This goes to show the ludicrous thinking that is happening! They would rather lose all of their managers and pharmacists that have shown to be strong employees making the most income for the company, then pay them adequately and fix concerns that have been brought to their attention time and time again. These companies are turning this profession into a joke! It is sad when the patients are begging you not to leave and forming groups, yet your employer whom you've been loyal to, will not take the time of day to try and retain staff. Good luck with no staff and crippling supply chains. Peace Rite Aid!	11/18/2021 6:35 PM
965	I am moving to a different career, pharmacy will be contingent for the time being. The amount of times I have worked under huge amounts of stress that I bring home have shown me that it is. It worth it. I have many talents that I can use elsewhere to be much more successful. Pharmacy gave me a good start, I would never recommend anyone ever invest the time or funding to go into this field. Survey or not, everything is based on a spreadsheet, our value goes up and down everyday. I can make as much money driving a truck, and not worry about errors, and not have the stress associated.	11/18/2021 6:35 PM
966	I should be allowed to work, uninterrupted to provide the best patient care I can. I don't have time to provide thoughtful and impactful interventions or counseling. Often times I am giving shots to patients which takes away the ability to do any of that. I fear that I will make a mistake due to my inability to work uninterrupted as well as not being able to sit down, take a break, or eat during my shifts. My technician staff is also poorly trained and underpaid which leads to high turnover and perpetuates the issues. Please fix pharmacy. I felt so passionate about this career but the way we are expected to work is cruel.	11/18/2021 6:34 PM
967	I appreciate the fact that this survey was sent out. It shows the state is at least taking some interest in pharmacist workload and stress. It's a step in the right direction and I hope to see more response on this subject from the board in the future.	11/18/2021 6:33 PM
968	Companies need to compensate techs for the amount of responsibility they have and to attract intelligent career minded employees.	11/18/2021 6:32 PM
969	Corporations have taken over this profession and ruined it in many ways. The job of the board of pharmacy is to protect patients but if you don't protect the pharmacists from corporate greed you can't protect patients from human fatigue causing errors.	11/18/2021 6:31 PM
970	I appreciate the board taking this issue on. Look forward to seeing an impact.	11/18/2021 6:31 PM
971	I CAN'T HELP MY PATIENTS BY BILLING INSURANCE ON SCRIPTS BILLED BY CVS BUT	11/18/2021 6:30 PM

## Follow-Up Pharmacist Workload Survey

NOT FILLED- ALSO CANT GET COPIES FROM CVS BECAUSE THEY WON'T ANSWER THE PHONE MY PATIENTS ARE TRANSFERRING TO MY STORE AND I CANT FILL THEIR SCRIPTS SO THEY ARE DOING WITHOUT THEIR MEDS

972	I believe with a strong tech staff all pharmacy would be much more satisfying. Often during times of stress in our profession I think we all feel that our salary has helped to make up for that stress. It has been a few years since we have had raises at my employer. This is frustrating but our technicians don't have that. The stress they experience is often not worth the pay. I think that is the reason many techs do not stay long term.	11/18/2021 6:30 PM
973	We have been doing up to or beyond 30 immunizations daily. Adding the pediatric vaccines onto our workload has been very stressful as they take up more time to complete. This in turn leaves our customers who pick up medications either waiting longer or without any type of pharmacist consultation before they leave our pharmacy.	11/18/2021 6:29 PM
974	Need double coverage at large chains or high volume stores. Can't do my job when I have to POC test, vaccinate, perform MTM, counsel, operational duties like returns etc. And still full prescriptions	11/18/2021 6:28 PM
975	We just need more tech hours. They have increased the hours to accommodate the boosters but it's still not enough. I'm lucky. I have a good store, great techs, and a supportive supervisor. Corporate thinks we're miracle workers though. We did recently start closing for lunch, which is great. Before that, there were no opportunities for breaks at all.	11/18/2021 6:28 PM
976	The volume of COVID-19 vaccinations administered without additional pharmacist help has put a tremendous amount of stress on myself and co-workers. I am physically and emotionally exhausted. The work environment in retail pharmacy over this past year has been horrific. I am only given a 30 minute lunch break but it usually begins late and I have to work during the break to catch up. This increase in workload is not sustainable. Please help pharmacists- our employers will continue to push for numbers at our expense. I have done close to 5000 COVID vaccines this year and I am still not hitting my IMZ budget because these shots are excluded. There is too big of a focus on hitting numbers in retail pharmacy and the well-being of pharmacists is never a concern of the employer.	11/18/2021 6:27 PM
977	The profession is declining. The quality of pharmacist is no longer there. I am flabbergasted by the mistakes I hear that colleagues are making and the bad reputation they are giving pharmacists. I won't even trust another pharmacist to give me or my family members vaccines because of all the errors. The only way I'd allow my family members to get vaccinated by a pharmacist is if I do it myself. Pharmacists are embarrassing our profession. I understand why other healthcare professionals do not trust us.	11/18/2021 6:27 PM
978	The state of retail pharmacy is terrifying. Short staffing alone is bad but it's coupled on top of Covid testing, vaccinations, rude and impatient patients, etc. Mistakes are inevitable. Patient care will continue to crumble. Pharmacists and techs are suffering and big box chains don't care. There needs to be pharmacist overlap, shortened hours of operation, and better compensation. Something has to give	11/18/2021 6:25 PM
979	I would not choose this career if I had to start over. I also encourage students not to choose this career. I work at lot of hours that I am not paid for just to stay on track.	11/18/2021 6:25 PM
980	I have been a pharmacist for over 25 years. This isn't just "waxing poetic" and the good old days. Heaping more and more responsibility on us without more help is a recipe for disaster. Do something. You're supposed to protect the public. Retail pharmacy is not a safe environment. Fix it.	11/18/2021 6:25 PM
981	As retirement age approaches I just hope I can keep going. Burnout is becoming more of a concern. I have begun noticing a decline in my ability to shift focus among the multiple tasks I am required to perform. I'm getting tired of the pace and the speed expectations of patients. I am fortunate that my employer allows the use of technicians for vaccination and I definitely feel the board needs to expand technicians ability to provide this service once PREP Act is no longer in force.	11/18/2021 6:24 PM
982	Retail pharmacy can not be a clinic have a clinic inside pharmacies to do immunization and Covid testing , rph needs to an rph not both	11/18/2021 6:24 PM
983	None	11/18/2021 6:23 PM
984	I believe the pandemic has altered, perhaps even permanently, the manner in which we	11/18/2021 6:22 PM

## Follow-Up Pharmacist Workload Survey

approach the notion of health care as a career. I am glad I am an older professional, with far less time ahead of me, as I would likely be attempting an ambitious plan to seek an alternative, non-patient based, form of work. I have other skills/education/licensure which I simply never committed much effort to pursue.

985	The amount of work we do atjy pharmacy is impossible in relation to staffing. We fill 2500 Rx per week do around 600 immunizations a week and 40 PCR COVID tests each day. It is imperative that we have ratios of pharmacist to technician ratios that are fair and more confusing to getting the job done in a safe and expedient manner. Lastly, the big box employers put a lot of stress on pharmacists and technicians and we aren't even allowed to voice out disappointment and dissatisfaction in a safe and constructive way. I don't believe our employer at the corporate level has our best interest at heart. I'm actively searching for a new way to practice pharmacy outside of retail because of this.	11/18/2021 6:21 PM
986	I do not think that expanding pharmacy technicians roles to include clinical responsibilities is a good idea. Pharmacy technicians do not have the same level of commitment to that workplace that pharmacist do. They tend to be transient and change jobs frequently. Additionally, their level of expertise varies and there's no way to standardize that.	11/18/2021 6:19 PM
987	Total lack of respect for the profession by employer and other healthcare workers. Profit more important than patient safety or care. Totally frustrating career	11/18/2021 6:18 PM
988	Left retail pharmacy 10 years ago due to stress and went to hospital pharmacy. Best thing I could have done. So answers to questions based on retail pharmacy experience and not hospital experince	11/18/2021 6:18 PM
989	I would advise students to make another choice	11/18/2021 6:18 PM
990	Workload changes causing stress this year was a result of construction in the pharmacy.	11/18/2021 6:17 PM
991	The 'profession' of pharmacy is no longer a profession. Hours cut, wage decreased, expected to do the job of 1&1/2 and if you complain... they just move a warm body in your place. I've personally witnessed this way too many times.	11/18/2021 6:16 PM
992	For technicians to take on more roles they need to get paid more I'm exhausted from giving shots and doing MTM that make money for the corporation and they pad their own pockets with, without sharing with those that do the actual work. People making decisions about how much work I need to do, sit in an office and are so far removed from the reality of real world pharmacy it's pathetic. I'm lucky if I get 1 bathroom break in a 12 hour shift. Let alone time to eat anything besides convenience food. Pharmacy metrics need to be gone. People that actually work in a pharmacy setting need to be the ones making decisions, not those on an office.	11/18/2021 6:14 PM
993	At my place of employment I have not personally experienced any issues with adequate pharmacist staffing. However there is a severe lack of technicians which then puts the pharmacists in the role of performing technician duties. This becomes more difficult as more and more responsibilities are placed upon the pharmacist including but not limited to vaccinations and clinical services. There are days where I as the pharmacist have had to perform data entry of prescriptions, fill and verify those same prescriptions all while also answering every phone call coming into the pharmacy, counseling patients and giving vaccinations. It has become such an unsafe practice and it is just a matter of time before a detrimental mistake is made. There should be prescription volume limits based on staffing, call centers to help answer phones, or clinical services only offered at locations with adequate additional clinical staffing. While I have never felt pressure from my employer to not take a bathroom or food break, some days it just isn't possible to be able to get everything done.	11/18/2021 6:14 PM
994	We need MORE technicians to share the work load. They don't have to do MORE individually.	11/18/2021 6:11 PM
995	The board NEEDS TO DO SOMETHING NOW!!! These retail pharmacy companies (Walgreens) only care about metrics & the covid money grab from the government. We are forced to work in unsafe conditions and cut EVERY corner possible and we're still drowning and I'm honestly SHOCKED patients aren't dying. The fact that this "follow-up" runs until 12/5 is so disheartening as I realize even the board (our last HOPE for rescue) is apparently moving at the speed of government—because something needed to be done many months ago! Walgreens has had at least 40 RPh's quit in the last 2 months or so just in our district and even more technicians —all due to grossly unsafe workloads and only being given unskilled up-front help (if you're lucky) in support. These "techs" or designated hitters NEVER know what they're doing and only necessitate more supervision from us (which takes away even more).	11/18/2021 6:11 PM

## Follow-Up Pharmacist Workload Survey

They are ruining our profession and risking everyone involved for temporary profits (which they claim are so poor to begin with). PLEASE FOR THE LOVE OF GOD DO SOMETHING NOW!

