



2021 Pharmacy Technician 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 pharmacy technician in answering a survey on working conditions. The responses are intended to provide the Committee with the most up-to-date data as it begins its discussions.

Survey Dates: 11/18/2021 – 12/2/2021

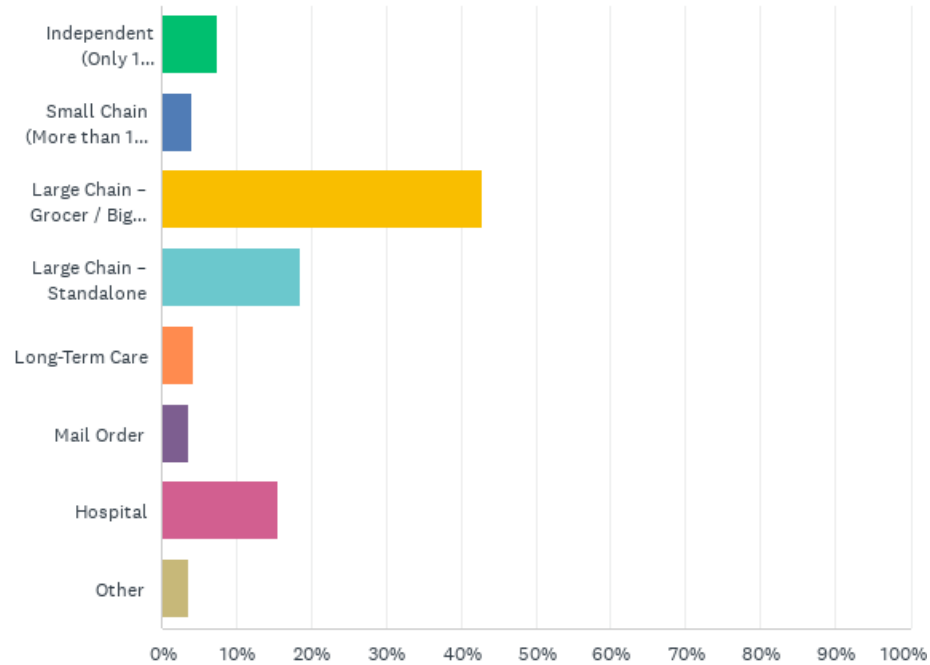
Ohio Pharmacy Technicians Receiving the Survey: 23,394

Total Responses: 2,560

Response Rate: 10.94%

Q1: Please identify your primary practice setting:

Answered: 2,560 Skipped: 0



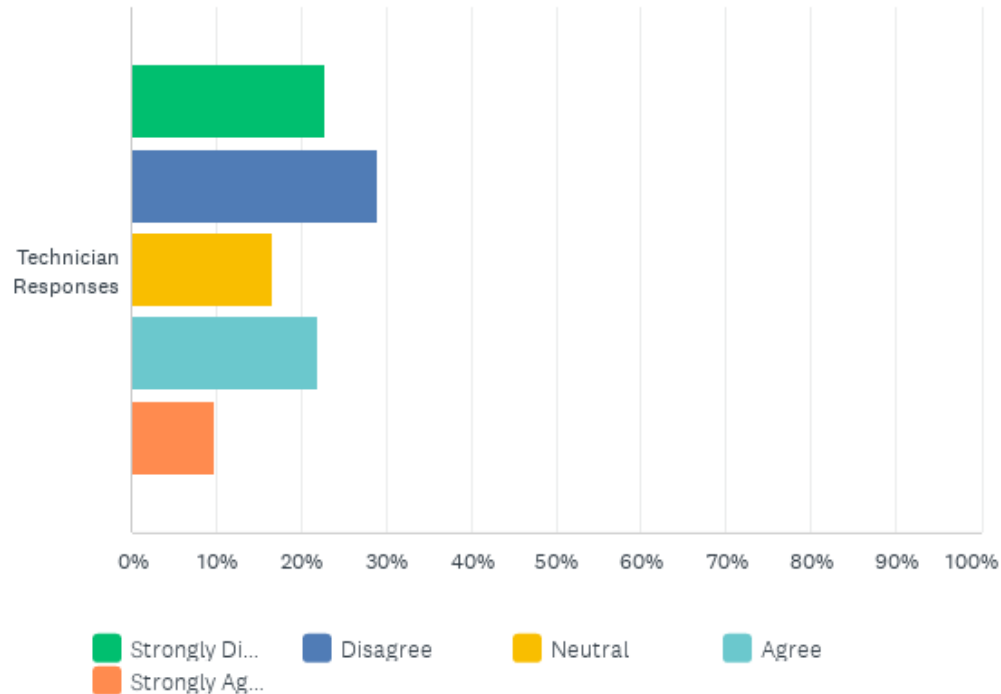
Q1: Please identify your primary practice setting:

Answered: 2,560 Skipped: 0

ANSWER CHOICES	RESPONSES	
Independent (Only 1 location)	7.38%	189
Small Chain (More than 1, but less than 12 locations)	4.02%	103
Large Chain – Grocer / Big Box Store	42.77%	1,095
Large Chain – Standalone	18.59%	476
Long-Term Care	4.30%	110
Mail Order	3.71%	95
Hospital	15.66%	401
Other	3.55%	91
TOTAL		2,560

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

Answered: 2,560 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
Technician Responses	22.73% 582	28.91% 740	16.56% 424	21.91% 561	9.88% 253	2,560	2.67

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

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	29.95% 328	34.89% 382	17.26% 189	12.42% 136	5.48% 60	1,095	2.29

Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	39.08% 186	34.66% 165	10.71% 51	11.97% 57	3.57% 17	476	2.06

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

Independent / Small Chain

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	7.19% 21	12.67% 37	14.38% 42	41.78% 122	23.97% 70	292	3.63

Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	7.73% 31	26.68% 107	24.69% 99	32.67% 131	8.23% 33	401	3.07

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

Long-Term Care

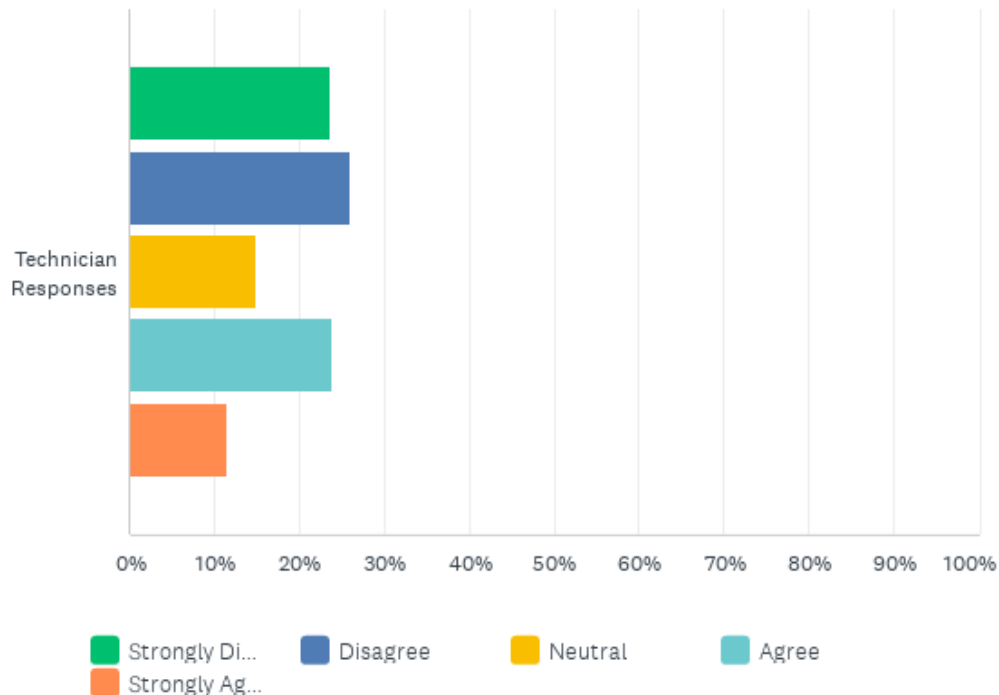
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	7.27% 8	20.91% 23	16.36% 18	40.91% 45	14.55% 16	110	3.35

Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	3.16% 3	12.63% 12	11.58% 11	38.95% 37	33.68% 32	95	3.87

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

Answered: 2,560 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
Technician Responses	23.67% 606	26.09% 668	14.84% 380	23.83% 610	11.56% 296	2,560	2.74

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
Technician Responses	31.87% 349	33.61% 368	14.06% 154	15.07% 165	5.39% 59	1,095	2.28

Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	41.60% 198	30.67% 146	12.61% 60	10.92% 52	4.20% 20	476	2.05

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
Technician Responses	4.79% 14	14.04% 41	18.15% 53	35.27% 103	27.74% 81	292	3.67

Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	7.23% 29	18.20% 73	18.20% 73	43.39% 174	12.97% 52	401	3.37

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

Long-Term Care

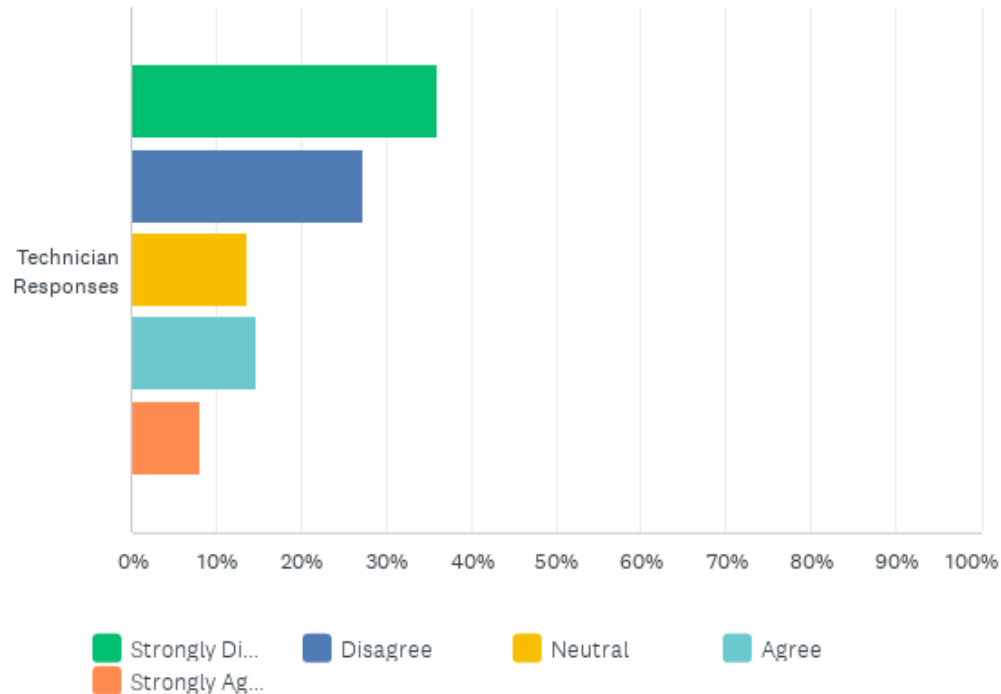
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	6.36% 7	20.91% 23	18.18% 20	34.55% 38	20.00% 22	110	3.41

Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	0.00% 0	4.21% 4	12.63% 12	46.32% 44	36.84% 35	95	4.16

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

Answered: 2,560 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
Technician Responses	36.13% 925	27.38% 701	13.59% 348	14.73% 377	8.16% 209	2,560	2.31

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
Technician Responses	44.57% 488	29.04% 318	12.15% 133	10.14% 111	4.11% 45	1,095	2.00

Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	48.95% 233	30.04% 143	10.29% 49	7.14% 34	3.57% 17	476	1.86

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
Technician Responses	10.62% 31	17.47% 51	22.60% 66	27.74% 81	21.58% 63	292	3.32

Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	31.92% 128	33.17% 133	12.47% 50	16.21% 65	6.23% 25	401	2.32

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

Long-Term Care

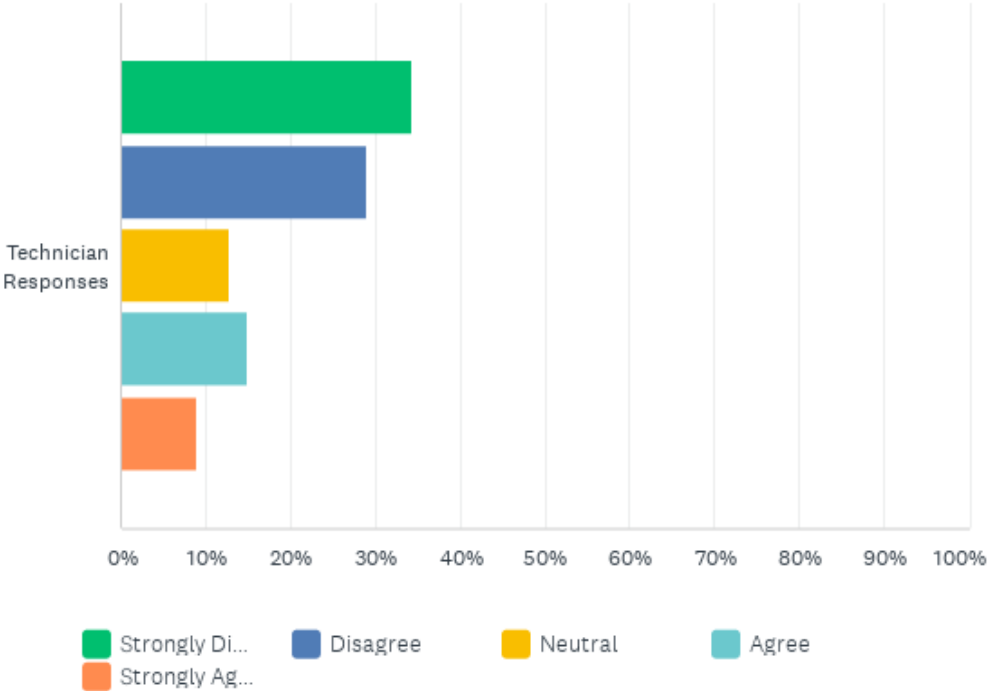
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	23.64% 26	21.82% 24	20.00% 22	25.45% 28	9.09% 10	110	2.75

Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	6.32% 6	11.58% 11	13.68% 13	38.95% 37	29.47% 28	95	3.74

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

Answered: 2,560 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
Technician Responses	34.41% 881	28.98% 742	12.81% 328	14.88% 381	8.91% 228	2,560	2.35

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
Technician Responses	45.57% 499	30.14% 330	10.41% 114	8.77% 96	5.11% 56	1,095	1.98

Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	48.53% 231	32.56% 155	7.14% 34	7.14% 34	4.62% 22	476	1.87

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

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	8.56% 25	17.47% 51	20.21% 59	28.77% 84	25.00% 73	292	3.44

Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	22.19% 89	34.66% 139	17.46% 70	20.20% 81	5.49% 22	401	2.52

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

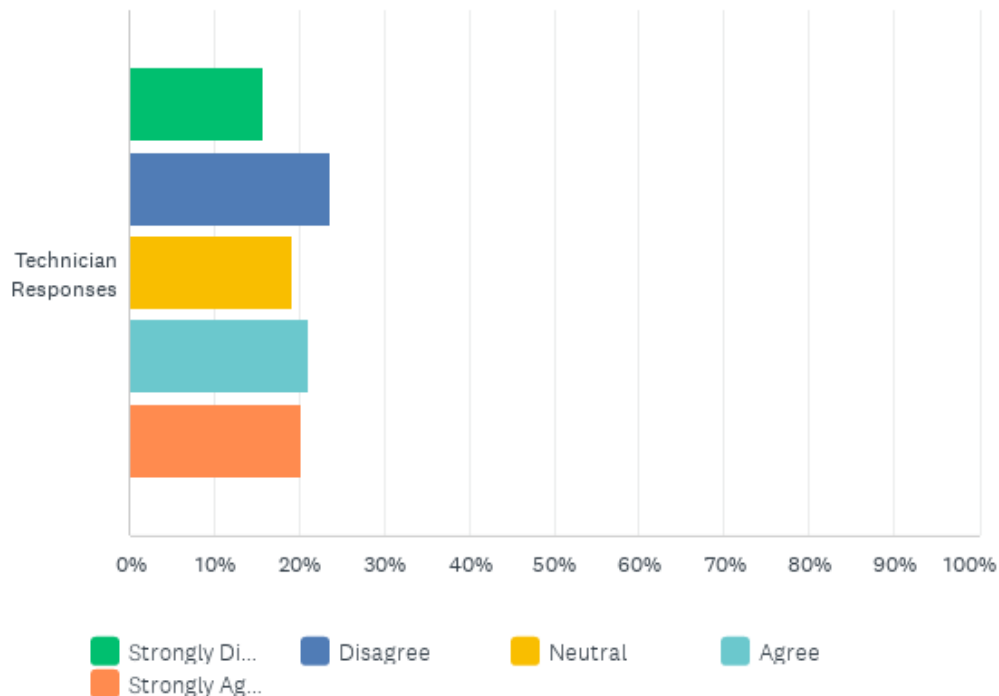
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	16.36% 18	26.36% 29	18.18% 20	27.27% 30	11.82% 13	110	2.92

Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	5.26% 5	18.95% 18	18.95% 18	32.63% 31	24.21% 23	95	3.52

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

Answered: 2,560 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
Technician Responses	15.70% 402	23.67% 606	19.10% 489	21.17% 542	20.35% 521	2,560	3.07

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
Technician Responses	10.96% 120	20.46% 224	19.73% 216	24.38% 267	24.47% 268	1,095	3.31

Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	12.61% 60	14.92% 71	14.50% 69	23.32% 111	34.66% 165	476	3.53

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
Technician Responses	30.82% 90	33.90% 99	14.73% 43	12.67% 37	7.88% 23	292	2.33

Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	16.71% 67	29.93% 120	24.94% 100	19.70% 79	8.73% 35	401	2.74

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

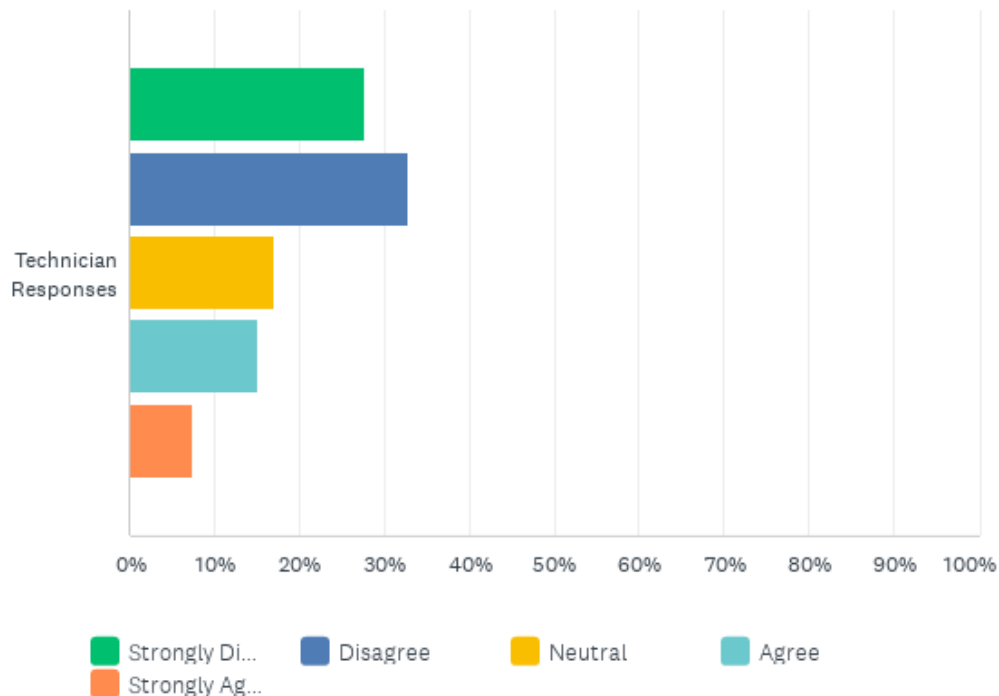
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	20.91% 23	35.45% 39	22.73% 25	15.45% 17	5.45% 6	110	2.49

Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	20.00% 19	28.42% 27	18.95% 18	20.00% 19	12.63% 12	95	2.77

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

Answered: 2,560 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
Technician Responses	27.66% 708	32.73% 838	17.11% 438	15.12% 387	7.38% 189	2,560	2.42

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
Technician Responses	35.62% 390	36.53% 400	14.43% 158	10.14% 111	3.29% 36	1,095	2.09

Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	44.75% 213	35.92% 171	10.71% 51	5.88% 28	2.73% 13	476	1.86

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
Technician Responses	7.53% 22	20.55% 60	23.63% 69	27.40% 80	20.89% 61	292	3.34

Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	14.46% 58	36.66% 147	23.94% 96	19.45% 78	5.49% 22	401	2.65

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

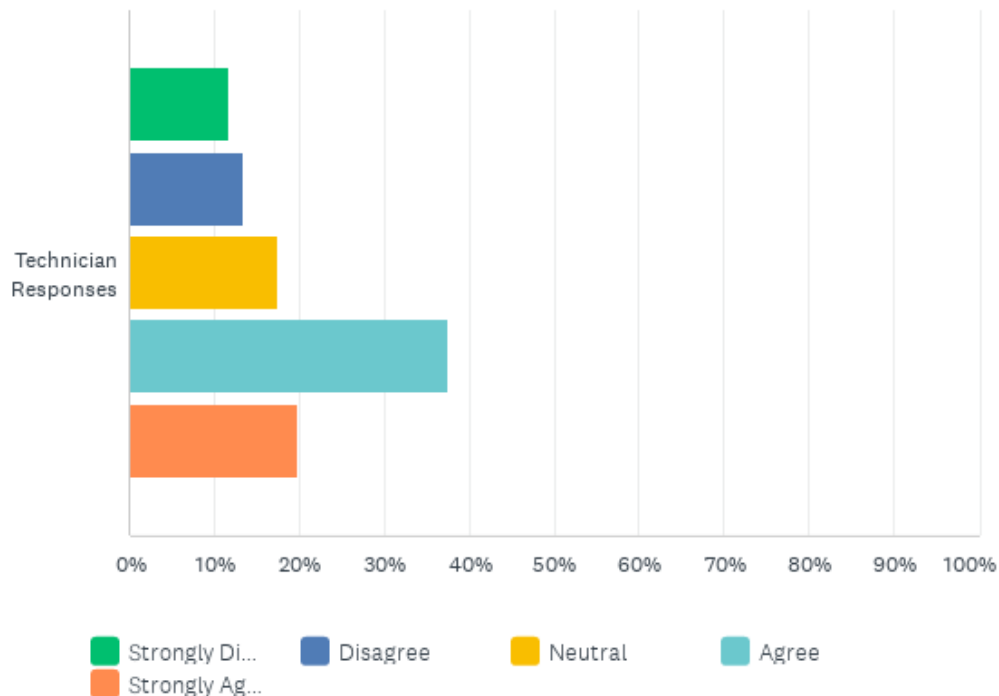
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	12.73% 14	24.55% 27	26.36% 29	25.45% 28	10.91% 12	110	2.97

Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	4.21% 4	16.84% 16	17.89% 17	35.79% 34	25.26% 24	95	3.61

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

Answered: 2,560 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
Technician Responses	11.80% 302	13.44% 344	17.46% 447	37.42% 958	19.88% 509	2,560	3.40

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

Large Chain – Grocer/Big Box

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	15.53% 170	14.25% 156	17.63% 193	36.89% 404	15.71% 172	1,095	3.23

Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	13.66% 65	16.81% 80	21.22% 101	32.77% 156	15.55% 74	476	3.20

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

Independent / Small Chain

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	7.53% 22	11.30% 33	18.49% 54	33.56% 98	29.11% 85	292	3.65

Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	7.73% 31	13.97% 56	19.95% 80	42.39% 170	15.96% 64	401	3.45

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

Long-Term Care

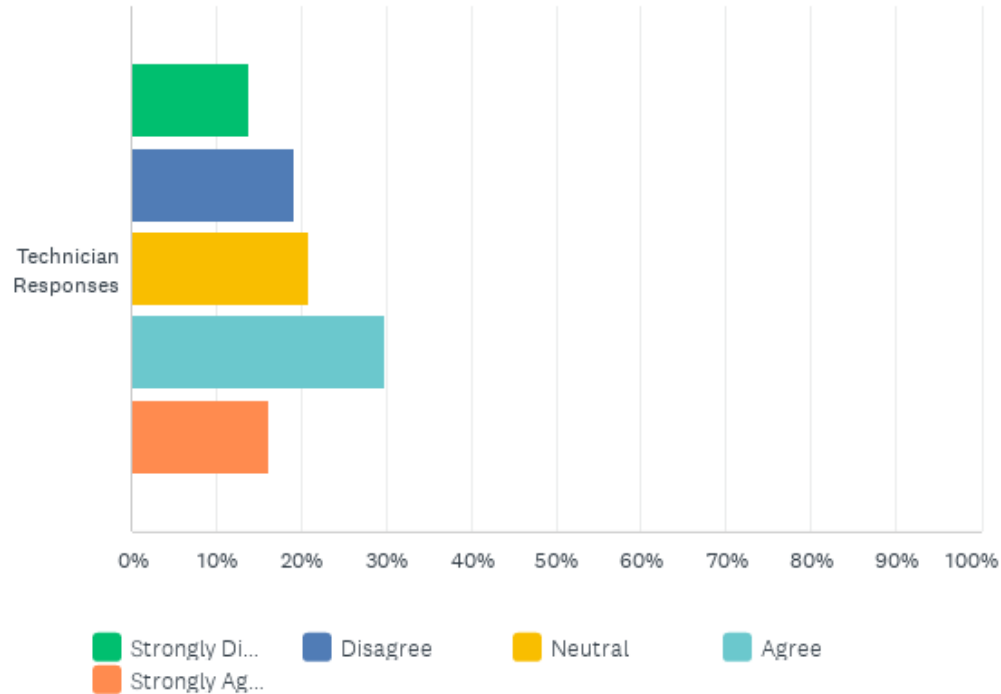
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	5.45% 6	4.55% 5	10.00% 11	52.73% 58	27.27% 30	110	3.92

Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	0.00% 0	7.37% 7	3.16% 3	35.79% 34	53.68% 51	95	4.36

Q9: I feel safe voicing any workload concerns to my employer.

Answered: 2,560 Skipped: 0



Q9: I feel safe voicing any workload concerns to my employer.

All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	13.87% 355	19.22% 492	20.94% 536	29.77% 762	16.21% 415	2,560	3.15

Q9: 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
Technician Responses	15.98% 175	21.28% 233	23.56% 258	26.03% 285	13.15% 144	1,095	2.99

Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	19.96% 95	21.01% 100	20.80% 99	27.52% 131	10.71% 51	476	2.88

Q9: 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
Technician Responses	7.53% 22	13.70% 40	16.78% 49	32.88% 96	29.11% 85	292	3.62

Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	8.98% 36	17.96% 72	20.95% 84	38.90% 156	13.22% 53	401	3.29

Q9: I feel safe voicing any workload concerns to my employer.

By Practice Setting.