996	This is a dead end career that I would recommend to absolutely nobody. Clinical pharmacists get all the perks (no nights/weekends/holidays) and higher pay while staff pharmacists do all the work. Management has no idea on operations, they are too busy defending the role and purpose of useless clinical pharmacists. Technicians are so short-staffed, EVERYBODY is burned out. There is no incentive for pharmacists to work holidays or overnights due to "exempt" status. In short: I hate this profession and it is the biggest regret of my life.	11/18/2021 6:11 PM
997	#pizzaisnotworking	11/18/2021 6:10 PM
998	Most of the time I work without a pharmacy technician because we are unable to hire people. Too many regulatory changes are in place regarding hiring technicians. Most are not compensated accordingly, at least in my place of employment. Companies do not care about employee turnover or working conditions. They are driven by GREED. Retail pharmacies are turning into clinics and we are expected to be clinicians in addition to our regular workload. Add MTM and CMR to the mix, immunizations, selling pseudoephedrine products, answering questions about absolutely ANYTHING because we are accessible, etc and we don't know which way to turn. We wear many hats but can't lose sight of the original oath we took.	11/18/2021 6:09 PM
999	Certified techs need to make more and do vaccinations.	11/18/2021 6:07 PM
1000	The workload was not evenly distributed among staff (ie same patient acuity 1FTE covered 15 pts 1 FTE covered 45 pts) caused me to leave previous job. When I only covered 15 pts I was so bored! When I covered 45 it was too stressful.	11/18/2021 6:05 PM
1001	I would never recommend this profession, it has been ruined by corporate greed. They say what we do is for the benefit of the patient but nothing is ever done unless they make a great deal of profit. I will leave the profession as soon as I can. It is a shame. I used to love being a pharmacist, but now it makes me physically ill to think about going to work.	11/18/2021 6:03 PM
1002	we have not had a lunch break at our hospital in almost 2 years since dealing with COVID. Multiple positions in multiple departments were eliminated when surgeries were on hold during the peak of COVID. Those eliminated positions never came back. We cant give the pharmacy technicians expanded duties when we cant even get people to apply to open positions for a technician. I seems a lot more hospital technicians left their pharmacy career then pharmacists have left. As a pharmacist for 34 years I have never felt so burnt out. I am still passionate about pharmacy and want to keep my patients safe.	11/18/2021 6:03 PM
1003	Competent technicians should be hired. That would be fair to the technicians who really work hard.	11/18/2021 6:02 PM
1004	Sometimes we have to work alone especially when techs call out which has increased in the last couple months. Techs are not lasting long due to the level of stress they have to deal with	11/18/2021 6:01 PM
1005	I am the owner/RPh of this pharmacy	11/18/2021 6:01 PM
1006	I have been in this industry for quite some time now and have never experienced the level of stress I have experienced in the last 12 months of my career. My team at my pharmacy have somehow managed to over come every obstacle placed in front of us to take care of our patients, but I feel we can not continue at this pace. We are frustrated and exhausted. We were not prepared nor equipped with the necessary tools to take on such an additional workload involving anything and everything Covid related. Not only have we taken on additional vaccinations and testing, the increase in call volume from patients with concerns and questions have significantly increased while our support staff continues to decrease. I do not feel that I am trained enough to administer vaccines to the younger age population (3-7) that we are now expected to vaccinate. We are being asked to work overtime to cover shortages to the point that I feel guilty taking my days off as off days. I feel that I am bringing my stress home and it is beginning to affect my family and personal life, which is unfair to everyone. I hope something changes soon to provide us with some relief, but I fear that it will not.	11/18/2021 6:00 PM
1007	We experienced so many cuts in our allowed hours that the workplace became extremely stressful. Now it is hard to find anyone to work. Every day is a struggle just to stay afloat. Recently, our district manager actually congratulated us on being able to keep our drive through open. Most places cannot due that due to lack of staff. I am in constant fear of making a serious mistake especially now with all the vaccines we are expected to give in addition to filling prescriptions while being short staffed.	11/18/2021 5:58 PM



## Follow-Up Pharmacist Workload Survey

1008	<p>Metrics to increase profit should be illegal. Unrealistic metrics/workload puts patients in harm and terrible for pharmacist mental health. Laws needs to go in effect for everyone's health and safety. Workload needs to be realistic without pressure with ampule help. Pharmacy environment has gotten worse over the years and unbearable. Please do something. Example: my employer goal for me is to verify 100/hr. Increased Stress level and mistakes or under performance reviews lead to job termination. Can't win. Need laws and realistic expectations that don't lead to burn out.</p>	11/18/2021 5:58 PM
1009	<p>Survey should be updated reflective of pharmacists working in non traditional roles who do not provide patient centered services.</p>	11/18/2021 5:57 PM
1010	<p>On some of the questions regarding workload and understaffing, I would have marked worse than highly dissatisfied it that was an option. It is time for something to be done.</p>	11/18/2021 5:57 PM
1011	<p>I have been a licensed pharmacist for over 11 years, and I have worked in retail pharmacy the entirety of my career plus all four years of pharmacy school as an intern. I used to be passionate about serving those in my community and took pride in calling myself a pharmacist. I now cringe when strangers ask me what I do for a living and genuinely wish I had chosen a different career path. This breaks my heart, and to whomever is reading this, I hope it breaks yours a little, too, because this profession is shamefully failing it's members. Unfortunately there is still a part of me that is foolishly nostalgic for the good old days and so I stay, but I feel trapped in my current position by the lack of jobs/oversaturation of the field, corporate abuse of pharmacists, and drastically decreasing rates of pay. As a PIC, I am terrified of the amount of errors I see that ultimately fall under the umbrella of my name attached to the pharmacy. Errors have increased since COVID testing and vaccines came out because we are simply too overworked. Technicians do not get paid well enough to administer vaccines and testing, and their oversight as it stands right now is not adequate to exercise clinical tasks when their education does not allow for proper clinical training. Pharmacists do not have the time it takes to safely dispense medication, properly counsel, consult on MTM, train an entire staff which turns over at an alarming rate, administer tests/screenings/blood sugar/blood pressure readings, and give vaccinations (especially to children as young as 3 - the community pharmacy is not the place for children who require extra time and resources than we have available). I'd like to end with the toll this profession has taken on my body. I have no ability to step away to eat or use the restroom, and as a result have developed a fear of drinking too much fluid in an effort to keep my bladder empty. On a good day, I drink roughly one liter of fluid (this includes the coffee I bring to work). I suffer from migraines and dizziness from not being able to keep myself properly fueled 5 out of 7 days of the week. My body is in a constant state of 'fight or flight' and my anxiety while at work now follows me home. I have had to begin medication for depression and anxiety from this line of work and those medications have only been increased since COVID hit. I cry in my car as my heart pounds out of my chest while trying to muster up my 'happy face' in the parking lot before walking in to work. This is my every day, and I hate it.</p>	11/18/2021 5:55 PM
1012	<p>Insurance companies have too much control. They should not be able to tell patient's and their doctors what they can have filled and which pharmacies they have to use to get their best price. Every patient should have the freedom of choice and not be penalized. Corporate owned pharmacies need to be more focused on patient care and less on bottom line. Pharmacies should not be owned or owned by any insurance company or any pharmacy benefit management organization since I see that as a conflict of interest. When pharmacies were owned or run by pharmacists (that have actually worked in a pharmacy and still work the bench from time to time) and not Wall Street bosses it was actually a great career to be a pharmacist and you had time to know your patients and the health needs. Currently I would not recommend to a young person to be a pharmacist and feel sorry for those already pursuing it as a career. Also I believe that insurance companies were a major contributor to the current opioid crisis we have today since they were very liberal allowing early fillings of opioid prescriptions (usually 7 days early) or allowing patients to pharmacy shop (using multiple pharmacies and physicians for different opioid medications) when they had those records at their fingertips clear back in the 80's when insurance prescription drug coverage became popular. I know during my time as a pharmacist I had to many times be the bad guy and refuse fillings (early fills and multiple opioid prescriptions) and report potential miss use to physicians. OARRS has been the best aid to physicians and pharmacists to combat this issue. We still need to make sure physicians (esp. Orthopedics) to reduce possible future abuse and/or addiction to opioids. Yes, people experience pain due to illness, surgery, or injuries but now we have some physicians who are over prescribing and many under prescribing (afraid they will end up on a report for prescribing an opioid along with a muscle relaxer or anti anxiety</p>	11/18/2021 5:53 PM

## Follow-Up Pharmacist Workload Survey

medication even though there is no history of abuse and they are the ones that can control refills.

1013	<p>I work for Walgreens and conditions are unbearable currently. We do vaccine appointments which patients can schedule every ten minutes (during which they can schedule as many vaccines as they want to receive), plus we are doing covid rapid test appointments every fifteen minutes. Plus we have an increased workload of script volume. Our tech budget has slightly increased, but not enough to accommodate the extra work. Also, there are only two hours of pharmacist overlap each week; the rest of the time there is only one pharmacist on duty. I am entirely burned out and dread going to work each day. We are so behind in work, no one's prescriptions are done when they come and every patient is angry. The line is the drive thru is always wrapped around the building and the waiting room is full of people because we don't have the staff to run covid tests, give vaccines, help the drive thru, help the counter, and fill prescriptions. It's chaos every day, and god forbid someone call off or else we are totally screwed for the day. All I want to do when I go home is lay there. I don't even interact with my family. I haven't had a raise in over four years, not even when I accepted a manager position. I am trapped in this job though because of my outstanding student loans. Once they are paid off, I will absolutely be trying to leave this "profession" unless something drastically changes.</p>	11/18/2021 5:52 PM
1014	<p>I think we are all sick and tired and being asked how we feel and how are work conditions are with nothing being done about it. I think I speak for most pharmacist when I say our companies are mainly concerned about profits over most anything else. I haven't a raise in years. During this pandemic we have worked hard to stop it. I feel that we should be compensated beyond our salary for the role we have played !!</p>	11/18/2021 5:52 PM
1015	<p>For most pharmacists I have worked with in retail, many are not upset with their salary and would much rather take a pay cut in order to have additional help. The last year has seen a significant decrease in pharmacists in large chain retail and an uptick of duties and workload required of us. I work at a very busy location as pharmacy manager, doing over 4,000 scripts a week with only 2 pharmacists sharing a combined 120 hours a week allotted to us. I am expected to fill 900 prescriptions a day in addition to vaccines, inventory management, and staffing and cannot do so even if working 60 hour weeks. It is far beyond unsafe and something has to change before severe mistakes are made</p>	11/18/2021 5:51 PM
1016	<p>Technician to pharmacist staffing ratios need to improve to provide adequate patient care.</p>	11/18/2021 5:50 PM
1017	<p>There need to be laws that chains have to follow for staffing. We are filling 400+ scripts a day with only four techs and two hours of pharmacist overlap. That doesn't include the 30+ immunizations, phone calls, mtms, patient questions, doctor calls. It's insanely unsafe.</p>	11/18/2021 5:50 PM
1018	<p>At this time I have been telling prospective pharmacy students to stay clear of retail.</p>	11/18/2021 5:49 PM
1019	<p>I agree that technicians are capable of additional tasks such providing immunizations and POC testing, as long as our employer provides adequate training and subsequent staffing to back-fill these positions that take our high-performing technicians out of work flow, which we do not find to be the case. Drive thru COVID testing occupies a technician for 2-4 minutes. If they need to run the test on a POC machine it pulls them out of work flow for longer. Same with providing immunizations. It isn't so bad when you give 20 or less a day, but some of our stores are administering 40-50 every week day, from 30 minutes after open until 30 minutes after close. Appointments are spaced out every 10 minutes, which is difficult to maintain. And patients can make appts for same day as little as 30 mins out if there are open slots, so staff cannot rely on these gaps in appointments to get other things done. At stores that provide 40 immunizations per day that also requires almost another full-time employee just to process all vaccines so the other staff can focus on RX filling responsibilities. We have also been asked to staff offsite vaccination clinics for covid and flu without additional staffing hours provided to process the vaccines, and there was no process in place to hire and train support staff to send to these clinics to help immunizers process paperwork or to send to the stores to process paperwork afterwards, we were just told we had been assigned clinics and to figure it out. We are still personally being judged by metrics even though testing and immunizations have increased our hands-on time with these patients and pulled us out of workflow. It's not bad when it's only 3 months out of the a year for peak flu immunization season, but it's been 6+ months of high volume immunizations in store, not to mention the 5-6 months we spent going into LTC facilities to provide covid vaccinations to their staff and residents, which a lot of us did as extra on top of full time or close to full-time hours.</p>	11/18/2021 5:45 PM
1020	<p>I find myself being spread too thin as a night Hospital pharmacist. I am expected to do technician duties in addition to my pharmacist duties. Not enough support. No scheduled</p>	11/18/2021 5:45 PM

## Follow-Up Pharmacist Workload Survey

lunch. I often see delay in patient care. Unable to leave at scheduled time. I am the only night pharmacist for a 180 bed hospital with three satellite hospitals. I have one tech. That spends most of the time outside the hospital pharmacy loading Pyxis machines.