Long-Term Care

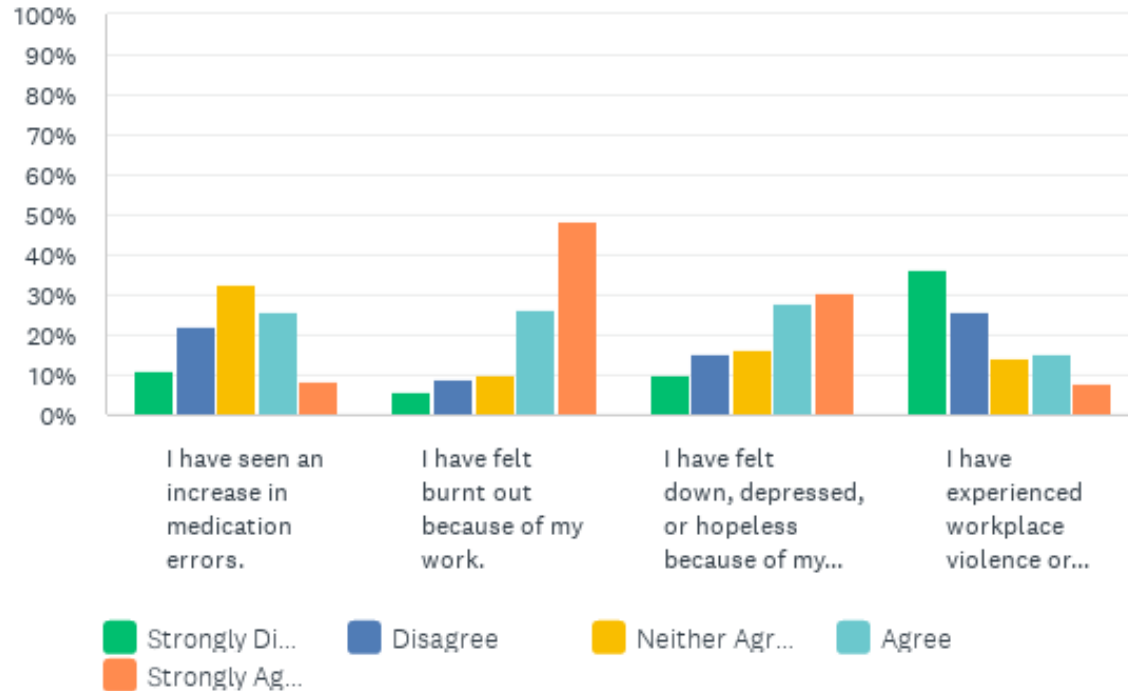
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	6.36% 7	13.64% 15	20.00% 22	35.45% 39	24.55% 27	110	3.58

Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	9.47% 9	23.16% 22	8.42% 8	29.47% 28	29.47% 28	95	3.46

Q10: Please respond to each statement based upon your experience over the past six months:

Answered: 2,560 Skipped: 0



Q10: 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.	11.13% 285	22.15% 567	32.73% 838	25.70% 658	8.28% 212	2,560	2.98
I have felt burnt out because of my work.	5.94% 152	8.79% 225	10.20% 261	26.56% 680	48.52% 1,242	2,560	4.03
I have felt down, depressed, or hopeless because of my work.	10.04% 257	15.31% 392	16.48% 422	27.70% 709	30.47% 780	2,560	3.53
I have experienced workplace violence or harassment.	36.56% 936	25.98% 665	14.37% 368	15.20% 389	7.89% 202	2,560	2.32

Q10: 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.	8.04% 88	18.81% 206	32.51% 356	30.78% 337	9.86% 108	1,095	3.16
I have felt burnt out because of my work.	4.38% 48	4.93% 54	8.86% 97	24.38% 267	57.44% 629	1,095	4.26
I have felt down, depressed, or hopeless because of my work.	6.30% 69	10.96% 120	16.44% 180	29.95% 328	36.35% 398	1,095	3.79
I have experienced workplace violence or harassment.	30.78% 337	22.83% 250	15.89% 174	19.45% 213	11.05% 121	1,095	2.57

Q10: 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.	7.14% 34	18.49% 88	30.67% 146	29.62% 141	14.08% 67	476	3.25
I have felt burnt out because of my work.	2.73% 13	4.83% 23	6.51% 31	25.00% 119	60.92% 290	476	4.37
I have felt down, depressed, or hopeless because of my work.	5.67% 27	10.50% 50	13.66% 65	29.83% 142	40.34% 192	476	3.89
I have experienced workplace violence or harassment.	30.67% 146	25.00% 119	15.55% 74	19.75% 94	9.03% 43	476	2.51

Q10: 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.	22.95% 67	33.22% 97	28.08% 82	12.67% 37	3.08% 9	292	2.40
I have felt burnt out because of my work.	13.36% 39	16.10% 47	19.52% 57	27.05% 79	23.97% 70	292	3.32
I have felt down, depressed, or hopeless because of my work.	21.58% 63	23.63% 69	20.55% 60	20.89% 61	13.36% 39	292	2.81
I have experienced workplace violence or harassment.	52.40% 153	29.79% 87	9.59% 28	5.14% 15	3.08% 9	292	1.77

Q10: 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.	10.22% 41	24.69% 99	37.41% 150	23.19% 93	4.49% 18	401	2.87
I have felt burnt out because of my work.	3.99% 16	10.97% 44	10.47% 42	31.42% 126	43.14% 173	401	3.99
I have felt down, depressed, or hopeless because of my work.	8.73% 35	19.70% 79	19.20% 77	29.68% 119	22.69% 91	401	3.38
I have experienced workplace violence or harassment.	37.41% 150	32.17% 129	14.96% 60	11.22% 45	4.24% 17	401	2.13

Q10: 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.	13.64% 15	24.55% 27	35.45% 39	23.64% 26	2.73% 3	110	2.77
I have felt burnt out because of my work.	7.27% 8	20.00% 22	8.18% 9	36.36% 40	28.18% 31	110	3.58
I have felt down, depressed, or hopeless because of my work.	14.55% 16	27.27% 30	10.91% 12	27.27% 30	20.00% 22	110	3.11
I have experienced workplace violence or harassment.	45.45% 50	30.91% 34	12.73% 14	6.36% 7	4.55% 5	110	1.94

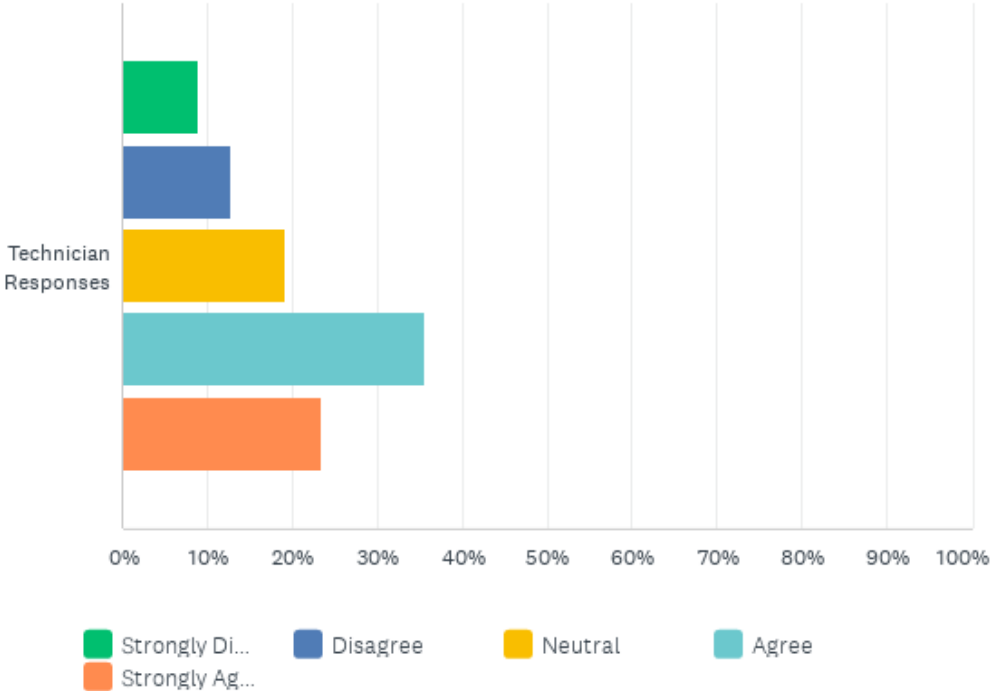
Q10: Please respond to each statement based upon your experience over the past six months: *[By Practice Setting]*

Mail Order

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I have seen an increase in medication errors.	22.11% 21	28.42% 27	37.89% 36	9.47% 9	2.11% 2	95	2.41
I have felt burnt out because of my work.	17.89% 17	16.84% 16	14.74% 14	24.21% 23	26.32% 25	95	3.24
I have felt down, depressed, or hopeless because of my work.	27.37% 26	20.00% 19	15.79% 15	15.79% 15	21.05% 20	95	2.83
I have experienced workplace violence or harassment.	57.89% 55	25.26% 24	9.47% 9	5.26% 5	2.11% 2	95	1.68

Q11: I feel I was given sufficient training by my employer when hired as a pharmacy technician.

Answered: 2,560 Skipped: 0



Q11: I feel I was given sufficient training by my employer when hired as a pharmacy technician.

All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	9.02% 231	12.70% 325	19.18% 491	35.59% 911	23.52% 602	2,560	3.52

Q11: I feel I was given sufficient training by my employer when hired as a pharmacy technician. *[By Practice Setting]*

Large Chain – Grocer/Big Box

STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
10.14%	14.52%	21.37%	33.52%	20.46%		
111	159	234	367	224	1,095	3.40

Large Chain – Standalone

STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
11.34%	13.03%	18.28%	36.55%	20.80%		
54	62	87	174	99	476	3.42

Q11: I feel I was given sufficient training by my employer when hired as a pharmacy technician. *[By Practice Setting]*

Independent / Small Chain

STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
3.77%	7.53%	17.47%	36.64%	34.59%		
11	22	51	107	101	292	3.91

Hospital

STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
8.48%	12.22%	16.71%	39.65%	22.94%		
34	49	67	159	92	401	3.56

Q11: I feel I was given sufficient training by my employer when hired as a pharmacy technician. *[By Practice Setting]*

Long-Term Care

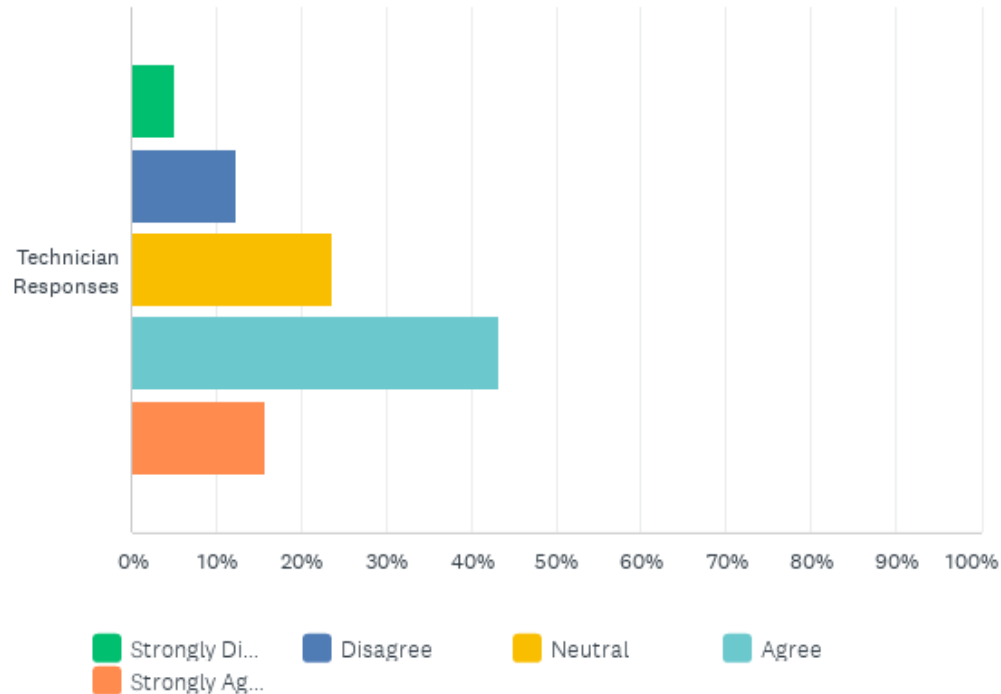
STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
10.91%	10.91%	19.09%	35.45%	23.64%		
12	12	21	39	26	110	3.50

Mail Order

STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
2.11%	10.53%	14.74%	34.74%	37.89%		
2	10	14	33	36	95	3.96

Q12: The process to register with the Board of Pharmacy as a trainee, registered technician, or certified technician was easy to follow.

Answered: 2,560 Skipped: 0



Q12: The process to register with the Board of Pharmacy as a trainee, registered technician, or certified technician was easy to follow.

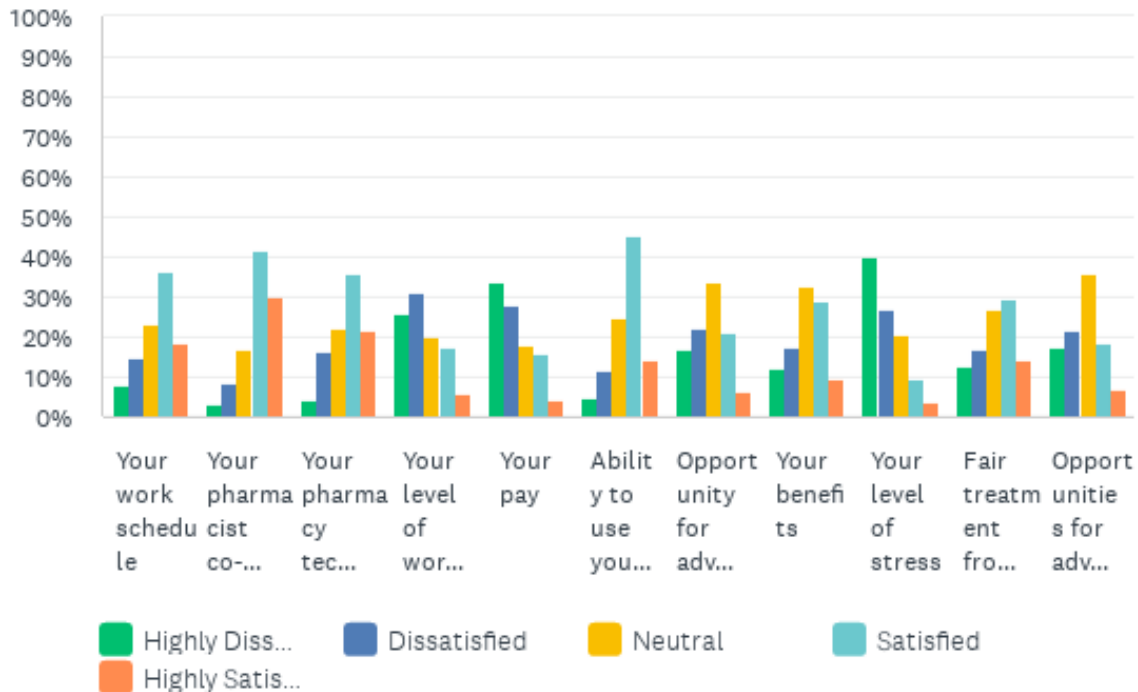
Answered: 2,560 Skipped: 0

All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	5.08% 130	12.30% 315	23.59% 604	43.20% 1,106	15.82% 405	2,560	3.52

Q13: Please rate your level of satisfaction with the following in your primary place of employment:

Answered: 2,560 Skipped: 0



Q13: 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	7.97% 204	14.73% 377	22.97% 588	36.17% 926	18.16% 465	2,560	3.42
Your pharmacist co-workers	3.05% 78	8.44% 216	16.64% 426	41.72% 1,068	30.16% 772	2,560	3.88
Your pharmacy technician co-workers	4.22% 108	16.37% 419	22.19% 568	35.82% 917	21.41% 548	2,560	3.54
Your level of workload	25.82% 661	30.86% 790	20.23% 518	17.11% 438	5.98% 153	2,560	2.47
Your pay	33.95% 869	28.09% 719	18.13% 464	15.59% 399	4.26% 109	2,560	2.28
Ability to use your knowledge	4.65% 119	11.72% 300	24.53% 628	45.08% 1,154	14.02% 359	2,560	3.52
Opportunity for advancement	16.99% 435	22.07% 565	33.55% 859	20.94% 536	6.45% 165	2,560	2.78
Your benefits	11.91% 305	17.34% 444	32.77% 839	28.71% 735	9.26% 237	2,560	3.06
Your level of stress	39.96% 1,023	26.95% 690	20.35% 521	9.22% 236	3.52% 90	2,560	2.09
Fair treatment from management	12.50% 320	16.84% 431	27.07% 693	29.45% 754	14.14% 362	2,560	3.16
Opportunities for advancement/development	17.19% 440	21.52% 551	35.94% 920	18.63% 477	6.72% 172	2,560	2.76

Q13: 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	9.86% 108	17.26% 189	26.67% 292	32.42% 355	13.79% 151	1,095	3.23
Your pharmacist co-workers	3.93% 43	8.13% 89	16.71% 183	40.64% 445	30.59% 335	1,095	3.86
Your pharmacy technician co-workers	4.29% 47	16.62% 182	22.19% 243	36.71% 402	20.18% 221	1,095	3.52
Your level of workload	31.60% 346	36.44% 399	18.63% 204	9.68% 106	3.65% 40	1,095	2.17
Your pay	40.91% 448	29.50% 323	15.80% 173	10.87% 119	2.92% 32	1,095	2.05
Ability to use your knowledge	5.02% 55	11.69% 128	25.75% 282	45.21% 495	12.33% 135	1,095	3.48
Opportunity for advancement	17.08% 187	23.93% 262	34.34% 376	19.36% 212	5.30% 58	1,095	2.72
Your benefits	13.15% 144	17.72% 194	35.89% 393	26.21% 287	7.03% 77	1,095	2.96
Your level of stress	49.77% 545	27.67% 303	15.89% 174	4.38% 48	2.28% 25	1,095	1.82
Fair treatment from management	13.15% 144	17.53% 192	29.32% 321	27.67% 303	12.33% 135	1,095	3.08
Opportunities for advancement/development	18.26% 200	21.37% 234	38.08% 417	17.26% 189	5.02% 55	1,095	2.69

Q13: 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	11.13% 53	19.12% 91	21.43% 102	36.97% 176	11.34% 54	476	3.18
Your pharmacist co-workers	3.78% 18	10.92% 52	15.34% 73	36.76% 175	33.19% 158	476	3.85
Your pharmacy technician co-workers	4.41% 21	19.12% 91	21.22% 101	32.35% 154	22.90% 109	476	3.50
Your level of workload	40.76% 194	33.19% 158	14.08% 67	10.08% 48	1.89% 9	476	1.99
Your pay	36.13% 172	28.57% 136	16.39% 78	15.76% 75	3.15% 15	476	2.21
Ability to use your knowledge	5.88% 28	12.82% 61	28.57% 136	41.60% 198	11.13% 53	476	3.39
Opportunity for advancement	18.28% 87	19.54% 93	37.82% 180	18.91% 90	5.46% 26	476	2.74
Your benefits	11.55% 55	19.75% 94	31.30% 149	27.31% 130	10.08% 48	476	3.05
Your level of stress	53.78% 256	26.26% 125	14.08% 67	3.78% 18	2.10% 10	476	1.74
Fair treatment from management	12.39% 59	19.12% 91	28.36% 135	28.99% 138	11.13% 53	476	3.07
Opportunities for advancement/development	17.86% 85	21.85% 104	37.61% 179	17.65% 84	5.04% 24	476	2.70

Q13: 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	3.77% 11	6.51% 19	20.21% 59	40.41% 118	29.11% 85	292	3.85
Your pharmacist co-workers	2.74% 8	6.16% 18	16.44% 48	40.75% 119	33.90% 99	292	3.97
Your pharmacy technician co-workers	1.37% 4	10.27% 30	20.55% 60	37.67% 110	30.14% 88	292	3.85
Your level of workload	7.53% 22	19.52% 57	24.66% 72	33.22% 97	15.07% 44	292	3.29
Your pay	20.21% 59	22.26% 65	30.48% 89	18.49% 54	8.56% 25	292	2.73
Ability to use your knowledge	2.05% 6	7.88% 23	23.63% 69	44.86% 131	21.58% 63	292	3.76
Opportunity for advancement	11.30% 33	19.52% 57	36.64% 107	22.60% 66	9.93% 29	292	3.00
Your benefits	14.04% 41	14.73% 43	39.38% 115	23.63% 69	8.22% 24	292	2.97
Your level of stress	18.49% 54	21.58% 63	37.33% 109	15.07% 44	7.53% 22	292	2.72
Fair treatment from management	7.53% 22	11.99% 35	24.66% 72	31.16% 91	24.66% 72	292	3.53
Opportunities for advancement/development	12.33% 36	15.75% 46	39.38% 115	20.55% 60	11.99% 35	292	3.04

Q13: 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	5.74% 23	12.22% 49	22.44% 90	40.65% 163	18.95% 76	401	3.55
Your pharmacist co-workers	1.75% 7	10.47% 42	16.46% 66	49.13% 197	22.19% 89	401	3.80
Your pharmacy technician co-workers	8.23% 33	18.45% 74	25.44% 102	34.91% 140	12.97% 52	401	3.26
Your level of workload	17.46% 70	28.18% 113	27.43% 110	22.19% 89	4.74% 19	401	2.69
Your pay	30.92% 124	29.93% 120	16.21% 65	18.70% 75	4.24% 17	401	2.35
Ability to use your knowledge	4.99% 20	13.72% 55	22.19% 89	44.89% 180	14.21% 57	401	3.50
Opportunity for advancement	21.95% 88	23.44% 94	26.93% 108	22.44% 90	5.24% 21	401	2.66
Your benefits	7.73% 31	17.21% 69	26.43% 106	36.91% 148	11.72% 47	401	3.28
Your level of stress	27.68% 111	32.67% 131	23.19% 93	13.97% 56	2.49% 10	401	2.31
Fair treatment from management	15.96% 64	17.96% 72	24.69% 99	30.67% 123	10.72% 43	401	3.02
Opportunities for advancement/development	20.20% 81	25.44% 102	30.42% 122	18.70% 75	5.24% 21	401	2.63

Q13: 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	3.64% 4	11.82% 13	21.82% 24	39.09% 43	23.64% 26	110	3.67
Your pharmacist co-workers	1.82% 2	6.36% 7	20.91% 23	50.00% 55	20.91% 23	110	3.82
Your pharmacy technician co-workers	2.73% 3	14.55% 16	26.36% 29	36.36% 40	20.00% 22	110	3.56
Your level of workload	11.82% 13	25.45% 28	26.36% 29	26.36% 29	10.00% 11	110	2.97
Your pay	28.18% 31	26.36% 29	21.82% 24	20.00% 22	3.64% 4	110	2.45
Ability to use your knowledge	2.73% 3	10.00% 11	20.00% 22	53.64% 59	13.64% 15	110	3.65
Opportunity for advancement	12.73% 14	24.55% 27	33.64% 37	25.45% 28	3.64% 4	110	2.83
Your benefits	18.18% 20	17.27% 19	33.64% 37	22.73% 25	8.18% 9	110	2.85
Your level of stress	20.91% 23	29.09% 32	22.73% 25	20.91% 23	6.36% 7	110	2.63
Fair treatment from management	10.00% 11	15.45% 17	30.91% 34	29.09% 32	14.55% 16	110	3.23
Opportunities for advancement/development	14.55% 16	28.18% 31	30.91% 34	21.82% 24	4.55% 5	110	2.74

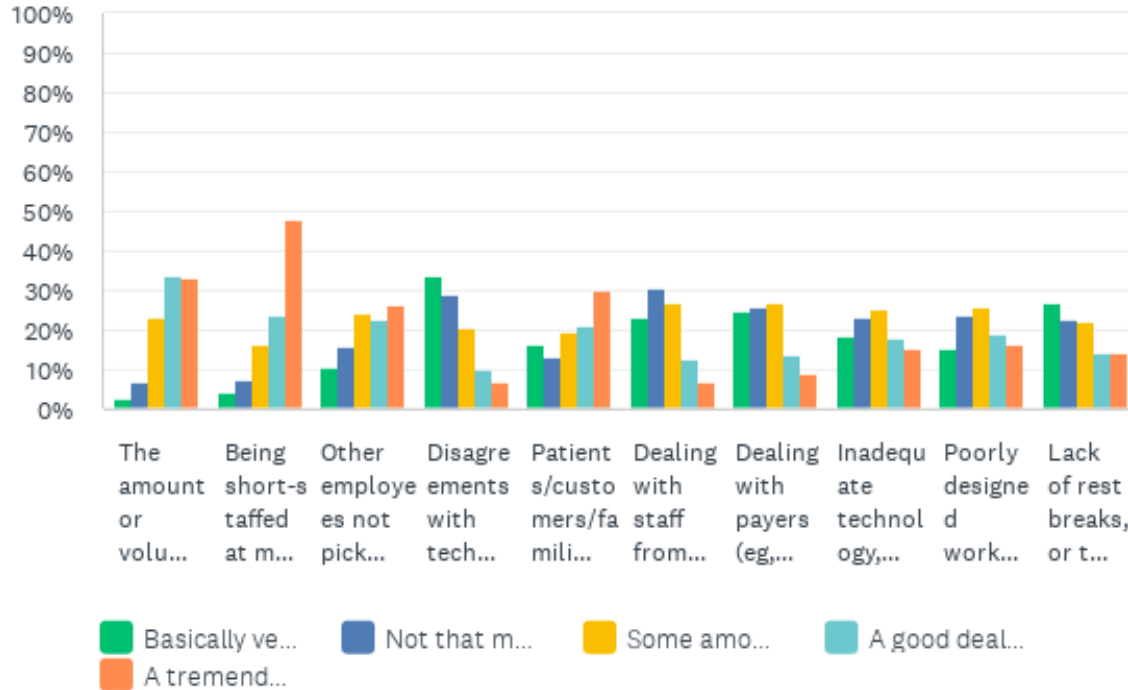
Q13: Please rate your level of satisfaction with the following in your primary place of employment: **[By Practice Setting]**

Mail Order

	HIGHLY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	HIGHLY SATISFIED	TOTAL	WEIGHTED AVERAGE
Your work schedule	1.05% 1	10.53% 10	11.58% 11	42.11% 40	34.74% 33	95	3.99
Your pharmacist co-workers	0.00% 0	3.16% 3	15.79% 15	42.11% 40	38.95% 37	95	4.17
Your pharmacy technician co-workers	0.00% 0	15.79% 15	12.63% 12	37.89% 36	33.68% 32	95	3.89
Your level of workload	8.42% 8	16.84% 16	16.84% 16	41.05% 39	16.84% 16	95	3.41
Your pay	20.00% 19	27.37% 26	14.74% 14	29.47% 28	8.42% 8	95	2.79
Ability to use your knowledge	4.21% 4	12.63% 12	18.95% 18	43.16% 41	21.05% 20	95	3.64
Opportunity for advancement	13.68% 13	16.84% 16	20.00% 19	27.37% 26	22.11% 21	95	3.27
Your benefits	11.58% 11	9.47% 9	11.58% 11	45.26% 43	22.11% 21	95	3.57
Your level of stress	15.79% 15	20.00% 19	28.42% 27	24.21% 23	11.58% 11	95	2.96
Fair treatment from management	12.63% 12	10.53% 10	15.79% 15	32.63% 31	28.42% 27	95	3.54
Opportunities for advancement/development	8.42% 8	20.00% 19	20.00% 19	26.32% 25	25.26% 24	95	3.40

Q14: Please rate the amount of stress each of the following places on you at your job:

Answered: 2,560 Skipped: 0



Q14: 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	2.89% 74	7.07% 181	23.32% 597	33.71% 863	33.01% 845	2,560	3.87
Being short-staffed at my work	4.26% 109	7.38% 189	16.56% 424	23.83% 610	47.97% 1,228	2,560	4.04
Other employees not picking up their fair share of work	10.66% 273	15.94% 408	24.26% 621	22.62% 579	26.52% 679	2,560	3.38
Disagreements with technician peers at my job	33.75% 864	28.83% 738	20.59% 527	10.16% 260	6.68% 171	2,560	2.27
Patients/customers/families who are rude or impatient	16.48% 422	13.13% 336	19.34% 495	20.86% 534	30.20% 773	2,560	3.35
Dealing with staff from other health care providers on prescriptions or medication orders	23.13% 592	30.51% 781	26.84% 687	12.58% 322	6.95% 178	2,560	2.50
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	24.96% 639	25.98% 665	26.64% 682	13.71% 351	8.71% 223	2,560	2.55
Inadequate technology, hardware, and other resources needed for me to be effective in my work	18.36% 470	22.93% 587	25.43% 651	17.93% 459	15.35% 393	2,560	2.89
Poorly designed workflow and division of tasks/responsibilities among workers at my job	15.12% 387	23.75% 608	25.78% 660	19.18% 491	16.17% 414	2,560	2.98
Lack of rest breaks, or time to take scheduled rest breaks	26.88% 688	22.62% 579	21.99% 563	14.06% 360	14.45% 370	2,560	2.67

Q14: 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	1.28% 14	3.74% 41	16.99% 186	37.08% 406	40.91% 448	1,095	4.13
Being short-staffed at my work	1.19% 13	4.38% 48	12.05% 132	23.29% 255	59.09% 647	1,095	4.35
Other employees not picking up their fair share of work	8.40% 92	14.98% 164	23.65% 259	23.11% 253	29.86% 327	1,095	3.51
Disagreements with technician peers at my job	31.51% 345	28.22% 309	21.92% 240	10.41% 114	7.95% 87	1,095	2.35
Patients/customers/families who are rude or impatient	4.02% 44	7.95% 87	18.54% 203	26.21% 287	43.29% 474	1,095	3.97
Dealing with staff from other health care providers on prescriptions or medication orders	16.16% 177	31.60% 346	29.50% 323	13.79% 151	8.95% 98	1,095	2.68
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	10.41% 114	28.77% 315	32.15% 352	17.99% 197	10.68% 117	1,095	2.90
Inadequate technology, hardware, and other resources needed for me to be effective in my work	13.42% 147	21.64% 237	24.57% 269	20.37% 223	20.00% 219	1,095	3.12
Poorly designed workflow and division of tasks/responsibilities among workers at my job	11.69% 128	23.56% 258	24.47% 268	21.19% 232	19.09% 209	1,095	3.12
Lack of rest breaks, or time to take scheduled rest breaks	20.46% 224	22.10% 242	23.01% 252	15.34% 168	19.09% 209	1,095	2.91