1021	I work 13 hours some days and get what is supposed to be a 30 minute lunch break, which ends up being about 20 minutes. The break is hardly enough time to eat, additionally after that break I have 7 hours left in my work day with no time to take breaks or eat dinner. From the minute the pharmacy opens, I feel so busy and stressed that it's extremely overwhelming. We are expected to do the same volume of prescriptions and normal work, while additionally providing vaccines and testing. I am physically and mentally exhausted after working 13 hours, or a full weekend; so-much so that I have to spend the next day off resting and sleeping in until the afternoon. I am unable to enjoy my leisure time and so not feel like doing the activities I once looked forward to. The reason I say that I do not want technicians to do more clinical functions is that I don't feel that I am properly able to supervise them. As the pharmacist, I am responsible for everything being done correctly, I feel it is a liability to have a technician with no formal education or degree doing clinical functions. I also feel that it takes away from the integrity of the pharmacy profession. Regarding choosing a new career and leaving pharmacy all together, I desire to make sure that change. The barrier for me is that I feel I would have to go back to school to have credentials to do so. I am willing to take a large pay cut to feel safe in my career and also to feel satisfied and have a better work/ life balance. It's difficult because I am the bread winner and I need to support my family. Everything around work is adding to the stress that Covid is causing everyone. I feel that from talking to my pharmacist peers, they are feeling more a stress than their non-pharmacist friends, spouses, and families. I know that a lot of medical professionals are over stressed, but I feel that retail pharmacists are overly exhausted and overwhelmed to a point of depression, anxiety, and mental distress. I really hope that the pharmacy board can change some laws to require breaks, limit daily hours worked, and require more than one pharmacist when providing testing and administering vaccinations. More technicians per pharmacist doesn't help. We need more pharmacists, more breaks, and shorter hours. I want to love this profession again!	11/18/2021 5:45 PM
1022	It has to be one of the most stressful jobs there is.	11/18/2021 5:41 PM
1023	72 year old close to retiring	11/18/2021 5:41 PM
1024	Much of the increased stress/dissatisfaction is due to changes from covid. Increased vaccines, testing, constant new/changing procedures	11/18/2021 5:41 PM
1025	The amount of stress that pharmacists are under is incredible. The additional tasks with little help. The 8 years of no pay raise with above expectations ratings on performance reviews is enough to demoralize anyone. We have more pressure to perform from patients and management, more non-pharmacy related tasks, lack of support in difficult situations, decrease in pay and hours for new hire pharmacists. We get denied PTO because we are too busy but then we can't roll over the PTO to the following year	11/18/2021 5:40 PM
1026	.	11/18/2021 5:39 PM
1027	My company has offered a bonus and 1 time lump sum this year in lieu of a raise since I am "maxed out". At this point it's not about the raises- it's about work-life balance and the stress level. We continue to receive additional responsibilities with little to no additional staff as well as little to no additional training. The techs are overwhelmed, RPh's are overwhelmed & corporate just sees \$\$\$ all the way. We just need either more help or less responsibilities- it's impossible to continue to have both at a safe level!!	11/18/2021 5:38 PM
1028	I wish the board would require pharmacies to shut down for a meal break. We almost never have time to take a break with constant appointments. Some days that means no chance to even use the restroom. I don't feel it is safe to vaccinate someone every 10 minutes with very little pharmacist overlap with no scheduled breaks.	11/18/2021 5:38 PM
1029	I am a pharmacy manager for a big chain pharmacy. The working conditions have been so challenging that there is now a stigma to work with these pharmacies so there is a worker shortage. Hiring is an impossible task due to the cyclical nature of undesirable working conditions	11/18/2021 5:36 PM
1030	I'm very happy this is being looked into b/c in our current situation, it is insane to think about the job we are asked to do & the conditions in which we r being asked to do it.	11/18/2021 5:36 PM
1031	I plan to leave pharmacy after my kids are out of school regardless of my financial status. It is far too stressful.	11/18/2021 5:36 PM

## Follow-Up Pharmacist Workload Survey

1032	I want to explain that the reason I am committed to this career is because I owe so much in student loans. I love being a pharmacist for what it's supposed to be but these conditions are unbearable and I am miserable because of corporate greed. I am tired of completing these surveys with no change. Pharmacy is not what it used to be and this pandemic is destroying our profession. I am tired of these unsafe work conditions where customers do not understand what precautions we have to take to ensure their safety because "we just put a label on a bottle and it's not that hard" I am verbally harassed everyday by patients and corporate does not care. At least if I was being paid well I wouldn't be so sad but I am being paid so much less than my colleges because I just graduated a couple years ago and it is breaking me.	11/18/2021 5:35 PM
1033	Tired of company making money on Covid testing and vaccines, but we do not get bonuses based on this additional work. We may get temporary extra hours, but those also get taken away.	11/18/2021 5:35 PM
1034	The technology needs to better accommodate those that are getting older. We need larger fonts, we need better and more thorough training because we are not as computer savvy. Some of the bigger chains are giving lunch breaks 1/2 hour but that 1 break in a 12 hour day is not enough. We need to take breaks so we don't end up with uti's pregnant women need breaks so their milk supply does not diminish due to dehydration from knowing they won't get a break. Workload needs to account for having to bill multiple insurances sometimes and that the company's computers don't always work well, we are people, not robots!	11/18/2021 5:35 PM
1035	My company expects the impossible and is focused on profits not patient care.	11/18/2021 5:32 PM
1036	I hope this is anonymous	11/18/2021 5:32 PM
1037	Each outpatient pharmacy location at this time really needs its own dedicated pharmacist and technician to handle administration and intake of immunizations/paperwork/billing/verification of qualifications of each immunization, while another pharmacist and the rest of the support staff handles the dispensing aspects to ensure safe and efficient patient care on a daily business. Covid immunizations and regular immunizations have been reduced to a for profit administration fee priority and the dispensing aspect gets pushed to the wayside due to major slashes from third party reimbursements and discount coupon bottom line cuts to the pharmacies.	11/18/2021 5:31 PM
1038	We were finally given a lunch break. But I end up working the entire 1/2 hour just to catch up. The amount of work they expect us to get done in the amount of time we have is nearly impossible to do and 100% impossible to do at a safe pace. It just is. Patients will continue to get hurt if things are not done and sadly it seems nothing will be.	11/18/2021 5:31 PM
1039	The increase in quotas is absurd. Everyone turns a blind eye to the safety concerns that arise from increase quotas, decreased staff allowances, increased stress and pressure to do more more more. Pharmacy was a field that fought for respect and a place in healthcare over the last decades, yet we are systematically destroying and minimizing the field from the inside out thanks our large corporate employers treating us as fast food restaurants themselves. Not to mention, not even being financially comped appropriately for the rise in inflation alone.	11/18/2021 5:30 PM
1040	Retail pharmacist are being treated like robots. The companies we work for are trying to pump out as many test and vaccines possible without increasing staffing. We are doing 5x the amount of work as usual with the same staff and the same pay!	11/18/2021 5:29 PM
1041	I'm a new grad pharmacist, and although I absolutely LOVE being a pharmacist, I can't stand the insanely poor work environments that we are thrown into. All of the challenges and responsibilities that a pharmacist has in their daily tasks is already a huge workload, but then throwing short staffing and all of the COVID immunizations and COVID testing on top of it has been terrifying. More chances of mistakes to be made, and less time to counsel patients or actually help patients in need. As an intern, I used to love when patients would call and ask me medication-related questions or about recommendations at the counter. Now, as an already-burnt-out-pharmacist, I sometimes get stressed out or irritated when patients need to speak with me (as I have 1000 other tasks to be doing as well). Again, I love my job and love what I do, but I just wish we were treated better or given less workload. Why are we treated less than other doctors? How many doctors do you know that answer the phones, check voicemail, check fax machines, open/close their place of work, ring up customers at the register, deal with insurance, change their own trash, check in orders (such as warehouse/medications), give vaccines, administer Covid testing, etc all while doing the work they went to school for (ie, type in/verify/count/fill/check prescriptions)? Pharmacists do all of this every single day, which in turn always makes us the bad guys. No refills? Yell at your	11/18/2021 5:29 PM

## Follow-Up Pharmacist Workload Survey

pharmacist, not the doctor who writes the Rx. Prior authorization? High copay? That's the pharmacists fault, not the insurance. I hope one Day soon we'll see a world of pharmacy where we're treated better, and get either more help or less responsibilities.

1042	The restrictions on registered (non-certified) techs is really hampering the ability for hospitals to hire. Having a carve out for a hospital based training program on USP/ADMs would help improve staffing in that setting.	11/18/2021 5:29 PM
1043	Working at large retail chain raised my blood pressure and caused me a great deal of anxiety. I'm at a smaller chain now and it's better but many of the same problems remain.	11/18/2021 5:27 PM
1044	I'm putting in an extra 10-15 hours a week in unpaid overtime just to TRY and clean up my pharmacy so the next pharmacist isn't completely overwhelmed in the morning. I feel like it's only a matter of time before I seriously hurt somebody with a medication error. We have assumed clinical responsibilities when we don't have time to do so. I don't know why pharmacists have become the primary vaccinators responsible for taking care of the whole population. There should be another vaccinator (nurse/pharmacist/immunizing technician) on full time in order to handle all the extra work that has been put on us. We have no time to do our normal duties when faced with vaccinating 30 plus people a day	11/18/2021 5:27 PM
1045	The pandemic has amplified already existing challenges in many areas of pharmacy in very predictable but unfortunately harmful ways and it's just very tiring and discouraging to my staff.	11/18/2021 5:27 PM
1046	I feel like employers only offer breaks on paper to appear like they're being helpful while knowing that the breaks are non-existent. Since the pharmacist is allowed a 30 minute lunch break but the pharmacy remains open, customers still come for their prescriptions, inquiring about covid vaccines, and physicians still call and feel obligated to speak to the pharmacist so pharmacists are working throughout the entire "break".	11/18/2021 5:27 PM
1047	Recently taking time off due to all the workplace stresses listed above. Extremely burnt out.	11/18/2021 5:26 PM
1048	I voiced my opinion about running the rapid tests while doing my work and immunizations. It appeared in my performance review with Walgreens in a negative way stating that I refused to learn how to operate the test and that I need to be joyful and accepting with changes in the company that make me delay getting patients their medications. I will no longer get a raise with my company. I am extremely disappointed in this decision because I work very hard as a pharmacist. I work 80-90 hours per pay period to help them out because of staffing. The amount of error reports that I had to do on other pharmacists this past year has doubled.	11/18/2021 5:25 PM
1049	I've worked retail for 3 years of my career and now hospital for almost 3 years. The companies and healthcare systems do not care about safety complaints from staff when we are trying to prevent errors from occurring due to inadequate staffing/volume overload. They'd rather wait for errors to occur and handle things in a retrospective manner than invest in making the working atmosphere better to prevent errors from occurring. I was concerned I would harm someone in the retail setting due to the level of staffing and volume which is why I left. I couldn't sleep, my health was deteriorating, and I felt that I could make a potentially deadly error on any day. Giving dozens of shots and filling hundreds of vaccines with 100% accuracy is simply not possible in the current environment. It has only gotten worse in the last couple years from the conversations I've had with friends still working in retail. Hospital practice is a different animal but still quite stressful. We've gotten to the point where we're functioning with 2 less technicians at times than we need (partially due to the labor shortage) at times which then requires the pharmacist to answer all the phone calls, fill orders, check IVs, handle consults, verify orders, etc. I've started to contemplate if I'd rather leave the profession because I don't want to be responsible for the harm or death of a patient. The state board of pharmacy needs to act now to promote the health and well-being of the public, the professions, and the pharmacists that practice in the state. Anything less is a dereliction of the duty of the board that should result in every board member against change losing their positions.	11/18/2021 5:25 PM
1050	I have been fortunate to have capable staff but no additional help allowed combined with increased prescriptions and covid/flu/other shots is making me feel nervous to continue practicing. I don't want to hurt patients and the current situations retail pharmacists have in Ohio is a perfect combo for errors. I really wish we could have at least a lunch break by now. The burnout is feeling overwhelming at this point. I'm highly considering moving out of state to practice because other state boards have had these basic protections for pharmacists and techs for years. If Ohio won't protect the professionals so we can help people then we are risking harm which is against the oath I took when I graduated. Enough is enough. Ohio shouldn't be this far behind.	11/18/2021 5:25 PM

## Follow-Up Pharmacist Workload Survey

1051	Chain store pharmacy must change. It is not safe for neither the patients nor the employees. They destroyed majority of the independent pharmacies by pushing them out of business but they are not able to handle the workload. We need more independent pharmacies to take care of the patients in a proper manner	11/18/2021 5:22 PM
1052	I feel that covid testing and vaccines have put a tremendous amount of stress and extra load on our profession. I understand vaccinations are a big part of what we do so that doesn't bother me as much as the testing. I believe that should be taken out of the pharmacy. I'm sure someone could come up with other options to test patients, like pop up testing facilities that are run by nurses and pharmacists that choose to do that. There are days I can't even form a thought because I'm constantly running in and out of the pharmacy to do a vaccine. Also I feel like I may not be paying as close attention to details as I should be so that I can get everything done that needs to get done.	11/18/2021 5:22 PM
1053	If the technology was better at my big chain store, it would make life a lot easier. I like my employee benefits, but why not invest in central fill of prescriptions or utilize script pro to help count pills? I work at one of busiest stores in my district and I feel like volume is too much for one pharmacist to verify. I feel like a robot, not a provider sometimes.	11/18/2021 5:22 PM
1054	I work for a PBM and do not actively review or fill prescriptions. My job entails clinical knowledge and research	11/18/2021 5:22 PM
1055	Retirement can't come soon enough. Community pharmacists are on the front lines and we weren't eligible for Covid vaccines early in 2021. I had to wait for my age group. Sure is hard to encourage interns when the profession just isn't that great anymore. Good thing it pays well.	11/18/2021 5:21 PM
1056	Pharmacists are way overworked in retail setting which is causing a lot of stress and anxiety and burn out . Too much expectation and no appreciation	11/18/2021 5:21 PM
1057	We need provider status and more clinical work/diagnostic work in school. Need more work life balance.	11/18/2021 5:21 PM
1058	I like my current employer a lot and feel like they treat their employees very well. I did leave my last employer years ago though (a large chain standalone drug store) because their management and way they treat their employees was awful. They were way understaffed, and had ridiculous metrics they wanted you to meet all while filling hundreds of scripts and doing immunizations. They were all about the money and didn't seem to care at all about patient safety or employee satisfaction. I have at least 10 close friends or colleagues who have left that same chain for those reasons.	11/18/2021 5:21 PM
1059	Company says I'm capped for receiving raises yet the workload is more than ever. I guess I'm capped at doing more work or learning new tasks then. The company is a joke.	11/18/2021 5:20 PM
1060	Questions 10--While I feel safe voicing my concerns to my employers, I know they will fall on completely deaf ears. Corporate focuses on the least important metrics for patient safety and employee needs. I have helped at stores within my district at which I would NEVER have my medications filled for fear of errors. It is chaotic, understaffed, and most importantly UNSAFE. Question 16--Expanding technician responsibilities would be fantastic IF they are compensated appropriately. My employer does NOT see the value in a seasoned and experienced technician as they are seen as easily replaced. Techs are not paid their worth, nor are they properly compensated when they do achieve additional clinical abilities. For example, being vaccination certified garnered a certain dollar amount more per hour, but only in very specific situations and not during a typical work day, even if the technician administered vaccines.	11/18/2021 5:20 PM
1061	Employers are trying to do two to three times the work with less staff. I left a level 1 trauma center for a smaller community hospital for a better work environment and more time off (weekends) only to have COVID 19 happen and make that change progressively worse. When I was at the larger hospital, I wanted to quit the profession. I had a terrible boss that didn't care about her employees. The environment wasn't safe, staff was overworked, stress was through the roof and department morale was terrible. When I got to the smaller community hospital it was much better, and my boss is better, but then one of the staff members retired and wasn't replaced adequately. When COVID shut things down, my employer forced us to take low census and sent us home (I lost like \$15,000 a year in pay), despite an outcry everywhere else in the hospital system about employees drowning in work, stressed with the pandemic. And then I look at my colleagues in the retail environment and shudder when I see pharmacists filling 300-400 scripts and running flu/covid clinics at the same time - all with the same amount of staff or less. I used to work in retail at a 500+ script a day store that wasn't even doing	11/18/2021 5:18 PM

## Follow-Up Pharmacist Workload Survey

vaccinations way back then and didn't have a drive through. Nowadays, with this pandemic people just quit jobs or didn't go back to work after COVID hit. And now the vaccine mandate comes (I did get vaxed BTW) and people are refusing to get it, just quitting, not caring whether they lose their career in healthcare. I don't understand it. How do you go into healthcare not thinking you'll need to be vaccinated against diseases and viruses but still keep your job? You have to do that to keep other sick people safe. When is this going to get better? Add in the fact that pharmacy schools now want 6 years plus 1-2 years of residency and then board certifications so you can put a bunch of letters behind your name. Then add in \$300,000 in student loans. I had nearly \$60,000 25 years ago and I thought that was bad. Pharmacy has literally turned into med school. There are over 20,000 medications now and so many more in the pipeline. I can't keep up with all of it and feel burned out from information overload. But hey, don't forget to do your CEs and all the required hospital stuff for Joint Commission, COVID 19, etc. I get inundated with COVID 19 info emails daily. I don't recommend pharmacy to anyone who asks me now. It has provided me with a good income and nice home for my family, but the stress and health concerns it has dealt out to me and others make me wish sometimes that I had chosen a different path. I have friends I graduated with that have left the profession to do something they enjoy more. Sometimes I feel stuck doing what I'm doing because it pays the bills. There, I got that off my chest now. Thank you.

1062	Additional duties such as vaccines and POCT, Covid testing and services such as curbside pickup, rx mailing with decreased technician hours is leading to both technician and pharmacist burn out. The lack of appreciation and respect from the public is disheartening.	11/18/2021 5:17 PM
1063	I am a clinical consultant for hospice patients. I work remotely in a non-dispensing role. This is why I have little to no stress in my job.	11/18/2021 5:17 PM
1064	Need PBM reform at state and federal level	11/18/2021 5:17 PM
1065	I am not sure how I can express the tremendous workload that awaits me every day. My pharmacy fills 500-600 rx's per day. We have ZERO pharmacist overlap. We are giving covid vaccines, boosters, pediatric vaccines, regular vaccines. We are giving PCR covid tests in the drive-thru. All while trying to complete those 500-600 rx's. I do not have time to complete basic tasks like following up on prescriptions that need clarification. I do not have time to make calls to other pharmacies for transfers. Patients are waiting longer than they should for prior authorizations or medicare testing supplies simply because I cannot find time to make the proper phone calls. We are not equipped to be giving pediatric vaccines in our stores. We do not have a defibrillator. Our store has had several incidences where a child has fainted after a covid-19 vaccine. One child hit his head after fainting and required 4 stitches. Plain and simple our workload is not safe. We are not able to help customers get their medication in a timely manner because we are overworked. I have not had a raise in 6 years. I leave the pharmacy every day praying that I did not make a mistake. I do not want to harm anyone. This is no longer safe.	11/18/2021 5:17 PM
1066	Retired pharmacist	11/18/2021 5:15 PM
1067	The workload that has been brought on by Covid is basically unbearable. We have a high turnover rate and it's impossible to keep techs due to stress/not enough pay to deal with it. Therefore pharmacists only end up with people who can count and ring register. In a high volume environment, I have to keep up with verifying script data/dur/correct drug in bottle plus counsel on DUR plus call md if issues plus vaccines (and try to keep up with the perpetual information change) plus MTM plus handle insurance issues plus handle all patient drug questions plus try to train techs plus handle unhappy customers (because our staff is perpetually new) plus answer phones plus keep up with company emails plus sometimes count/put away order/ring register if call off plus handle staff drama because techs are getting frustrated. All at the same time sometimes. It's overwhelming. We need an adequate staff to volume ratio. Also, it's very difficult to think critically when you are pulled in multiple directions. I think techs need more pay and also schooling to do the actual role needed to take the heat off pharmacists.	11/18/2021 5:15 PM
1068	I very strongly feel patient safety is being compromised with pharmacy working conditions. I strongly feel if things do not change that catastrophic mistakes will be made. We are continually asked to do more and more with no increase in staffing and no increase in compensation. In fact, we have lost several of our loyal and extremely competent technicians due to burnout. They are not fairly compensated for the work they do, and can go work elsewhere and actually make a living wage. Not only are we having to take on an impossible workload, but patients are more rude and impatient than ever. I work 13 hour shifts and can't ever find time to step away to eat, use the restroom, or just take a breather. Every minute of	11/18/2021 5:15 PM

## Follow-Up Pharmacist Workload Survey

my shift is chaotic and I am constantly feel overwhelmed by the amount of work that needs done. I have extreme anxiety about going to work and have had to start taking medication to cope. I feel the corporate leaders turn a blind eye to what is going on in their stores and all of our complaints go unheard. If things do not change I plan on leaving pharmacy altogether. It is not worth the toll it has taken on my mental health and I honestly regret it ever choosing it as a career.