Q14: 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	2.10% 10	1.89% 9	14.08% 67	32.98% 157	48.95% 233	476	4.25
Being short-staffed at my work	1.89% 9	3.36% 16	9.24% 44	23.32% 111	62.18% 296	476	4.41
Other employees not picking up their fair share of work	10.50% 50	14.08% 67	25.21% 120	21.01% 100	29.20% 139	476	3.44
Disagreements with technician peers at my job	36.55% 174	27.73% 132	20.38% 97	9.03% 43	6.30% 30	476	2.21
Patients/customers/families who are rude or impatient	3.15% 15	5.46% 26	19.96% 95	27.10% 129	44.33% 211	476	4.04
Dealing with staff from other health care providers on prescriptions or medication orders	16.39% 78	32.14% 153	30.25% 144	14.29% 68	6.93% 33	476	2.63
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	10.50% 50	27.94% 133	37.18% 177	15.34% 73	9.03% 43	476	2.84
Inadequate technology, hardware, and other resources needed for me to be effective in my work	9.45% 45	21.22% 101	28.15% 134	21.22% 101	19.96% 95	476	3.21
Poorly designed workflow and division of tasks/responsibilities among workers at my job	9.87% 47	23.53% 112	27.10% 129	22.06% 105	17.44% 83	476	3.14
Lack of rest breaks, or time to take scheduled rest breaks	20.59% 98	22.27% 106	22.27% 106	17.44% 83	17.44% 83	476	2.89

Q14: 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	5.48% 16	13.01% 38	44.52% 130	25.00% 73	11.99% 35	292	3.25
Being short-staffed at my work	9.59% 28	13.70% 40	31.85% 93	26.03% 76	18.84% 55	292	3.31
Other employees not picking up their fair share of work	16.78% 49	20.89% 61	24.66% 72	21.58% 63	16.10% 47	292	2.99
Disagreements with technician peers at my job	45.55% 133	27.05% 79	14.38% 42	9.93% 29	3.08% 9	292	1.98
Patients/customers/families who are rude or impatient	15.07% 44	28.42% 83	23.97% 70	18.15% 53	14.38% 42	292	2.88
Dealing with staff from other health care providers on prescriptions or medication orders	24.66% 72	35.62% 104	27.05% 79	8.56% 25	4.11% 12	292	2.32
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	22.60% 66	29.79% 87	25.34% 74	13.70% 40	8.56% 25	292	2.56
Inadequate technology, hardware, and other resources needed for me to be effective in my work	28.77% 84	30.48% 89	20.89% 61	12.33% 36	7.53% 22	292	2.39
Poorly designed workflow and division of tasks/responsibilities among workers at my job	24.66% 72	32.19% 94	23.29% 68	12.67% 37	7.19% 21	292	2.46
Lack of rest breaks, or time to take scheduled rest breaks	34.59% 101	23.63% 69	23.97% 70	10.27% 30	7.53% 22	292	2.33

Q14: 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	2.49% 10	10.22% 41	30.42% 122	35.41% 142	21.45% 86	401	3.63
Being short-staffed at my work	4.74% 19	6.98% 28	21.45% 86	24.94% 100	41.90% 168	401	3.92
Other employees not picking up their fair share of work	7.98% 32	13.72% 55	21.20% 85	27.18% 109	29.93% 120	401	3.57
Disagreements with technician peers at my job	24.19% 97	30.42% 122	24.69% 99	12.72% 51	7.98% 32	401	2.50
Patients/customers/families who are rude or impatient	47.13% 189	20.70% 83	18.20% 73	9.23% 37	4.74% 19	401	2.04
Dealing with staff from other health care providers on prescriptions or medication orders	35.41% 142	25.44% 102	22.19% 89	11.72% 47	5.24% 21	401	2.26
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	65.59% 263	14.46% 58	10.97% 44	4.49% 18	4.49% 18	401	1.68
Inadequate technology, hardware, and other resources needed for me to be effective in my work	26.93% 108	23.44% 94	27.93% 112	14.21% 57	7.48% 30	401	2.52
Poorly designed workflow and division of tasks/responsibilities among workers at my job	15.46% 62	19.70% 79	26.93% 108	20.45% 82	17.46% 70	401	3.05
Lack of rest breaks, or time to take scheduled rest breaks	25.19% 101	26.18% 105	23.94% 96	13.97% 56	10.72% 43	401	2.59

Q14: 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	9.09% 10	12.73% 14	27.27% 30	32.73% 36	18.18% 20	110	3.38
Being short-staffed at my work	10.00% 11	17.27% 19	15.45% 17	28.18% 31	29.09% 32	110	3.49
Other employees not picking up their fair share of work	10.00% 11	22.73% 25	27.27% 30	18.18% 20	21.82% 24	110	3.19
Disagreements with technician peers at my job	28.18% 31	35.45% 39	21.82% 24	9.09% 10	5.45% 6	110	2.28
Patients/customers/families who are rude or impatient	40.91% 45	25.45% 28	16.36% 18	9.09% 10	8.18% 9	110	2.18
Dealing with staff from other health care providers on prescriptions or medication orders	40.91% 45	23.64% 26	15.45% 17	12.73% 14	7.27% 8	110	2.22
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	50.00% 55	25.45% 28	8.18% 9	8.18% 9	8.18% 9	110	1.99
Inadequate technology, hardware, and other resources needed for me to be effective in my work	29.09% 32	22.73% 25	23.64% 26	16.36% 18	8.18% 9	110	2.52
Poorly designed workflow and division of tasks/responsibilities among workers at my job	19.09% 21	21.82% 24	32.73% 36	13.64% 15	12.73% 14	110	2.79
Lack of rest breaks, or time to take scheduled rest breaks	56.36% 62	16.36% 18	15.45% 17	6.36% 7	5.45% 6	110	1.88

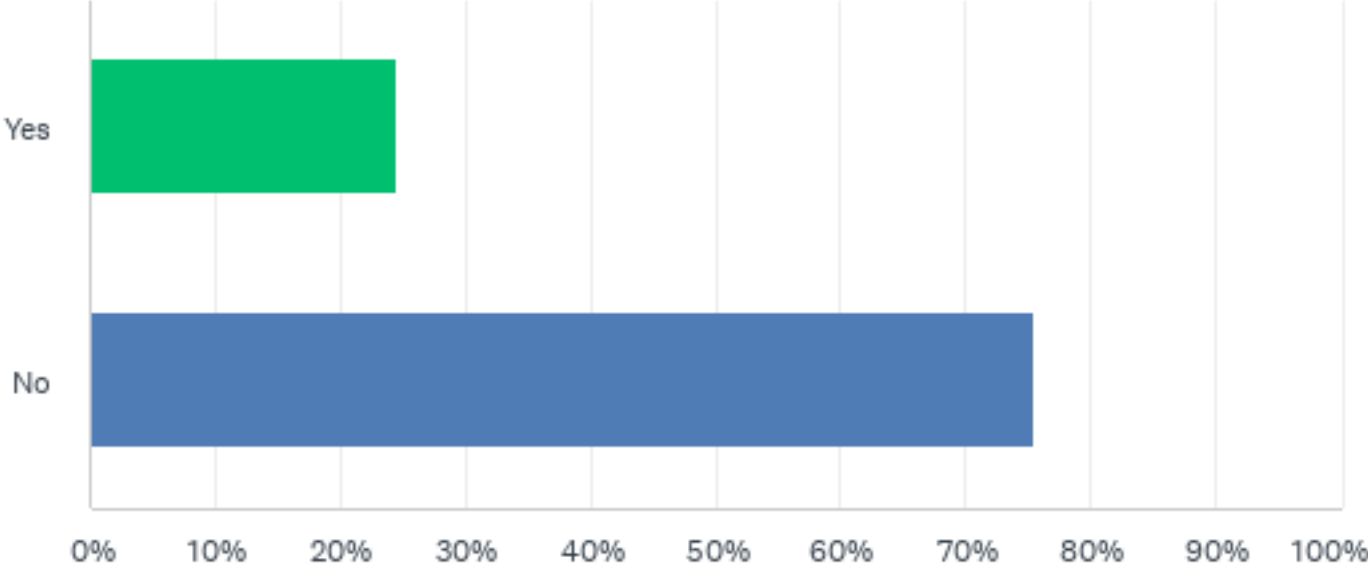
Q14: Please rate the amount of stress each of the following places on you at your job: **[By Practice Setting]**

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	8.42% 8	21.05% 20	33.68% 32	26.32% 25	10.53% 10	95	3.09
Being short-staffed at my work	21.05% 20	26.32% 25	22.11% 21	20.00% 19	10.53% 10	95	2.73
Other employees not picking up their fair share of work	24.21% 23	18.95% 18	27.37% 26	16.84% 16	12.63% 12	95	2.75
Disagreements with technician peers at my job	50.53% 48	32.63% 31	12.63% 12	3.16% 3	1.05% 1	95	1.72
Patients/customers/families who are rude or impatient	56.84% 54	14.74% 14	12.63% 12	8.42% 8	7.37% 7	95	1.95
Dealing with staff from other health care providers on prescriptions or medication orders	50.53% 48	27.37% 26	12.63% 12	7.37% 7	2.11% 2	95	1.83
Dealing with payers (eg, insurance companies) on prescriptions or medication orders	62.11% 59	21.05% 20	9.47% 9	5.26% 5	2.11% 2	95	1.64
Inadequate technology, hardware, and other resources needed for me to be effective in my work	29.47% 28	27.37% 26	25.26% 24	9.47% 9	8.42% 8	95	2.40
Poorly designed workflow and division of tasks/responsibilities among workers at my job	32.63% 31	27.37% 26	23.16% 22	10.53% 10	6.32% 6	95	2.31
Lack of rest breaks, or time to take scheduled rest breaks	61.05% 58	18.95% 18	9.47% 9	8.42% 8	2.11% 2	95	1.72

Q15: 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: 2,560 Skipped: 0



Q15: 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	24.53%	628
No	75.47%	1,932
TOTAL		2,560

Q15: 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	23.74%	260
No	76.26%	835
TOTAL		1,095

Q15: 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	19.33%	92
No	80.67%	384
TOTAL		476

Q15: 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	22.95%	67
No	77.05%	225
TOTAL		292

Q15: 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	31.17%	125
No	68.83%	276
TOTAL		401

Q15: 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	25.45%	28
No	74.55%	82
TOTAL		110

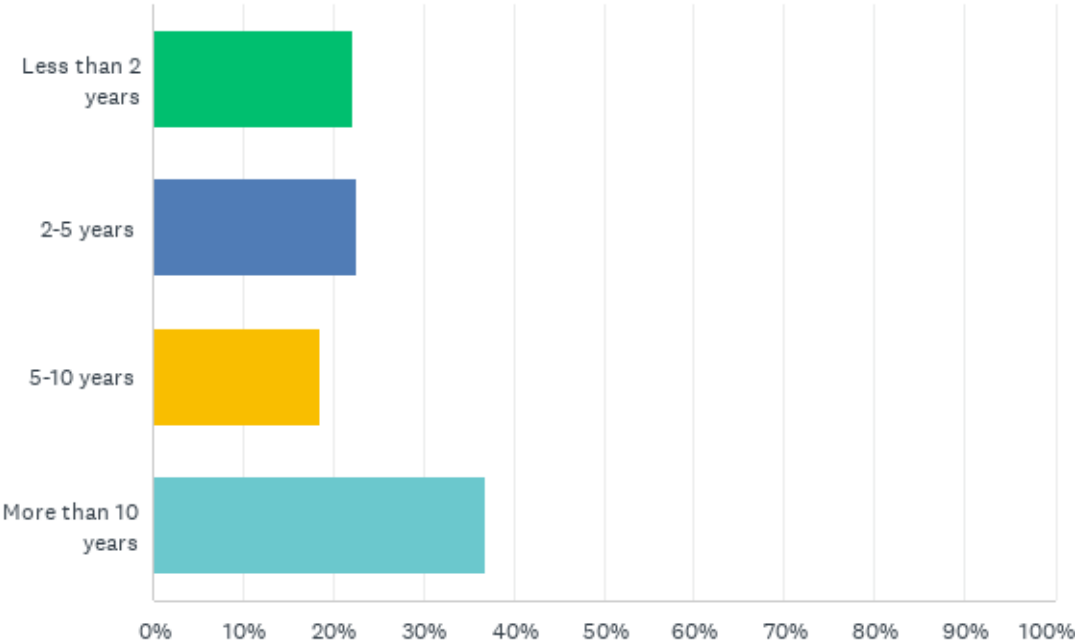
Q15: In the past two years, did you change your primary place of employment due, in whole or in part, to working conditions you experienced? *[By Practice Setting]*

Mail Order

ANSWER CHOICES	RESPONSES	
Yes	26.32%	25
No	73.68%	70
TOTAL		95

Q16: How long do you plan to remain in your career as a pharmacy technician?

Answered: 2,560 Skipped: 0



Q16: How long do you plan to remain in your career as a pharmacy technician?