1069	The technician certification requirement of schooling has limited the pharmacy application pool we can get.	11/18/2021 5:15 PM
1070	Good compensation for the hard work and appreciation .	11/18/2021 5:14 PM
1071	I have reached out to my upper management about my stress and concerns. I have a very hostile environment from my direct supervisor. I have put in to transfer for my own sanity and they refuse to let me.	11/18/2021 5:14 PM
1072	Pharmacy schools charging too much in tuition with the decrease in pay discourages people from pursuing pharmacy as a profession. Also, there are too many pharmacy schools. Walgreens wants me to quit so they can hire someone at less pay. Why would you want your most experienced people to quit? To lower payroll. That is so demeaning to me. They don't value me, only see me as a cost on a spreadsheet.	11/18/2021 5:13 PM
1073	Absolutely no way should vaccinations be included in workflow process. It needs to have a dedicated vaccinator. Too many disruptions equal more chances for errors to occur.	11/18/2021 5:13 PM
1074	government employee work in specialty clinic no technicians	11/18/2021 5:13 PM
1075	This job, in order to relieve myself of a lot of the stress, requires me to work an extra 6 - 10 hours per week, often unpaid, just to try to keep up. Being the manager, it means that if something isn't being done, it will eventually fall on me. The added pressure of having a scheduled vaccination every ten minutes all day long, 12 to 14 hour work days, no pharmacist overlap, and no option for time off really has me looking to leave the retail field altogether and maybe pharmacy too. I have retained the services of a job hunter and am looking into other professions as well. My family notices a change in me on days when I have to work. I am always preoccupied handling matters over the phone at home or by text. There is just no break and I feel it is having severe consequences on both my mental and physical health.	11/18/2021 5:13 PM
1076	I brought up conditions last time upper management visited my store. My evaluation was downgraded to "needs improvement" and it was stated in my review it was mostly because my district manager was talked to about my "disengagement" by said upper management and he didn't like having to deal with it. They visited while I was doing my regular duties and COVID vaccines. We are supposed to have an open door policy and in 25 years I've never had someone retaliate like that. My review went to a 2.9 and only 3 and above got raises. I don't feel like I can bring up any concerns at all anymore.	11/18/2021 5:12 PM
1077	I stepped away from my full-time pharmacist job a few years ago because of the stress and related health issues that I was having. I was asked by my former boss to help out a few hours per day and a few days a week which I've agreed to. I can't work more than 3 to 4 hours per shift and more than a few days a week, otherwise I would get anxiety. Not worth it.	11/18/2021 5:11 PM
1078	I work most days with no technician at all. Plus do shots. Go to the restroom once in 11 hour day. No pay raise in Atleast 5 years.	11/18/2021 5:10 PM
1079	Too many responsibilities with no additional help over the past year or more has made my work life more stressful than ever. I have been with the same company for over 25 years. With more expectations and less help safety is an issue . Customers are less patient and are treating techs poorly. We do the best we can with what we have , but it never seems like it's enough. It's tough right now in pharmacy...	11/18/2021 5:10 PM
1080	Due to Covid testing and immunization, the responsibilities of a pharmacist have increased more than three fold, but without a corresponding increase in manpower support or additional time to complete the work. On the contrary, pharmacy tech support has been drastically reduced.	11/18/2021 5:09 PM
1081	Chains should be regulated on the ridiculous workload they expect from their pharmacists and the number of tasks placed upon them and ridiculous metrics which don't contribute to patient care or safety.	11/18/2021 5:09 PM
1082	The biggest impediment to providing truly safe patient care is the company itself, due to	11/18/2021 5:09 PM



## Follow-Up Pharmacist Workload Survey

ridiculous metrics, superfluous demands that take away from verification time, encouraging poor behavior from patients by rewarding their bad behavior and chasing every last dollar to the detriment of patient safety.

1083	I love working for my independent pharmacy. I would leave pharmacy altogether rather than go to a chain like CVS or Walgreens. I am very lucky but I feel bad for those who are stuck working for chains with inadequate staffing or other issues. The only thing that stresses me about independent pharmacy is the low or negative reimbursement from pbms and the struggle to keep our doors open due to that.	11/18/2021 5:08 PM
1084	I feel that due to the requirements for certification of pharmacy technicians with substantially unmotivating compensation, we have had rapid turnover or have been unable to secure enough pharmacy technicians to staff our pharmacy. I have actually feared for the sustainability of our department within the facility and in turn the closing of the entire facility secondary to being short staffed. I am unable to achieve my career goals and do not foresee a change in the near future because I have had to take on more tasks or provide coverage for positions that I am over qualified for.	11/18/2021 5:08 PM
1085	Thank you for taking the time to ask us these questions. Our profession is heading in the wrong direction. I think government needs to do more to entice people to get back to work, better educate the public about Covid-19 and recognize pharmacists more as frontline workers during this pandemic.	11/18/2021 5:07 PM
1086	Technicians, and lack thereof, is a huge problem. They have so many hoops to jump through- CE, registration, certification and the low salary makes it impossible to keep good help. Quality of pharmacist coworkers has dramatically decreased in the recent years as well	11/18/2021 5:05 PM
1087	Pharmacy technicians are essential to the success of this profession. However most choose not to make a career out of it. Mostly due to pay structure. Also feeling too much clinical responsibilities have transferred to the retail setting adding additional work load and stress!	11/18/2021 5:04 PM
1088	The staffing shortage is indirectly due to Covid and Emily's Law combined. Although good intentions, Emily's Law cripples pharmacies during the hiring process. If we are lucky, a technician leaving gives 2 weeks. A technician getting hired, takes at least 4 weeks to get into the pharmacy. With pharmacy reimbursement decreasing steadily, wages in other markets (ie, fast food, retail sales, non-skilled positions, etc) are increasing. This competes with pharmacies, and is diminishing care. Including care to ourselves. Middle aged and older pharmacists have are constantly reminded how expendable they are becoming. So we don't want to miss work. We stay late, go in early, and are consistently not getting paid for working through breaks or lunches. If you chose to not work during those times, things get exponentially worse. And that doesn't even begin to address that we are supposed to be making informed decisions regarding dispensing these medications, with less and less time. More time is given to vaccine administration. I'm all for it. But everything on the bench suffers during that time. Picture that, then having to do it all over again the next day. And you're lucky if everyone scheduled for the day decides to show up, and even perform half decent. And they know it. It's just a bad time for healthcare, and the people that suffer are us. Everyone. My doctor stated the same thing. Personally, I have only taken 1 vacation day this year. I've worked extra too. I just took my first days off because my blood pressure is starting to get out of control. In the end, I see wages going up for unskilled technicians, my workload increasing, and very little in return here. My wages aren't going up 25%. I was lucky to get \$.50/hour last year. Here's what Pharmacists need: mandatory time off, skilled technicians (how about expanding the role of lead technician, a step above a technician, but the direct assistant to the pharmacist), streamline the process of the drug tests and background checks for technicians to make it easier to hire. Maybe a pharmacist union. Or if the BOP would back Pharmacists like a union. Thank you for reading my rant. I hope whoever reads this can gather something positive from my comments.	11/18/2021 5:04 PM
1089	I'm afraid every day that I will make a mistake that could harm a patient. It is not possible to safely review all prescriptions dispensed with current staffing levels.	11/18/2021 5:03 PM
1090	Regarding hospitals, our state needs to set a minimum pharmacist and pharmacy tech staffing budget variable by census, especially for smaller hospitals. A lot of smaller hospitals, rehab hospitals, and LTC staff at 50% less than large enterprise counterpart.	11/18/2021 5:03 PM
1091	The dramatic increase in pharmacist workload as a result of COVID-19 vaccinations has increased the stress in my workplace exponentially. Short staffing and significantly more work tasks makes for difficult days. My chain is great about allowing adequate tech and pharmacist	11/18/2021 5:02 PM

## Follow-Up Pharmacist Workload Survey

labor hours, but we can't keep staff due to high turnover as a result of burn out. I make a good salary but haven't seen any extra incentives as a result of all the extra work due to Covid 19 vaccines which I know are making my company millions.

1092	We are getting killed with vaccines and testing!!!	11/18/2021 5:01 PM
1093	Could not answer 7 appropriately because there are no predetermined ratios that we are required to abide by. There SHOULD be, and with the right ratio, could help ease the burden we are all experiencing	11/18/2021 5:01 PM
1094	The length of time it takes from interview to having a new hire work in the pharmacy is a significant challenge . Average time is 3-4 weeks from job offer to orientation. Background checks take too much time to validate. We work in a digital age and offere could easily be made conditional upon final results to allow technicians to begin basic training once the initial background response is received. Should be able to start in less than 1 week from the time fingerprints are taken.	11/18/2021 5:00 PM
1095	The pharmacy, especially over the past two years has become extremely unsafe for both the patients and the pharmacist. This is mostly due to short staffing, under trained technicians, increased vaccinations, and increased distractions. I left my previous employer, a large chain pharmacy, a year ago because I had a needle stick due to all of these issues.	11/18/2021 5:00 PM
1096	In chain pharmacies there are very few older RPh on staff. The new pharmacist is eager and has not yet experienced the hell so willing to hang on a bit. But the workload and expectations with little help is ridiculous. Older pharmacist get burt out and leave, figure out a better place to be, or get fired because they are older. I was fired and felt age discrimination. After 43 years with CVS I was finished, time to retire. ENOUGH The way pharmacy is today I would not recommend the profession to our young. Sooo sad. I hope you are able to help make pharmacy a great professional choice once again.	11/18/2021 4:59 PM
1097	I am thankful to be in Long Term Care. I was burnt out in Retail where stress increased exponentially over my career. Almost every day was extremely busy from start to finish. Establishing patient relationships became a thing of the past sadly as that was one of the most rewarding parts. The almighty dollar now reigns supreme and seems to be all that matters. I feel sorry for Retail pharmacists.	11/18/2021 4:59 PM
1098	-There should be limit to number of vaccinations given by any individual pharmacist per a 8 hour shift. -Wish we had this survey many years ago -I really love my job as a pharmacist and helping patients but pressure, metrics, overload with vaccinations is seriously going to hurt many of our trustworthy patients someday if state board do not step in and take adequate steps to protect pharmacists from making mistakes. -Giving adult covid vaccines, pediatric covid vaccines, flu vaccines, other prevenative vaccines on top of our actual work seriously compromises patient care.	11/18/2021 4:59 PM
1099	PBM regulations would allow independent pharmacies to hire more help. Both pharmacists and pharmacy technicians would benefit	11/18/2021 4:58 PM
1100	The board of pharmacy should take steps to ensure that a pharmacist does not work 12 hours shift by themselves. Without breaks or overlap patient safety is on the line every day.	11/18/2021 4:58 PM
1101	If technicians take on more responsibility, the pay should increase accordingly. Mandatory breaks (for pharmacists) would be so nice	11/18/2021 4:58 PM
1102	Over the 35 years of me being a pharmacist..... sadly the profession has been going downhill. Less pay. Less help. HUGE increase in workload	11/18/2021 4:58 PM
1103	If techs have been authorized to give Covid shots why can't they give flu and or expanded shots in Ohio ? Ready when promised should never be a metric allowed by a pharmacy.	11/18/2021 4:58 PM
1104	I have worked over 40 years. Workload has always been an issue. I doubt it will ever change . OBP usually does not get involved in workload issues. Look at the members of the board. Usually all managers. No staff pharmacists. Board takes side of big chains and ignores workload issued Remember the board attempt to Limit couponing ? Did not last long Flipped back regardless of stress on pharmacists.	11/18/2021 4:58 PM
1105	please help us....!!!! so so stressful at work...had to see cardiologist for heart palpitations!	11/18/2021 4:57 PM
1106	I feel independent pharmacy care and benefits for patients far outweigh the the stress and required metics the large retail chains and grocery store pharmacies expect	11/18/2021 4:57 PM

## Follow-Up Pharmacist Workload Survey

1107	Boards of Pharmacy have looked the other way and chains are literally killing pharmacists	11/18/2021 4:56 PM
1108	Our biggest workload/stress related challenges in LTC is the inability to fill technician positions, the additional burden of COVID vaccinations, and the enormously short staff nursing homes and the large amount of agency staffing in nursing home. The BOP needs to focus on the workload and staff rations in the chain pharmacies. The Board of Nurse and ODH needs to step up and start citing these individual nurses that don't care. The workload is unrealistic and not safe. The BOP needs to get out of the pockets for the chain drug stores and start acting in the best interest of public safety and that of pharmacists and technicians	11/18/2021 4:56 PM
1109	I don't mean to play the blame game, but big hospital systems and major drug retailers have been forcing us to "do more with less" for years and years now. This is not a new problem. I am hopeful the board will take a very patient safety first approach to this. Also the fear of repercussions from employers for being the squeaky wheel is very real. I have personally seen several employees fired for squeaking a tad too loudly about the abysmal condition of the workplace, and labor law violations. CVS commits labor law violations left and right, please look into them. I can tell you as an ex-employee you won't have to look very hard. They used to deduct lunches from my pay and force me to work through them.	11/18/2021 4:55 PM
1110	I recently stepped down from my job and left my previous large standalone chain employer due to excessive stress impacting my physical and mental health. I was too afraid of being distracted and making a serious mistake that could cause patient harm or lead to action against my license. Where workloads used to be unsafe they became entirely unmanageable this year. I was experiencing chest pain and tightness and was borderline hypertensive, all of which has resolved since leaving my position. I had to start taking an antidepressant because of my job. I only ever wanted to put my patients first, but under those continued work conditions eventually I couldn't sacrifice my own well being to do so anymore.	11/18/2021 4:55 PM
1111	Just keep putting more tasks on us with no additional time. Concerns with lack of prescribing requirements for opioids, but falling on pharmacists to fill/reject meds causes tension with the offices. The acute/initial rule has been a blessing, putting in prescribing limits is straight forward	11/18/2021 4:55 PM
1112	I already left the field 10/1/21	11/18/2021 4:53 PM
1113	The pharmacy career I chose 40 years ago is nothing like it was the first 30 years. I do NOT enjoy being a pharmacist anymore due to the stress, lack of help, and push of employers to make \$ vs taking care of customers/patients not to mention all the extra duties with no additional staff added	11/18/2021 4:53 PM
1114	I do not directly provide patient care and early interact with patients or providers as part of my role.	11/18/2021 4:52 PM
1115	The volume of vaccinations alone takes 1 pharmacist an entire shift leaving only 1 pharmacist to do the work of 2. With the number of 3rd doses recommended and now child covid administration in the works, there is just no end in sight.	11/18/2021 4:52 PM
1116	I fear for the mental health of the pharmacy community. One can only take so much stress, so much work, so little help, all while receiving so much verbal abuse from the public and other healthcare professionals. I worry about patient safety every day. It's not a matter of if but when major errors will occur in this type of environment.	11/18/2021 4:52 PM
1117	Pharmacy techs should never have any clinical responsibilities. They are not trained to complete clinical task and should never been involved with these tasks. There are plenty of pharmacist available to work and pharmacies need to increase their pharmacist staffing to take into account increasing clinical workload. Pharmacies need to stop being cheap and invest in quality care not the largest quantity for the lowest price.	11/18/2021 4:52 PM
1118	Working conditions at CVS are very unsafe. Leadership has created an unsafe work environment and putting customers' safety at risk by constantly decreasing the amount of technician hours in the pharmacy. This has led to high stress levels and an increase in technician turnover. Most CVS pharmacies that I have worked in cannot do simple tasks like outdates due to staffing shortages. Staffing shortages were mainly the fault of CVS cutting hours are increase the stress levels of our technicians.	11/18/2021 4:52 PM
1119	I hope to be done in the next 5 years. If I was younger I would be looking for a new career but right now feel it is too late to change career paths.	11/18/2021 4:51 PM

## Follow-Up Pharmacist Workload Survey

1120	Workload and demanding metrics plus staff shortage is the main problem. Retail pharmacist pay should definitely be increased by at least 15%	11/18/2021 4:51 PM
1121	I work in PBM and its not much better. Making decisions based on how much time I have to get a case done short changes the member. Either I work longer on my time and do what's best for member or I make a decision on a PA that gets me out the door on time even if it means the patient can't get their medication. It's slowly moving to the latter bc its sacrificing my life for theirs.	11/18/2021 4:51 PM
1122	Would greatly benefit from higher pay for pharmacists and techs. Better tech hours and benefits may help us keep our good techs longer. Covid testing and shots without any additional help have been a major source of stress. Customer service has gotten more challenging as people become more rude and less understanding about the stress and pressure we are under. I enjoy retail pharmacy but the customers expect us to be like a fast food restaurant and corporate just cares about numbers. You know there are serious problems with the field when large chain retail stores are randomly closed multiple days a week due to staffing shortages because there aren't enough pharmacists. Retail pharmacy is a great career, but it shouldn't make us go home hating our lives. Serious changes need to be made (and not just pushing more work off to the techs) both on our expected workload and the way the public views us.	11/18/2021 4:51 PM
1123	Thank you very much	11/18/2021 4:50 PM
1124	I wish there was a minimum pharmacist to pharmacy technician ratio law to force big chains to staff more pharmacists. Like they do with nurse to patient ratio in the hospital. Except with cvs the reverse would happen and they would just cut the technician hours. The only thing that keeps me going is my schedule which allows me more time with my family than another career would and still make a good living. I never thought I would be one of those pharmacists in it for the money, and now I feel like a sell out because I am. It's a large amount of student loan to pay back.	11/18/2021 4:49 PM
1125	Good survey	11/18/2021 4:49 PM
1126	At the time of survey completion I have resigned my current position and will be taking a similar position at an outpatient pharmacy at a local hospital with a much lower volume, no corporate expectations, and similar pay. The working conditions the last 18 months and slow to little reaction on behalf of corporate caused me to leave my position of 14 years.	11/18/2021 4:49 PM
1127	I would love to see technicians have expanded roles but right now there are not enough to staff at hospitals (especially due to all new BOP requirements)	11/18/2021 4:49 PM
1128	Just like doctors in their offices, who are also medical professionals have lots of help from schedulers, medical assistants, nurses, pharmacists should also have extra help for checking in, billing, customer service, etc.	11/18/2021 4:49 PM
1129	Very much stressful these days. Definitely short staffed! And the pay rate being offered is still the same despite all the additional efforts we are putting in. Walmart!	11/18/2021 4:48 PM
1130	Expanding technician clinical responsibilities will only exacerbate the technician shortage. It will not solve the Rph stress issues. Pharmacists are not stressed due to a pharmacist shortage, but rather the tech shortage. So expanding technician clinical scope will only make things worse, while providing no real value to patient care.	11/18/2021 4:48 PM
1131	These are terrible times for pharmacist across the United States. Customers are very rude and the tasks are a lot for one pharmacist to perform. Not taking lunch or breaks should be a violation of our fundamental rights.	11/18/2021 4:47 PM
1132	The profession of pharmacy and the stress we are under is completely unrealistic and defeating and with no end in site. Horrible and sad what expectations have been placed on our profession with little help	11/18/2021 4:46 PM
1133	Just getting burnt out with no end in sight just more demands and metrics clients no longer primary concern	11/18/2021 4:46 PM
1134	I feel like the profession is dying. The big three national chains cvs, Walgreens, and rite aid have squeezed their employees to the breaking point.	11/18/2021 4:46 PM
1135	While I realize that change is inevitable, my career as a pharmacist is unrecognizable from 25 years ago. I have always worked for the same company. I have been a loyal employee but I	11/18/2021 4:46 PM

## Follow-Up Pharmacist Workload Survey

feel that they would love to get rid of me in favor of hiring someone younger and cheaper. They say they care about patient health but it's really all about the money. Pressure to do more and more with less is a daily reality. Counting the years to retirement, I hope I make it.

1136	Staffing issues and increased workload are the main causes of stress at my job right now. We are filling 5000 scripts a week and are now also providing hundreds of vaccines as well. We are lucky to have 3 technicians a day. Increasing pay for our technicians would easily fix this problem but corporate will not do it.	11/18/2021 4:46 PM
1137	Technicians need more pay and development opportunities.	11/18/2021 4:45 PM
1138	You all really don't give a crap about this stuff. I called once with these concerns and was told (this is a quote from your staff) "our job is to protect the public, pharmacist work conditions are not something we are concerned with"	11/18/2021 4:44 PM
1139	I have COVID testing every half hour. I have to perform tests in a room separate from my pharmacy. I leave pharmacy several times per day to perform tests but this is acceptable. I have flu vaccines and COVID vaccines every ten minutes. I also have other vaccines, such as Shingrix or Boostrix, appointments scheduled at same times as flu and COVID vaccines. I have no pharmacist overlap. I have no technician to help with vaccinations. I am expected to answer phones by third ring and meet all prescription wait times printed on leaflet. Many times at night I work alone with no technician. My vaccine appointment are as late as half hour before I close. I am expected to keep up on all current emails. I am expected to make daily calls to patients in excess of sixty patients per day. Feedback from management only questions why COVID testing numbers are down or why phone is not being answered. Management only cares about feeding their own monetary bonuses and are disjoined, disdainful, and detached from day to day workings at my pharmacy. Technicians are leaving; good, faithful technicians are leaving. I placed note on my drive thru window that apologized for not having staff to meet service our customers deserve. Professional organizations want my membership money but I hear nothing to help the plight of pharmacists. I am asking our board to please help small, little, poor pharmacists like me. This work load is dangerous. I am being forced out by not meeting those phony metrics that only advance management's suit pockets and career advancement. I am not able to speak out and just last week my beloved mentor pharmacy manager left career early at 51.	11/18/2021 4:44 PM
1140	More adequately trained technicians/pharmacists would make a huge difference. With the current environment, new employees (pharmacists or technicians) are not given the opportunity to be adequately trained. There is not enough time to dedicate to that with all the additional responsibilities with covid testing/vaccinations/off site clinics. That creates a cycle of constant turnover because recently hired employees are not given the opportunity to succeed. Somehow this cycle has to be broken. Companies can say we are provided enough labor hours to complete all tasks, but without competent employees to work those hours, it is an empty gesture.	11/18/2021 4:44 PM
1141	Due to my inability to adequately staff my department with pharmacy technicians for over a year, and the resultant stress, I have retired. I was a Director of Pharmacy. There is a serious technician shortage which impacts all of the pharmacists who have to work without tech support.	11/18/2021 4:43 PM
1142	Adding pediatric doses is not safe in 400 per day plus 50 plus vaccines per day store that is short staffed	11/18/2021 4:42 PM
1143	Finding quality candidates who want to work at a technician wage is very challenging.	11/18/2021 4:42 PM
1144	Workload keeps increasing while our tech help keeps decreasing. The company will give us tech hours, but we don't have techs to fill them and the training process takes way too long. All the extra immunizations are especially taking a huge toll on the time we have for workflow.	11/18/2021 4:41 PM
1145	These surveys are not anonymous, FYI. A court can very well require you to identify your comments under oath. Fun fact. So, no comment.	11/18/2021 4:41 PM
1146	Before adding clinical duties to techs, there needs to be standardized training and testing. Not all techs are capable, but others would be better than some pharmacists.	11/18/2021 4:41 PM
1147	I have been a pharmacist for over 30 years . I have never been so overworked and understaffed and burnt out as I feel currently! Patient safety is at stake !	11/18/2021 4:41 PM
1148	You cannot increase duties of pharmacy technicians without providing more technician hours	11/18/2021 4:41 PM

## Follow-Up Pharmacist Workload Survey

to begin with. Technicians are overworked too, so you can't have them learning even more responsibilities, especially clinical ones. That is a recipe for disaster.