All Settings

ANSWER CHOICES	RESPONSES	
Less than 2 years	22.11%	566
2-5 years	22.58%	578
5-10 years	18.48%	473
More than 10 years	36.84%	943
TOTAL		2,560

Q16: How long do you plan to remain in your career as a pharmacy technician? *[By Practice Setting]*

Large Chain – Grocer/Big Box

ANSWER CHOICES	RESPONSES	
Less than 2 years	27.58%	302
2-5 years	23.29%	255
5-10 years	17.44%	191
More than 10 years	31.69%	347
TOTAL		1,095

Q16: How long do you plan to remain in your career as a pharmacy technician? *[By Practice Setting]*

Large Chain – Standalone

ANSWER CHOICES	RESPONSES	
Less than 2 years	22.06%	105
2-5 years	25.21%	120
5-10 years	19.33%	92
More than 10 years	33.40%	159
TOTAL		476

Q16: How long do you plan to remain in your career as a pharmacy technician? *[By Practice Setting]*

Independent / Small Chain

ANSWER CHOICES	RESPONSES	
Less than 2 years	19.18%	56
2-5 years	19.52%	57
5-10 years	18.84%	55
More than 10 years	42.47%	124
TOTAL		292

Q16: How long do you plan to remain in your career as a pharmacy technician? *[By Practice Setting]*

Hospital

ANSWER CHOICES	RESPONSES	
Less than 2 years	15.21%	61
2-5 years	22.94%	92
5-10 years	19.45%	78
More than 10 years	42.39%	170
TOTAL		401

Q16: How long do you plan to remain in your career as a pharmacy technician? *[By Practice Setting]*

Long-Term Care

ANSWER CHOICES	RESPONSES	
Less than 2 years	17.27%	19
2-5 years	20.00%	22
5-10 years	17.27%	19
More than 10 years	45.45%	50
TOTAL		110

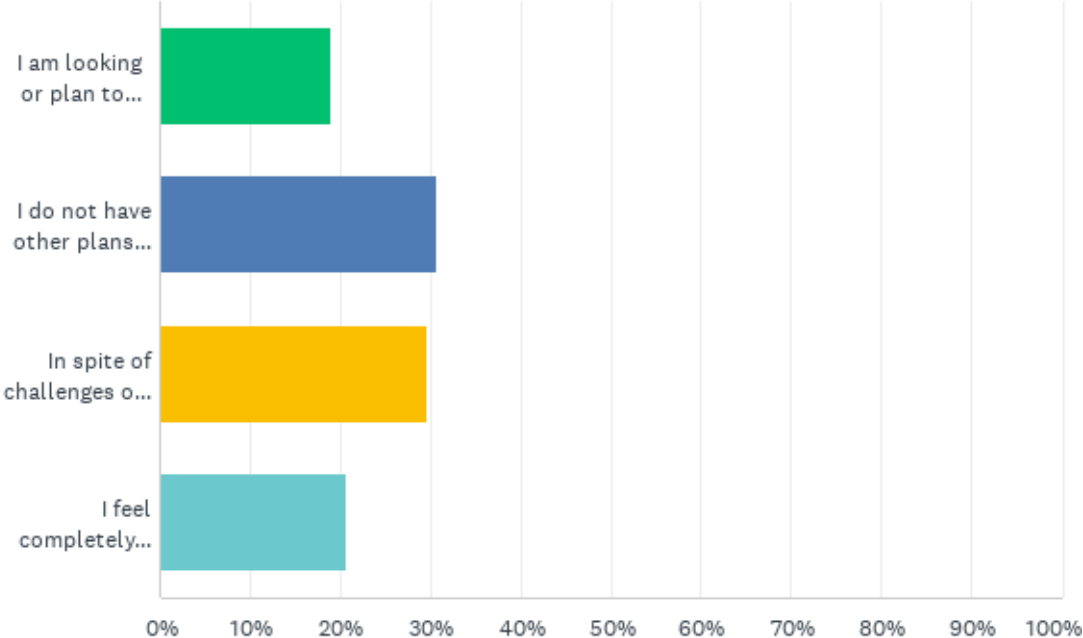
Q16: How long do you plan to remain in your career as a pharmacy technician? *[By Practice Setting]*

Mail Order

ANSWER CHOICES	RESPONSES	
Less than 2 years	12.63%	12
2-5 years	14.74%	14
5-10 years	15.79%	15
More than 10 years	56.84%	54
TOTAL		95

Q17: How would you characterize your commitment, or loyalty to remaining a pharmacy technician?

Answered: 2,560 Skipped: 0



Q17: How would you characterize your commitment, or loyalty to remaining a pharmacy technician?

All Settings

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	18.98%	486
I do not have other plans currently, but it might not take much for me to change careers	30.63%	784
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	29.69%	760
I feel completely committed and am definitely in this career for my entire worklife	20.70%	530
TOTAL		2,560

Q17: How would you characterize your commitment, or loyalty to remaining a pharmacy technician? *[By Practice Setting]*

Large Chain – Grocer/Big Box

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	22.10%	242
I do not have other plans currently, but it might not take much for me to change careers	33.24%	364
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	29.68%	325
I feel completely committed and am definitely in this career for my entire worklife	14.98%	164
TOTAL		1,095

Q17: How would you characterize your commitment, or loyalty to remaining a pharmacy technician? *[By Practice Setting]*

Large Chain – Standalone

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	19.75%	94
I do not have other plans currently, but it might not take much for me to change careers	34.66%	165
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	27.94%	133
I feel completely committed and am definitely in this career for my entire worklife	17.65%	84
TOTAL		476

Q17: How would you characterize your commitment, or loyalty to remaining a pharmacy technician? *[By Practice Setting]*

Independent / Small Chain

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	13.70%	40
I do not have other plans currently, but it might not take much for me to change careers	22.26%	65
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	34.93%	102
I feel completely committed and am definitely in this career for my entire worklife	29.11%	85
TOTAL		292

Q17: How would you characterize your commitment, or loyalty to remaining a pharmacy technician? *[By Practice Setting]*

Hospital

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	17.71%	71
I do not have other plans currently, but it might not take much for me to change careers	28.68%	115
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	26.43%	106
I feel completely committed and am definitely in this career for my entire worklife	27.18%	109
TOTAL		401

Q17: How would you characterize your commitment, or loyalty to remaining a pharmacy technician? *[By Practice Setting]*

Long-Term Care

ANSWER CHOICES	RESPONSES	
I am looking or plan to leave this career, altogether	16.36%	18
I do not have other plans currently, but it might not take much for me to change careers	29.09%	32
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	29.09%	32
I feel completely committed and am definitely in this career for my entire worklife	25.45%	28
TOTAL		110

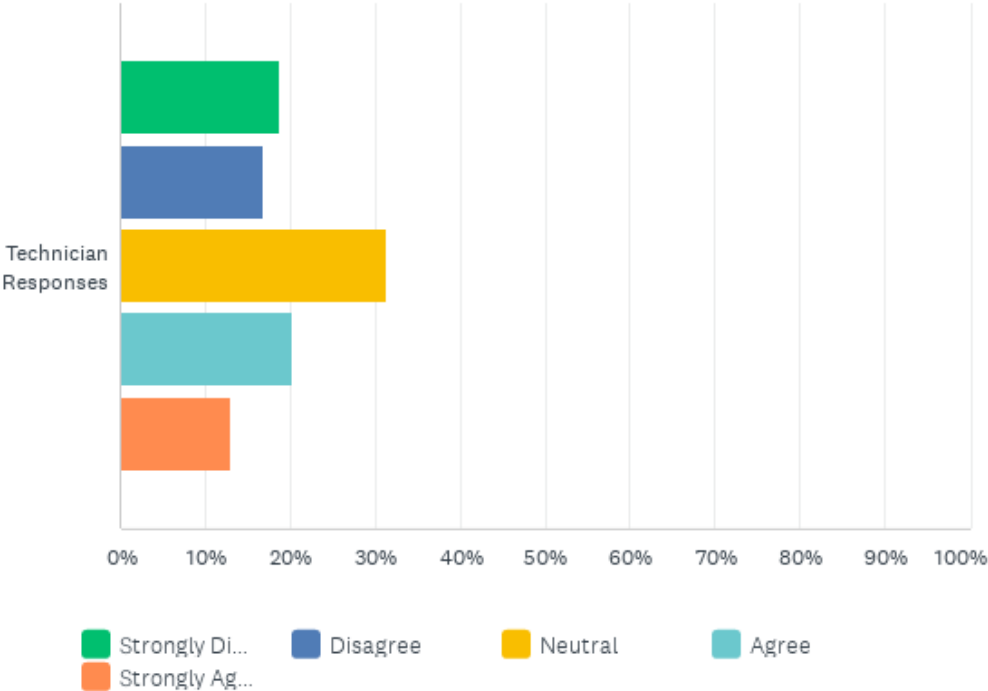
Q17: How would you characterize your commitment, or loyalty to remaining a pharmacy technician? *[By Practice Setting]*

Mail Order

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	28.42%	27
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	34.74%	33
I feel completely committed and am definitely in this career for my entire worklife	27.37%	26
TOTAL		95

Q18: Do you think duties of pharmacy technicians should be expanded to include additional clinical responsibilities?

Answered: 2,560 Skipped: 0



Q18: Do you think duties of pharmacy technicians should be expanded to include additional clinical responsibilities? *[By Practice Setting]*

All Settings

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	18.67% 478	16.91% 433	31.25% 800	20.20% 517	12.97% 332	2,560	2.92

Q18: 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
Technician Responses	20.73% 227	17.17% 188	31.14% 341	18.90% 207	12.05% 132	1,095	2.84

Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	25.00% 119	17.44% 83	29.62% 141	16.81% 80	11.13% 53	476	2.72

Q18: 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
Technician Responses	13.36% 39	17.12% 50	39.38% 115	20.21% 59	9.93% 29	292	2.96

Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	12.97% 52	15.21% 61	26.68% 107	25.44% 102	19.70% 79	401	3.24

Q18: 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
Technician Responses	13.64% 15	15.45% 17	36.36% 40	20.91% 23	13.64% 15	110	3.05

Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Technician Responses	15.79% 15	13.68% 13	31.58% 30	23.16% 22	15.79% 15	95	3.09

Q19 What other responsibilities would you like to take on/add to enhance your role as a pharmacy technician? Leave blank if not applicable. REMINDER: Do not include your name or other information that would identify you in the comments.

Answered: 647 Skipped: 1,913

#	RESPONSES	DATE
1	Immunizations to help alleviate some of the stress on our pharmacists.	12/3/2021 9:18 AM
2	Vaccine, training new staff	12/3/2021 8:44 AM
3	I do not mind more responsibilities, however we need to have the adequate staffing to do so.	12/2/2021 8:18 PM
4	No	12/2/2021 6:21 PM
5	None	12/2/2021 1:43 PM
6	Some basic counseling of patients about OTC products and their medications, for example telling them to eat before taking, or shake well, nothing extreme like about possible interactions	12/2/2021 10:30 AM
7	Explain warnings on labels or if patients should eat food with said item.	12/2/2021 10:04 AM
8	If provided the information from RPH, being able to advise customers of the data.	12/2/2021 6:54 AM
9	I am not permitted by my employer to utilize my certification to its fullest. W*Imart doesn't let certified techs take scripts over the phone or do transfers. Overall techs do not need more responsibilities but rather need time to effectively execute the responsibilities we already have.	12/2/2021 4:36 AM
10	I would love to learn more and be able to do more. Any and everything the skies the limit.	12/2/2021 1:51 AM
11	Immunizations at my current store only	12/2/2021 1:05 AM
12	Able to give vaccines that would help the pharmacist work load	12/1/2021 8:16 PM
13	None. We already have ENOUGH responsibilities, we don't need more	12/1/2021 7:53 PM
14	NA	12/1/2021 5:42 PM
15	Too many responsibilities have been added, there are a reason pharmacy's are not clinics!	12/1/2021 3:28 PM
16	Expanded immunizations, and clinical roles	12/1/2021 3:03 PM
17	Learning more area of the pharmacy.	12/1/2021 2:25 PM
18	Nothing	12/1/2021 10:28 AM
19	I like the fact that other clinical duties (injections) may be added to opportunities for techs.	12/1/2021 6:12 AM
20	Pharm techs have the ability to give vaccines, do point of care testing, and bill insurances. We are handling a lot of things that used to be pharmacist only tasks in order to free up RPH for more clinical and patient care focus. We deserve to get pay that reflects that. At the very least we deserve recognition.	12/1/2021 2:47 AM
21	I feel like we should take more time to make sure things are organized because it will make the job easier.	11/30/2021 11:41 PM
22	I would like to be trained more efficiently and not on my own, and when I asked pharmacist and others question they don't answer me with an attitude.	11/30/2021 9:15 PM
23	We want pharmacist assistance to reduce stress, better pay for the job,	11/30/2021 7:00 PM
24	possibly more than 1 pharmacist for an entire workload daily. more space.	11/30/2021 5:55 PM

Pharmacy Technician Workforce Survey

25	Stop all English language requirements as there are lost work that tech could do that require English speaking and writing proficiency	11/30/2021 4:04 PM
26	I would like to be able to give immunizations to patients.	11/30/2021 3:31 PM
27	Not really sure	11/30/2021 2:40 PM
28	None!	11/30/2021 11:40 AM
29	Being able to take prescriptions over the phone from hospitals, etc. Taking clarification over the phone for easy to fix mistakes that dont need a pharmacist's attention.	11/30/2021 11:34 AM
30	I do not want more responsibility without a pay increase. We are doing too much and being paid too little.	11/30/2021 11:34 AM
31	None, I work in the IV room and we have tons of responsibilities, too many at times.	11/30/2021 11:33 AM
32	unable to administer vaccines due to management not willing to allow certified tech to do it	11/30/2021 11:15 AM
33	Reconstitution, training for vaccines	11/30/2021 10:35 AM
34	Have QA CphT Technician to Verify / check refill medication only refill medication, that Technician shall be responsible for QT and Checking refill and giving vaccinations, DUR and patient Counsel should be Handled by pharmacist on duty, we the Technicians are ready to take more responsibilities. Having Pharmacist Assistance would help so much on work load on the Pharmacist and patients.	11/30/2021 10:07 AM
35	Counsel patients	11/30/2021 9:35 AM
36	I feel we should be able to administer all shots that our pharmacy provides.	11/30/2021 9:26 AM
37	Being able to check things or answer small counseling notes.	11/30/2021 9:25 AM
38	Would be nice if Technicians could check each other on Pyxis fills. That back things up waiting on a Pharmacist.	11/30/2021 8:41 AM
39	Administer vaccines.	11/30/2021 7:58 AM
40	Within specialty, technicians would be useful in the prior authorization department.	11/30/2021 5:34 AM
41	I would just love to actually have enough staff to take a 10 minute break for once during my 10 to 12 hour shift.	11/30/2021 4:02 AM
42	I would like to see Pharmacy Technicians able to give immunizations.	11/29/2021 11:44 PM
43	Ability to give all vaccines	11/29/2021 11:24 PM
44	Vaccines	11/29/2021 11:06 PM
45	Able to give vaccines	11/29/2021 10:58 PM
46	We have enough that we have taken on including vaccines then have been told we are not allowed plus said we would get 2\$ more a hour if we went through the training then took that away to only if we give vaccines and hiring nurse no telling how much. McDonald's employees start out at 16\$ a hour and I make 16.48 and I always work over and do what ever it takes for my team. We are under payed under staffed and tired and to take what we learned away from us was degrading. And to take our pay away was worse. This is supposed to be a career not a job. We are messing with peoples lives just like nurses and the are making big bucks right now. We care about our patients just as much. If not more. The nurse wouldn't be able to do their job if it wasn't for us distributing medication. And we should also get a phone service so we don't have to answer the phones because we are trying to count get the registers get the drive thru and phones ringing non stop now it is very stressful	11/29/2021 10:44 PM
47	none	11/29/2021 10:22 PM
48	I feel like technicians does all of the bulk work, so I feel like we already have the most responsibilities	11/29/2021 9:57 PM
49	Ability to give vaccinations;	11/29/2021 9:34 PM
50	More allowance in patient care	11/29/2021 9:04 PM

Pharmacy Technician Workforce Survey

51	Na	11/29/2021 9:02 PM
52	To help pharmacist more check medications after filling, paperwork etc.	11/29/2021 8:43 PM
53	consultations	11/29/2021 6:48 PM
54	Vaccines	11/29/2021 6:30 PM
55	Doing shots, checking scripts	11/29/2021 6:28 PM
56	Vaccination administration	11/29/2021 4:50 PM
57	Would be nice if Technicians could check each other on Pyxis fills. That back things up waiting on a Pharmacist.	11/29/2021 4:46 PM
58	My employer does not yet have a program for technician vaccination training, despite it being approved by the state. I'm looking forward to when that program is more widely available.	11/29/2021 3:17 PM
59	Permanent work from home would be beneficial in keeping me in this career choice. Ohio needs to allow this.	11/29/2021 3:02 PM
60	Registered Tech should be also allowed to take new orders	11/29/2021 2:25 PM
61	We are not adequately paid now. There would be no reason to allow technicians to take on more duties unless you're going to compensate us more. Plus, some pharmacies, do not allow techs to do certain tasks that we are trained to do, such as transfer prescriptions, take refills, and reconstitute suspensions.	11/29/2021 2:17 PM
62	Ability to witness . Tech/ tech check	11/29/2021 2:15 PM
63	Medication verification for pyxis or other automated medication storage.	11/29/2021 2:06 PM
64	More comprehensive training in immunizations	11/29/2021 1:58 PM
65	Including more immunizations to those we can give now if certified to do so. Opportunities to specialize/advance our pharmacy abilities.	11/29/2021 1:56 PM
66	At this point they're is nothing extra I think we should add to our technicians they have day to much on their hands now.	11/29/2021 1:51 PM
67	Product verification, reconstitutes and compounds, taking verbal prescriptions, transferring prescriptions. I am nationally certified, my employer just has restrictions	11/29/2021 1:50 PM
68	Immunization	11/29/2021 1:46 PM
69	I work for a specialty pharmacy in a rheumatology office. So, I feel like I'm working at the top of my certification. Assisting with prior authorizations and appeals, disease assessments, copay assistance, insurance troubleshooting & coordinating with outside pharmacies. However, i left my previous job in a hospital inpatient pharmacy due to lack of involvement in patient care as well as job related stress. Hospital techs are definitely under utilized. They could be doing tech check tech, medication histories or even assisting with medication access issues prior to discharge. I feel that this would reduce burnout and allow for more technicians to make a real career out of pharmacy.	11/29/2021 1:31 PM
70	I honestly wouldn't mind adding to my responsibilities, but not if I don't have the staff (additional technicians) to back me up, and not for what I'm currently making per hour.	11/29/2021 1:20 PM
71	I would like to interact more with health insurance agencies and doctors' offices.	11/29/2021 1:19 PM
72	I think they should let you know its more like a vaccine clinic now than a Pharmacy	11/29/2021 1:16 PM
73	N/A	11/29/2021 1:07 PM
74	Giving vaccinations	11/29/2021 12:56 PM
75	Giving Injections, sending supplies	11/29/2021 12:56 PM
76	NA	11/29/2021 12:55 PM
77	Helping with vaccines, you want the pharmacist to stand there and watch the certified tech, that doesn't work in a retail setting, I feel with the correct training a certified tech can handle	11/29/2021 12:49 PM

Pharmacy Technician Workforce Survey

giving a vaccine, vaccines is probably the biggest stress in the pharmacy, one pharmacist giving 30 vaccines a day, and checking 300 scripts a day, it's just not safe

78	Giving immunizations	11/29/2021 12:35 PM
79	The issue isn't increased responsibility, it's the pay associated with it. The standardized or agreed upon pay in the industry is terrible and does not reflect the level of responsibility already had. There will be continuous turnover and dissatisfaction from technicians and pharmacists if this continues.	11/29/2021 12:31 PM
80	drug diversion monitoring, technician training programs, leadership shadowing	11/29/2021 12:29 PM
81	Na	11/29/2021 12:19 PM
82	Able to give Immunizations and compounding.	11/29/2021 12:18 PM
83	ABILITY TO GIVE VACCINES, GO OVER MEDICATIONS WITH THE PT. TAKE VERBALS FROM MDS, TRANSFER MEDS TO OTHER PHARMACIES	11/29/2021 12:15 PM
84	Billing	11/29/2021 12:09 PM
85	tech check tech. Ability to build items in automation NDC and have Rph validate	11/29/2021 12:08 PM
86	Every hospital needs to have technicians bosses that are actually plugged in and know what's happening and how things should be run. It's absurd to me that pharmacy techs have zero opportunity to advance or get more money no matter what hospital system you work for. There absolutely needs to be levels in between being a regular tech and pharmacist.	11/29/2021 12:01 PM
87	Certified techs should be able to administer all immunizations. They need to make a clinical tech position and have a regular retail tech position. Certified techs need alot more compensation. The pharmacy can not operate without us. Make a separate position, that way techs that don't want to do clinical or shots can focus on customer service and filling and the clinical techs can focus on everything else without the extra burden of what retail comes with.	11/29/2021 11:54 AM
88	I would like to see the technicians get the opportunities to respond to codes and get the training required for this.	11/29/2021 11:53 AM
89	Transfers, they need to be checked by a pharmacist regardless. some inventory that we can't do.	11/29/2021 11:50 AM
90	Immunizations, MTM (Im certified)	11/29/2021 11:50 AM
91	Vaccines, counseling, mixing	11/29/2021 11:47 AM
92	Of course I think they need to take more certifications to be allowed to do anything extra, but I feel that properly educated techs can do more if given.	11/29/2021 11:38 AM
93	Tech check tech	11/29/2021 11:35 AM
94	Expand clinical and administrative/management opportunities.	11/29/2021 11:25 AM
95	Although this doesn't directly answer the question, it is important to note that I only think pharmacy technicians should take on additional roles if certain needs are met. There are very serious staffing and technology needs that have long gone unmet. This makes their existing duties impossible to complete. I am not against pharmacy technicians taking on additional tasks and actually feel that their skillsets are under utilized. That being said, until all the current needs are fully and properly met, there doesn't need to be any discussion of pharmacy techs taking additional tasks. They are already massively overworked, underpaid, and underappreciated.	11/28/2021 4:13 PM
96	More manager like responsibilities	11/28/2021 2:02 PM
97	i currently give covid shots and would like to be able to do all vaccinations	11/27/2021 3:45 PM
98	maybe to become a vaccinator or to be able to take scripts over the phone	11/27/2021 2:38 PM
99	limited counseling	11/27/2021 2:16 PM
100	Customer service is the most important part of my job. I am no way better or worse than my other coworkers. The customer always comes first.	11/27/2021 3:08 AM
101	I would like to be able to take verbal perscription orders from healthcare providers over the	11/26/2021 8:35 PM

Pharmacy Technician Workforce Survey

phone instead of putting providers on hold waiting for pharmacist to be able to pick up the phone.

102	Giving vaccinations	11/26/2021 6:24 PM
103	Ability to receive training/certifications to provide direct patient education pieces under direct supervision of the pharmacist. Examples being how to use an inhaler properly, use a blood glucose meter, etc.	11/26/2021 2:05 PM
104	Iv and compounding	11/26/2021 10:26 AM
105	Vaccinations	11/25/2021 6:00 PM
106	None	11/25/2021 9:35 AM
107	What other roles can a technician do?! These companies are making us do everything, pay us nothing, and expect it with one 30 minute lunch break the whole day. Sooo nothing until we are given enough time and respect for our current duties.	11/25/2021 8:00 AM
108	no responsibilities detracted, although there are some that should be the responsibility of individuals who hold above titles	11/25/2021 1:25 AM
109	None with my current employer/corporate!!! Their metrics are ridiculous, especially with limited staffing. There is no feasible way.	11/25/2021 12:25 AM
110	Aid in transferring medications or any other pharmacy only job.	11/24/2021 11:56 PM
111	I am already a lead technician so I have many responsibilities (ex: scheduling, training, dual interviews with HR for training, ordering supplies, inventory management, billing clinical/MTM claims, etc.) I am not sure about giving vaccines-I already have so much on my plate.	11/24/2021 9:57 PM
112	It should be made easier for Certified pharmacy technicians to be able to give vaccines to lighten the work load of pharmacist, so they can get prescriptions filled more quickly.	11/24/2021 7:36 PM
113	I would be receptive to taking on additional responsibilities if and only if the pay, work environment and level of adequate staffing all trended in the positive direction. I now feel as though I do highly skilled, stressful work for the salary of a high school summer job.	11/24/2021 7:18 PM
114	I believe that we should be able to council patients on things that we are very confident in. If not then ask but if we know the answers we should be allowed to answer. Along with that we are doing just about as much work as pharmacists so I believe pay needs to be better. I also believe there should be some kind of program to let techs give vaccines to help the pharmacists especially if they are in nursing school	11/24/2021 12:51 PM
115	If we were to add on any roles we would need an extensive amount of help. Considering we do not have enough technicians to even cover lunch breaks or finish our own duties in a timely manner.	11/24/2021 11:46 AM
116	I think the state of ohio should do a check tech check for Pyxis refills that have barcode scanning on load and refill active.	11/24/2021 11:01 AM
117	more room for growth, advance tech opportunities, more pay based on skill set that includes annual testing of skills	11/24/2021 9:38 AM
118	I would not take on any additional responsibilities because I know from experience that additional skills and certifications do not come with increased wages.	11/24/2021 8:16 AM
119	Just need to focus on pharmacy roles, not clinical nor th8ngs that should be or can be done at a doctors office	11/24/2021 5:49 AM
120	Drawing blood, vital sign, lab tests and injections	11/23/2021 11:32 PM
121	I'd love the opportunity to become licensed to administer immunizations.	11/23/2021 11:18 PM
122	I think all technician should be able to do internal transfers within our own chain even if you aren't certified.	11/23/2021 10:09 PM
123	None. I am completely overwhelmed as it is. 500+ prescriptions in dispensing. Over a week behind.	11/23/2021 10:07 PM
124	It would be nice if my employer would allow me to work at the top of my license. I'm not allowed to take prescription transfers etc. But there's a huge push to have techs immunizing	11/23/2021 9:30 PM

Pharmacy Technician Workforce Survey

and that seems more likely to result in an error to me.

125	Immunize ,clarify rx, deny controls ,	11/23/2021 2:28 PM
126	Reading prescription images	11/23/2021 1:12 PM
127	None! I am a pharmacy technician not a doctor and not a nurse.	11/23/2021 12:53 PM
128	None unless employer is willing to pay more	11/23/2021 12:18 PM
129	I believe with appropriate certification some element of patient counseling. As a seasoned technician of over 12 years, I have an extensive knowledge base, yet cannot provide the barest of information.	11/23/2021 12:01 PM
130	Expand immunization duties for pharmacy technicians. Also make becoming a certified technician easier.	11/23/2021 11:05 AM
131	I'm currently in training at OSU, and I am very excited to expand the scope of my experience. Especially to get experience with sterile compounding.	11/23/2021 9:34 AM
132	Nothing. I feel that there is so much put on us at this point that we couldn't handle anything else. I was a trainer for the last two positions I held and I could see the stress of the other techs, on top of my own.	11/23/2021 8:41 AM
133	17. Retiring	11/23/2021 8:32 AM
134	Duties trained and tested by PTCB as part of the Advanced Certified Pharmacy Technician certification. Please allow most specifically Technician Product Verification. Taking this step (along with a large part of immunization duties) will go a long way toward growing my profession and reducing Pharmacist workload.	11/23/2021 8:23 AM
135	Taking transfer orders and giving transfers would help the amount of time people had to wait	11/23/2021 7:06 AM
136	Ability to make recommendations on otc products; become trained in the ability to counsel patients	11/23/2021 6:46 AM
137	I'm not sure how much more responsibility we're supposed to take on with nothing in return.	11/23/2021 5:37 AM
138	Give flu shots we already give Covid shots	11/23/2021 5:27 AM
139	GIVING ALL SHOTS/VACCINATIONS TO TAKE LOAD OFF RPH BUT ONLY IF ENOUGH STAFFING OTHERWISE POINTLESS	11/23/2021 4:37 AM
140	managing. maybe in the retail areas having techs just for billing so patients prescriptions get billed correctly and quickly, so patients get their meds. maybe making it remote.	11/23/2021 1:20 AM
141	Fine with it where we are at. No new things need to be added.	11/23/2021 12:07 AM
142	To be able to verify prescription refills this will take some stress off the rph.	11/22/2021 9:51 PM
143	Calling dr offices. Verifying Rex directions	11/22/2021 9:37 PM
144	More time for customer relations. Having the time and opportunity to get to know the customer for all around better customer care.	11/22/2021 8:03 PM
145	Data verify and/or product review vaccine scripts	11/22/2021 7:48 PM
146	Maybe doing shots to take the work load off our pharmacist	11/22/2021 7:35 PM
147	I would like to see employer allow certified tech to perform tasks already allowed by BOP rules	11/22/2021 7:17 PM
148	Be able to expand the vaccines that I'm able to give to patients.	11/22/2021 6:56 PM
149	Injection	11/22/2021 6:50 PM
150	Not at this time too short of staff. Will add more stress to work.	11/22/2021 6:45 PM
151	we are too stressed out to take on anything new.	11/22/2021 6:40 PM
152	Less Covid 19 test being done on a daily basis.	11/22/2021 6:29 PM
153	More computer training while At work.	11/22/2021 6:00 PM
154	Med rec/profile review, MTM	11/22/2021 5:55 PM