1149	My mental health is currently the worst it has ever been due to stress from my job. It is bleeding into my relationships at home with my husband and kids and I am so stressed about thinking of possible errors, even when I'm at home.	11/18/2021 4:41 PM
1150	The Ohio Board of Pharmacy should be ashamed of itself. It took you all this long to advocate for pharmacists???	11/18/2021 4:40 PM
1151	I am blessed to work for a small chain, but I know so many of my fellow pharmacists that are almost at the end of their capacity. The environment in the big chains was awful 7 years ago, and I felt it was unsafe and putting patients at risk... but it's gotten exponentially worse. Please do something to restrict the number of scripts/vaccines/tests per pharmacist hour. Almost every other healthcare field has safety limits clearly laid out... why don't we? Why is it the norm to work 12-13 hour shifts with no breaks? And often be verbally told/expected to work "off the clock" in order to even come close to getting caught up?	11/18/2021 4:40 PM
1152	It's definitely crazy-town right now. Vaccine mandates, patient loads, etc. I love it and am thriving, but this is not for everyone and many on my team are not even remotely happy.	11/18/2021 4:40 PM
1153	Please address the constant pressure to meet metrics. That puts tremendous pressure on pharmacists. Reimbursement from insurance companies are terrible and this is a big part of the problem. Pharmacies should not be required to fill prescriptions at a loss. This needs to be addressed before companies can realistically improve working conditions.	11/18/2021 4:40 PM
1154	I am not for tech check tech if that is what question 16 is about. I am for allowing technicians to be a larger part of pharmacy workflow and patient interaction. I love pharmacy, but all of my negative comments on this survey are a direct result of PBM abuse and over reaching audits that are picking on minor clerical errors. We serve the best interest of the patient, if the PBM's want to tax us out of business with DIR fees and senseless audits, then I am not going to continue to be a pharmacist owner much longer as the return on investment for my health and wellness is not worth the reward of successful patient outcomes for a service paid under cost.	11/18/2021 4:40 PM
1155	The board of pharmacy needs to do something with corporate companies to ensure increased pay wages for the technicians that make our job as pharmacists even possible. Enough is enough.	11/18/2021 4:40 PM
1156	I have not received a raise in the 6 years I've been a pharmacist and have basically been told by my company not to expect one. I have more things to do including testing and vaccines (at times over 60 a day with 1 pharmacist 1 technician while entering 300 scripts). I am told by management other stores have it worse at 400 or 1,000 plus scripts needing to be filled so I shouldn't complain. I am scared of how many mistakes are occurring because of lack of staffing and pharmacist workload, patient safety is definitely at risk under current conditions.	11/18/2021 4:40 PM
1157	Current employer refused to pay actual hours worked. They only pay for the duration of pharmacy open hours.	11/18/2021 4:40 PM
1158	The profession of being a retail pharmacist has become incredibly stressful and disheartening over the last several years. Big chain retailers have continued to decrease hours in stores and pharmacist pay rates. This in combination with low technician wages has created a hostile environment in most stores for employees. The public has also become more rude and aggressive since the start of the pandemic and seems to have no inclination as to the issues that are currently enveloping our stores. Medication errors are happening in increasing amounts, while it is taking longer and longer to even fill prescriptions due to staffing issues at most locations. Unless something changes, being a retail pharmacist will be an almost unlivable profession very soon. Most of us are already dealing with depression and anxiety stemming from the stress we are incurring at work. Something must be done to protect pharmacist and technicians so that we can properly care for each of our patients and customers. Right now it feels as though the corporations don't care about employees or customers as long as money is still being made.	11/18/2021 4:39 PM
1159	all retail pharmacies should be able to close for lunch. Also, were I work, you can ask for "outside assistance" from a central processing center to help type up and check prescriptions. However, when you ask for help from them, they deny you help because other stores are busier than yours. If you are lucky enough to get help, you are only helped up to a certain point. You could have 100 prescriptions to check for the next day but will not get help because	11/18/2021 4:39 PM

## Follow-Up Pharmacist Workload Survey

they are not technically overdue. That does not help the problem because they still need to be checked and filled before the next day. Not always realistic.

1160	The time has come for the State of Ohio Board of Pharmacy to follow through with their mission to protect the public by ensuring that pharmacist working conditions are appropriate. Enough is enough.	11/18/2021 4:39 PM
1161	With COVID, a tremendous amount of stress and workload has increased the responsibility and workload of our jobs. I currently work 12 hour shifts as a lone pharmacist. I'm afraid on a daily basis that I am not providing the quality experience to my customers that I did 5 or 10 years ago. Pharmacy seems like it is no longer about the people, customers or pharmacist, but rather the bottom line of profit and the vast amount of services we can provide to customers with the same work force. I do get a lunch break, but 99% of the time, I am using that time to do the things that I am behind in. In getting this survey, I would hope that something is actually being done in order to minimize the additional work load that has been put on our profession.	11/18/2021 4:39 PM
1162	Patient safety is at risk. Prescribers are getting become increasingly careless, and the amount of controlled substances being prescribed is ludicrous.	11/18/2021 4:39 PM
1163	Thank you for this survey. We were so busy before covid...now vaccines and testing coupled with short staffing have made it impossible and so stressful. I love my profession but hate going to work in these conditions. Everyone is afraid to speak up because we are replaceable and it is in every pharmacist I have mets personality to care for others. If I had the trained, or heck candidates for techs, I would love every part of my job. Being asked to work more days than usual, on top of working a totally stressful day has most of us at our breaking point.	11/18/2021 4:38 PM
1164	The covid pandemic has overwhelmed us with vaccines. People are currently bringing in screaming children that normal would only be seen in a pediatric setting but due to the wait to get into one they are bringing the kids to us. People are just too scared to wait and they are forcing dangerous situations onto our staff	11/18/2021 4:38 PM
1165	I am often embarrassed to observe and hear of many pharmacists who do not act in a professional manner, and who chose to punish patients by not providing high quality care, including counseling that can save lives. I often visit patient homes, finding for example that no one in the pharmacy assisted them when pill splitting was required-and the patient's caregiver has to use a hammer and screwdriver to try to break pills—this should NEVER happen, and angers me.	11/18/2021 4:38 PM
1166	We need more help as a whole	11/18/2021 4:38 PM
1167	I would leave the profession of pharmacy in a heartbeat if I wasn't 150\$k in debt because of school. Covid has brought an insane amount of new work and new stress. I am a dual testing site(rapid/PCR swab and collect), a hub store for vaccines ( in charge of proper storage/handling as well as packing and distribution of vaccines to local stores around me), as well as doing walk in covid/flu vaccines for adults and pediatrics now. All of this while having the same staff and still expected to meet all the same metrics as before. 15 minute wait times, patient care calls, mtm ect. It is simply impossible. They want to call us healthcare professionals and say pharmacies a healthcare setting. I can only imagine how a physician/PA/NP would respond to the treatment and disrespect we deal with on a daily basis. Once my loans are done I will be moving on to a more rewarding career path where I can be recognized for my hard work and achievements.	11/18/2021 4:38 PM
1168	I feel burnt out	11/18/2021 4:38 PM
1169	Physicians have nurses and/or Medical assistants. Dentist have dental hygienists. All who have to attain formal training. Pharmacists have 18 year old technicians with no medical background or experience.	11/18/2021 4:38 PM
1170	Pharmacy is such a shitty job. Dealing with patients and demands from corporate. How many mistakes have to happen before we have a safe work environment	11/18/2021 4:38 PM
1171	Currently unemployed, answered based on my primary work experience(s) over the decades I've been licensed. The problems are the same as they were in the 90s. Easy to identify. Easily fixed with legislation. Not happy at ALL that it has taken so long to gain even this much traction but EXTREMELY proud of Ohio BOP for actually taking action. Safe and supportive workplace conditions for the benefit of public safety and healthcare professionals' mental health is of the utmost importance, & can be addressed. One of the HUGE issues beyond the	11/18/2021 4:37 PM

## Follow-Up Pharmacist Workload Survey

BOPs is that conglomerates operate as monopolies and have driven locally owned independents out of business, our taxpayer dollars are disappearing to PBMs, and we are forced to work for big businesses who are putting profits over people - fair capitalism please? Please do all that you can to break up conglomerates, they absolutely do violate antitrust laws in numerous ways. Maybe that can be next on the list of things you can do to help our great state and great country. Healthcare should be about CARE for people - not about the stock market.

1172	The pharmacy world has completed changed and become extremely much more stressful then even just a few years ago.	11/18/2021 4:37 PM
1173	The workload on pharmacists is out of control. They just keep adding more and more to our plates with less money and less help than ever. We don't get breaks still. There is no job like it. We have turned into vaccination clinics instead of pharmacies. We are so overworked and stressed out and they keep adding more to do. Something has to change.	11/18/2021 4:37 PM
1174	Our profession has lost any form of patient care. I left my career as a retail pharmacist earlier this ear because we do not provide patient care and we are not allowed to help improve patient quality of life. We are forced to promote the agenda of the corporation that we work for...we should be allowed to help people eat better and increase physical activity to improve health so they can decrease the amount of medications they are on and in turn decrease the amount of side effects they have...big pharma and corporations are only in this for increased profits...not for patients...it has become a very disappointing world. In retail...we have become overworked with no staff and sadly...an error can kill a person...the corporation doesn't care...but as a pharmacist...and a person with ethics and morals...I do care...I'm glad I never had an error and I feel bad for my peers that have to deal with this stress every day...not only does it jeopardize patients and their health...but also the health and wellbeing of my peers out there...I hope that one day we will actually have a "health" care system...and not the "sick" care system that is in place that makes some people very wealthy at the expense of other people's health and well being	11/18/2021 4:37 PM
1175	We are all short staffed across all chains and it shows. We have constant transfer in patients with no increase in staffing. There are many days I don't eat or get a restroom break. I come in early and leave late and still aren't caught up. I'm extremely concerned for patient safety and don't see it going away any time soon.	11/18/2021 4:37 PM
1176	This job has been destroyed by big chains in the past 8 years. We've watched it go from a respected field diminished to a McDonald's drive through when we have to ask do you want a flu shot with that. Workload has been significantly with staffing shortages, vaccine volume and higher management demands with no increase in pay, thankfulness from upper management or any sort of gratitude from patients. I went in to the field to help and feel like I have been reduced to no breaks, lots of stress and not feeling like I make a difference. It's disheartening.	11/18/2021 4:36 PM
1177	Technicians should not be given more responsibilities without increased pay. Pharmacists are treated unfairly and deserve breaks, lunches, and the opportunity to go to the bathroom. These are basic human rights that are neglected in the current retail environment. Workloads are beyond what can possibly be done and patients are increasingly rude/ nasty to staff despite us trying to explain that we are trying our best. The board of pharmacy MUST take action to protect pharmacists and patients. Deadly errors are not just a possibility, they are inevitable in this work environment. We need YOUR help to make this a safe work environment. Our employers do not listen to our pleas and we fear losing our job if we take strong action. PLEASE HELP US	11/18/2021 4:36 PM
1178	NEED LESS RESTRICTIONS FOR BECOMING A PHARM TECH DUE TO THE LABOR SHORTAGE. WE CAN COVER A RPH VACATION BUT NOT A TECH VACATION.	11/18/2021 4:36 PM
1179	High degree of satisfaction in my profession as a Pharmacist.	11/18/2021 4:36 PM
1180	I'm just basically done. Retail is a joke. I have so much anxiety walking into a place anymore. Shots shots shots. We don't have time to do 69 shots a day at some stores with no overlap. It's ridiculous. Pharmacy is a joke. We can't even answer the phones because we have no staff let alone have the drive through open. I've been at 2 stores the past week that have MICE running around the damn pharmacies. Is that healthy NO!!!! The one store I worked at also the pharmacy alarm has been broken for a month and it's still no fixed. What is the problem here. It's awful and unbelievable unbearable. Deplorable.	11/18/2021 4:36 PM
1181	Switching to an independent pharmacy was the best decision I have ever made. I took several	11/18/2021 4:35 PM



## Follow-Up Pharmacist Workload Survey

months off work altogether starting the end of 2020 because I just couldn't take it anymore. I have close to 20 years of retail experience and had I not found where I currently work, I probably would never go back to pharmacy. The large chains are horrendous to work for and my previous colleagues are all at their breaking points. Something needs to be done about the workload. You can't check 400 prescriptions accurately while also administering 30+ vaccines. It's not sustainable.

1182	I think techs should be paid more for what they are expected to do. There should be a bigger emphasis on distribution pharmacists. If the product can't get to the patient in time (due to staffing shortages), it doesn't matter what intervention a clinical RPh had. Management does not about about employees. Pharmacists and techs are just a number to work for more numbers. Management doesn't listen to what will and won't work, so we have to keep changing policy. We do not feel listened to.	11/18/2021 4:35 PM
1183	.	11/18/2021 4:35 PM
1184	Vaccines and testing are leading to increased errors in medication. Unless the BOP steps in to make it a law that there must be tech to RPh staffing ratios, patients will be harmed at some point...it's only a matter of time.	11/18/2021 4:35 PM
1185	I love my job!	11/18/2021 4:35 PM
1186	As the owner of a small independent I feel that we have a lot more flexibility and a better working environment than the chain drug stores	11/18/2021 4:35 PM
1187	The amount of workload some days is very challenging along with expectations for vaccine promotion	11/18/2021 4:35 PM
1188	Underpaid, overworked. Always being expected to do more with less-yes I was told that by my employer. Lack of empathy from my company at the loss of staff due to stress and lack of pay- my techs get a pittance and can make significantly more at other jobs with less responsibility. I have been frozen at my pay for over 5 years despite the increase in expectations and inflation. We don't get breaks. We are bullied into working when we or family members are ill despite the possibility of transmission. Metrics> patient safety. I'm so burned out that I want to quit. I'm terrified a patient is going to get hurt. My company keeps cutting pharmacist hours which reduces overlap but they still expect me to increase clinical interventions and vaccines. Most days we have maybe 1 hour of overlap.	11/18/2021 4:35 PM
1189	I feel that PTechs have a well-defined profession and adding clinical requirements to them may dilute their attributes. Alternatively, I believe stronger collaborations with other clinical experts, would improve the work experience	11/18/2021 4:34 PM
1190	I feel that corporate chains have placed too much of a burden on the pharmacists. We not only have to fill any where from 400 to 800 scripts a day with inadequate staffing but now have to take on the booster shots, flu shots, covid testing, etc. I feel like I often get dragged in 20 different directions either answering phone calls, talking to rude patients, giving immunizations, or performing my normal clinical review.	11/18/2021 4:34 PM
1191	Retail pharmacy chains need to be held accountable for the unsafe working conditions. The pharmacist that is put into these situations should NOT be punished if there are errors as a result of unsafe working conditions. There needs to be reform in retail pharmacy before more patients AND staff members die.	11/18/2021 4:34 PM
1192	I am blessed working for a good, small company, but I am so sad about the state of pharmacy in recent years. Decreasing pay, but more stress and responsibilities. I currently would never recommend anyone going to pharmacy school.	11/18/2021 4:33 PM
1193	Too much emphasis is placed on number of prescriptions being filled. Retail pharmacists are over qualified	11/18/2021 4:33 PM
1194	Too much responsibility is placed on the pharmacist. Doing 60-80 vaccines a day with appointments every 10 minutes, I have no time to even use the restroom the first 5 hours of the day, let alone have a clinical conversation with a patient about their medication. I used to respect the profession of pharmacy. But it's becoming a joke and quickly. We should just be called vaccine administrators and do 1/4 of the schooling. If I could, I'd quit this profession as quick as possible.	11/18/2021 4:33 PM
1195	Would be way better and less stressful if corporate let us schedule adequate tech hours....it's crazy to me that they don't even allow us to schedule enough tech hours to have a tech for the	11/18/2021 4:33 PM

## Follow-Up Pharmacist Workload Survey

hours we are open. It is insanely stressful being the only one working when doing vaccinations, answering the phone, ringing people up, and filling prescriptions. Consistent staffing/ability to schedule staff an adequate number of hours is key... it doesn't work to run a pharmacy on 20 tech hours when we are open 64 hours. While I don't agree with some of corporate's metrics either, not being able to consistently schedule adequate help is the main source of the craziness. No pharmacist should have to work alone ever, it's not safe. Help us please!

1196	Main cause of stress and dissatisfaction comes from never ending increase in work load allowed by employer. We all understand the importance of testing and vaccinations but the inability to control the level causes, put plainly, DESPAIR. Many employees take breaks to cry it out in the back room multiple times during the day. It speaks volumes about their character and dedication, that they return day after day. Most shifts I just sit in my car after work and try to shake off the stress of the day. I love my job, and our customers often voice their thanks for all that we do, but I don't know how much longer I can do this	11/18/2021 4:32 PM
1197	Management who are not pharmacists do not understand the stress we are undergoing. Management does not are there is a shortage and is doing very little to hire pharmacists. We are losing high quality pharmacists and techs because of the stress from management, patients, and third party plans. More workload keeps getting added (immunizations, COVID testing, A1C testing, etc.	11/18/2021 4:32 PM
1198	There is a technician shortage so spots are impossible to fill and techs are leaving for better paying, lower stress jobs. Taco Bell is offering more right now. When we're short of technicians everyone's work is made harder and patient safety suffers.	11/18/2021 4:32 PM
1199	Companies have been squeezing the profession in increasing amounts for far too long. There is not enough time or staff to fulfill all of the duties and keep clinical needs of patients front and center. Something needs to change with staffing levels set by the chains or the profession will break under the strain.	11/18/2021 4:32 PM
1200	Closing for lunch breaks should be mandatory. I have been working 13 hour shifts with nonstop shots while trying to find time to pump breast milk for my baby (would be impossible without wearable Elvie pumps) and no time or place to eat a meal. Meanwhile techs can at least sometimes leave the pharmacy to take breaks. But pharmacists can barely go to the bathroom once per shift. It's really degrading to the profession, especially now that we're burdened with the huge additional task of covid vaccinations and no additional tech or pharmacist hours.	11/18/2021 4:32 PM
1201	Once again your survey is focused on those who are dispensing drugs. I don't do that. I practice clinically and do research. It's no wonder this profession is dying a slow and painful death. I intend to keep practicing at a high clinical level regardless the continual withering of the profession as a whole. I'm not alone. But those of us who do practice at a high level are left to fend for ourselves. The state board does nothing to support or help us.	11/18/2021 4:32 PM
1202	It would be a nice change that BOP is looking out to protect pharmacists, not just patients...	11/18/2021 4:32 PM
1203	I have been a retail pharmacist for 24 years. The deviance from employee and customer based has shifted tremendously to metric based. I won't lie.... I have met many metrics, all my techs I've supported for certification and immunization. My work life is pretty golden. However, the abuse from the public is ASTRONOMICAL AND DEPRES. Corporate is still focused on metrics and not well being of their employees. I realize we are stretched. The return of a value system is important. Metrics will come if we take care of our employees who in turn take care of the customer.	11/18/2021 4:32 PM
1204	I have answered this survey based off my career for the past 21 years. It is so bad now that I left behind 5 weeks of vacation and a managerial spot to go to mail order and take a 50k pay cut. It's not worth my sanity to work in retail now. I also went back to school for my MBA to leave pharmacy all together. Something needs to be done about the retail setting.	11/18/2021 4:31 PM
1205	Technicians have not been trained well enough nor are they paid enough to do clinical services	11/18/2021 4:31 PM
1206	Meal breaks should be mandatory for any shift exceeding 10 hrs	11/18/2021 4:30 PM
1207	The past 24 months have been some of the most stressful months that I have witnessed in the 20 years of my pharmacy career. The sheer volumes/workload and expectations have at times been unbearable and intolerable, taking a toll on mental health, physical health and on my family life. This pandemic has only just begun and there seems to be no hope in sight regardless of the newer treatments and vaccination recommendations. It would not take much	11/18/2021 4:30 PM

## Follow-Up Pharmacist Workload Survey

for me to decide to leave healthcare as a profession if conditions do not improve. Thank you for taking the time to develop this survey and thoughtfully report back the findings.

1208	I think having a law that requires a second pharmacist/overlap pharmacist hours at stores filling a certain amount of prescriptions per day would be beneficial. I have a decent amount of tech help, but when I'm the only pharmacist and the only person at the store who can counsel patients, give injections, and take transfers and phoned in prescriptions, it's very easy to fall very far behind.	11/18/2021 4:29 PM
1209	I am semi-retired so I'm not in the front counter 'ever' anymore.	11/18/2021 4:29 PM
1210	I am a clinical specialist at a specialty pharmacy working specifically in oncology. My experience is not like that of retail or hospital. I left the inpatient hospital setting 1 year ago due to all of these issues.	11/18/2021 4:29 PM
1211	The expectations from the corporate level are ridiculous. Patient rudeness and entitlement is at an all time high. Retail pharmacy is truly a miserable place to work right now and the conditions and pay keep getting worse. It's unsafe and something has to change.	11/18/2021 4:27 PM
1212	Employers just won't pay for the amount of pharmacists it takes to do a safe and effective job. Our department always runs lean so when administrators look to cut positions, they won't look at pharmacy. This is a terrible environment to work but it is like that everywhere.	11/18/2021 4:27 PM
1213	I am embarrassed about what our profession has become. I think I'd get more respect working at McDonald's. It isn't about patients anymore, it's how many prescriptions/vaccines can be given in the shortest amount of time with the fewest resources to maximize profit. It is only a matter of time until our patients are seriously hurt or killed. No breaks on a 12 hour shift is ludicrous. We are giving multiple hours for free everyday to combat the workload, this needs to end.	11/18/2021 4:27 PM
1214	Things need to change	11/18/2021 4:27 PM
1215	Why does the BoP continue to send out these surveys simply to masquerade around as though they genuinely care about the stresses of the every day pharmacist? Pharmacist to technician ratio has been a problem for all of the 10 years I have been a pharmacist. Frankly, only Walmart has designated cashier's for example. Pharmacists at every other chain pharmacy are simply glorified cashier's stretched to their limits merely hoping that in 6 months a major mistake isn't discovered because let's be honest, mistakes are far more likely now than they ever were before. Stop sending opinion pieces and actually do something.	11/18/2021 4:27 PM
1216	We are not treated like pharmacists anymore. The retail is pushed hard and clinical safety is pushed aside to make money for corporate. Patients do not respect what we do and abuse us daily. The stress is so severe I plan on leaving pharmacy all together if it continues.	11/18/2021 4:26 PM
1217	Been at this for 27 years. The past two years have been by far the worst. Just killing my soul.	11/18/2021 4:26 PM
1218	CVS is the worst. They don't care about their employees or their patients. Something needs done about it!	11/18/2021 4:26 PM
1219	Pharmacists are overworked, but allowing technicians who do not have the proper training to take on clinical responsibilities is the wrong solution. Pharmacies should have a minimum of 2 pharmacists working during times when vaccines or covid testing is available to ensure a pharmacist can remain in the pharmacy during this time.	11/18/2021 4:26 PM
1220	several pharmacists and techs have quit my facility but we have more patient due to covid.	11/18/2021 4:25 PM
1221	I believe that PBMs have as much to do with our work conditions as upper management. I would love to open my own pharmacy but I feel that PBMs make independent pharmacy incredibly difficult to break into. Furthermore, PBMs negotiate such terrible contracts for reimbursement they fuel the understaff that has haunted retail pharmacy	11/18/2021 4:25 PM
1222	I left Walmart and joined the Navy. My coworkers were jealous that I got a military job. In what fields is the military providing a better environment for someone to work other than pharmacy?	11/18/2021 4:25 PM
1223	I recently switched from CVS to a home infusion pharmacy. Its black and white. The atmosphere at CVS is extremely toxic to everyone, especially patients. Since moving here, I have learned to truly care about my patients and feel like I have all the best tools to provide them with the best care possible.	11/18/2021 4:24 PM