Pharmacy Technician Workforce Survey

155	Tech check tech	11/22/2021 5:17 PM
156	While allowed by state laws, my corporate does not allow technicians to take transfers/ call ins. Also, allowing IMZ trained technicians to do all vaccinations would help to improve work load.	11/22/2021 5:15 PM
157	Delivery floor technicians and carosel technicians are overwhelmed as it is.	11/22/2021 4:48 PM
158	Pre-certification, Pharmacy Analysis telework, Pharmacy billing	11/22/2021 4:35 PM
159	I would like to add expanded immunizations to my work load. For example, during Flu season and especially now with COVID boosters, at times it feels like the pharmacist is only giving vaccines. It would be helpful for our overall goal if technicians were trained to give all vaccines so that the pharmacist can work on tasks that only they have the credentials to do.	11/22/2021 4:31 PM
160	I think if technicians were trained to administer vaccines, it would help. Even if it was just a few technicians. On a few days we only have one pharmacist and she is responsible for checking everything, mixing antibiotics, patient education, phone consultation with MDs. It's hard for her to leave the pharmacy and gibe 4-5 vaccines an hour and stay ahead on prescriptions. We've experienced multiple misfills lately, because we're trying to keep up with the pace of everything and it's not sufficient. The pay is not satisfactory for what we are doing. We often are giving up our breaks to stay with the current of the influx of prescriptions.	11/22/2021 4:27 PM
161	.	11/22/2021 4:20 PM
162	Control of med histories	11/22/2021 3:53 PM
163	I have enough work to do, please do not add any additional responsibilities.	11/22/2021 3:44 PM
164	I am currently giving the covid vaccine and flu shots, however I would like to give all shots help my pharmacist.	11/22/2021 3:26 PM
165	IF it can be done safely I would like to see technicians give vaccines.	11/22/2021 3:17 PM
166	Taking on the job of taking scripts over the phone from doctors, hospitals, etc.....	11/22/2021 3:04 PM
167	I'm ok with adding additional responsibilities but I doubt that we would be appropriately compensated for it. All the money they are making and we finally got a raise but still less then inflation. It's hard to want to stay in a job when you make less every year. They best way to get a raise is to leave.	11/22/2021 3:03 PM
168	Giving vaccines	11/22/2021 2:37 PM
169	Retail pharmacies can not function as pharmacies and clinics with the amount of staff given. We do not need anymore responsibility.	11/22/2021 2:27 PM
170	ability to talk to patients	11/22/2021 2:14 PM
171	None	11/22/2021 1:54 PM
172	With the right staffing and pay difference adding more vaccines to the list and even allowing techs to consult patients on some common meds seen a lot would help free up the pharmacist to keep them focused more on what is in front of them.	11/22/2021 1:45 PM
173	Only responsibilities that we are compensated for on top of what we already do	11/22/2021 1:37 PM
174	We already do enough with out proper pay for what we do.	11/22/2021 1:33 PM
175	The ability to finalize a prescription out of production review to sell to the customer	11/22/2021 1:25 PM
176	Give shots	11/22/2021 1:21 PM
177	Workload responsibilities	11/22/2021 1:06 PM
178	MORE PATIENT EDUCATION	11/22/2021 12:38 PM
179	Helping clinical pharmacists on the hospital rounds without being an intern. Assisting more with patient records and meds.	11/22/2021 12:37 PM
180	I love the job itself and being able to help customers. I would like to expand my knowledge and work drive with a pharmacy that actually cares about the quality and health of their customers.	11/22/2021 12:33 PM

Pharmacy Technician Workforce Survey

181	Transfers. Compounding	11/22/2021 12:32 PM
182	I would love to be able to become a certified immunizer to help with the pharmacist work load	11/22/2021 12:07 PM
183	None, entirely too busy with workload for more. Especially being short staffed	11/22/2021 11:54 AM
184	More company allowances for responsibilities already approved by the state (compounding, counseling, etc) Expanded vaccines outside of COVID immunizing	11/22/2021 11:38 AM
185	Allow registered pharmacy technicians to become certified to provide ALL vaccinations, not just COVID-19 vaccines. Between COVID-19, flu, and other immunizations, demand is incredibly high and locations with only one pharmacist are not able to keep up.	11/22/2021 11:37 AM
186	N/a	11/22/2021 11:23 AM
187	administering vaccinations after proper training	11/22/2021 11:07 AM
188	None. Only those properly educated should be assisting in clinical matters.	11/22/2021 11:02 AM
189	no increase in responsibilities without significant increase of pay, many healthcare occupations now require less training and have a higher median rate of pay in a hospital setting	11/22/2021 11:00 AM
190	Giving vaccines and other	11/22/2021 10:59 AM
191	Take verbal prescriptions from offices	11/22/2021 10:47 AM
192	Vaccination training	11/22/2021 10:45 AM
193	Being able to vaccinate patients, taking scripts from doctors	11/22/2021 10:45 AM
194	Vaccine	11/22/2021 10:41 AM
195	I would like advanced roles such as lead tech, tech manager, and so on. Additional training such as Advanced pharmacy technician certifications.	11/22/2021 10:37 AM
196	Walkie talkies	11/22/2021 10:28 AM
197	None	11/22/2021 10:27 AM
198	Giving more shots than Covid shots	11/22/2021 10:26 AM
199	Vaccinations - State rules in place and not just HSS/	11/22/2021 10:24 AM
200	You can add all the jobs you want, if you don't pay competitively to nursing salaries we won't stay. Been in the business now 7 years. My salary is \$15.30. New hires was raised to \$15.00. They are not walking in the door and I'm insulted beyond measure. Even if they get someone in. The registration, fingerprinting and testing is not handled by the company it's put on the employee to do all by themselves on there on time. They quit within weeks.	11/22/2021 10:24 AM
201	To take and receive prescription transfers	11/22/2021 10:22 AM
202	Tech - check - tech	11/22/2021 10:20 AM
203	I feel as if technicians should be able to complete some counseling notes for example 90 ds, dose change, compounding notes	11/22/2021 10:18 AM
204	Nothing more they do EVERYTHING.	11/22/2021 10:13 AM
205	.	11/22/2021 10:08 AM
206	learn to immunize. WITH MORE PAY	11/22/2021 10:07 AM
207	Mixing reconstitutes, answering questions for patients	11/22/2021 10:06 AM
208	Immunization	11/22/2021 10:06 AM
209	medication reconciliation, advanced procurement	11/22/2021 10:04 AM
210	Vaccination/immunization ability to help with flux of covid shots hitting pharmacy's	11/22/2021 10:02 AM
211	I feel as if technicians should be able to complete some counseling notes for example 90 ds, dose change, compounding notes	11/22/2021 9:58 AM
212	Management roles	11/22/2021 9:57 AM

Pharmacy Technician Workforce Survey

213	What is allowed by the state is fine. what is allowed by my employer needs work.	11/22/2021 9:55 AM
214	None	11/22/2021 9:50 AM
215	Be able to consult the patients if we feel comfortable about the topic.	11/22/2021 9:49 AM
216	being able to receive orders, or call in RXs would be helpful for the pharmacist. trained techs being able to provide immunizations.	11/22/2021 9:48 AM
217	N /a	11/22/2021 9:47 AM
218	N/a	11/22/2021 9:46 AM
219	Being able to counsel patients maybe a lot of know what the pharmacist is saying and looking at because we've seen it so many times	11/22/2021 9:43 AM
220	Ability to do vaccinations, compound	11/22/2021 9:39 AM
221	I think any other medically-related tasks are viable and welcomed so long as we are respected and compensated for such additional responsibilities.	11/22/2021 9:05 AM
222	I think in Pharmacy there should be another level somewhat like the Nurse Practitioner is to a Doctor.	11/22/2021 8:15 AM
223	Immunizations of all vaccines.	11/22/2021 5:50 AM
224	Certified techs to compound in retail setting. Certified techs to be permitted to work in data entry verification.	11/22/2021 3:44 AM
225	Team leader but I'm not a favorite. Only favorite get this. Not hard workers, who do lots of overtime	11/22/2021 12:59 AM
226	Anything else is a pharmacist	11/21/2021 10:36 PM
227	I would like to do vaccinations if the law would allow.	11/21/2021 10:27 PM
228	With proper training and practice, administering vaccinations could be an option. Though I would not personally administer any of the COVID "vaccines".	11/21/2021 9:55 PM
229	If we have enough staff	11/21/2021 6:53 PM
230	Certified techs should be able to do vaccines to help decrease the workload on the pharmacists, but also need better compensation to do so.	11/21/2021 6:30 PM
231	If technicians could do adult vaccines, perhaps workflow could improve, however the staffing is inadequate to do vaccines at all, even basic flu shots	11/21/2021 6:12 PM
232	None if other workload issues are not addressed	11/21/2021 4:52 PM
233	optimizing pharmacy workflows and medication par levels	11/21/2021 4:47 PM
234	I've been a technician for over 20 years. Technicians with proper training could do all immunizations, not just flu or Covid. Point of care testing can also be done by techs. I do believe that some technicians would definitely benefit from better training and required to be more competent in the workplace. Not all technicians should be in a pharmacy, some have little knowledge or want to learn which caused a few good ones to carry the workload and stress.	11/21/2021 8:48 AM
235	give more vaccinations,	11/21/2021 12:43 AM
236	We are so under staffed all the time. We can't get the prescriptions out on time and customers are so mean and rude to the pharmacy staff . I think the starting pay should a decent wage for people to want to work and stay.	11/20/2021 10:44 PM
237	Vaccines	11/20/2021 10:17 PM
238	Tech check tech. Tech inputting orders. Tech doing control inventory/delivery.	11/20/2021 8:49 PM
239	None	11/20/2021 8:38 PM
240	Vaccine Certified	11/20/2021 7:46 PM
241	Only with an increase in pay	11/20/2021 7:00 PM

Pharmacy Technician Workforce Survey

242	None that I can think of right now	11/20/2021 6:46 PM
243	Would like to be able to work with nursing on floors and in the ER to provide appropriate medications. Be apart of the medical team when getting new patients and doing their medication lists.	11/20/2021 5:58 PM
244	Certified pharmacy technicians should be able to help the pharmacist with some of the phone calls to MDs for clarification on a script	11/20/2021 5:39 PM
245	Na	11/20/2021 5:00 PM
246	vaccinations and health screenings	11/20/2021 4:17 PM
247	None we already have too many responsibilities	11/20/2021 3:25 PM
248	Managing rotation schedules to accommodate workflow and fair distribution of time for certain tasks	11/20/2021 2:32 PM
249	I'm completely disgusting and dissatisfied with all we've had to endure during this pandemic as it continues with all these shots. How someone can be so greedy and not think about how we the little ppl sacrifice our home life to keep them a float! We put hour after hour, day after day with a absolutely no appreciation! This job isn't a career , it's a punishment .	11/20/2021 2:03 PM
250	I want the role of the operation pharmacy manager. But was past by.	11/20/2021 11:50 AM
251	I would be very interested in specializing in educating technicians, clinical services or taking on more responsibilities in filling, medication checking, as well as some basic counseling. I very much enjoy the job, however, there should be distinctive daily job duties between Technician Trainees, Registered Techs and Certified CPHT Technicians. The current culture strives to keep things "FAIR" when balancing time spent throughout the day, for example, time spent filling, processing or on a register. Yet, as a senior CPHT Technician my daily tasks go far beyond those 4 rotations. I have reports to review and work, there is precise ordering that needs to be completed, there are complicated third party issues, corrections that need to be made and abundant patient care questions and concerns that should be addressed. Such duties performed well promotes business growth, accuracy, safety and excellent patient care. The current workflow adds to the stress levels that the dedicated, higher level Technicians experience on a daily basis because time is not provided to complete the specialized tasks and yet they are expected to be completed. Moreover, higher pay is a concern with the existing work load and stress levels coupled with taking on more responsibilities. It is very concerning that a Senior tech is receiving \$19 or \$20/ hr., whereas, the new hire comes in, completes training in 6 months and will then earn \$17.30/hr. Since the pay is not proportional to the work load, experience, knowledge, education, skill, performance or commitment, it encourages technicians to look at other companies for new employment. My interest is in a company that appreciates my dedication to both patient care, as well as business success and growth. Pharmacies need to compensate their experienced Technicians in order to retain them. It is the Senior technicians that are holding the Pharmacies together over the last several years. These technicians have taken all the risks and exposure during the Covid pandemic. They have work long hours without breaks to care for the patients and their needs while increasing profits for their companies. My company increased my hourly rate by \$1.00 recently. This increase does not indicate the Companies appreciation for all I have contributed to the companies success or sacrificed in order to get the job done. Honestly, the \$1.00 an hour does not even cover recent inflation or compensate for the increase cost we incur for benefit cost increase. Overall, I do not feel valued by my employer.	11/20/2021 11:22 AM
252	There are multiple things that are in the works for expanding the technician role. We have opportunity to train on verifying prescriptions and giving vaccinations. There are a few others but I think it is Kroger that doesn't allow us to these things.	11/20/2021 11:22 AM
253	I would be interested in clinical work with patients and vaccinating so long as there was additional staff brought on to allow time to do said duties and additional pay to compensate my knowledge and abilities.	11/20/2021 10:54 AM
254	N/A	11/20/2021 10:50 AM
255	Order entry, some dosing	11/20/2021 10:41 AM
256	I Love more challenges so as much as possible	11/20/2021 10:32 AM
257	Ohio should allow technicians to Tech Check Tech, Immunize full not on a temporary basis	11/20/2021 10:04 AM

Pharmacy Technician Workforce Survey

due to a pandemic, point of care should be included, etc.

258	I am trying to become nationally certified but working 45-50 hours per week does not leave much time to study	11/20/2021 7:50 AM
259	i would be comfortable with point of care testing and vaccines but there is not the area to do it correctly and to easy follow clia guide lines, or to give privacy needed to do these testing/vaccines	11/20/2021 7:45 AM
260	I don't mind administering vaccines but not at the rate we are giving them. I would like to focus more on the clinical aspects of just pharmacy/pharmaceuticals	11/20/2021 7:29 AM
261	More training and time for clinical type work with patients	11/20/2021 7:24 AM
262	I would like to be able to vaccinate patients. Being able to vaccinate would take alot of stress away each day. Due to about of patients needing vaccinated each day and us being short staffed causes us to become backed up overworked.	11/20/2021 6:31 AM
263	With more training and more time allotted, I would like to become more of a mentor/trainer. I already am the go-to person for a lot of questions regarding workflow and technical issues.	11/20/2021 3:28 AM
264	Be capable of immunizing for ALL vaccines, more sterile/hazard compounding	11/20/2021 3:21 AM
265	Possibly help pharmacist with vaccines.	11/20/2021 2:22 AM
266	Nothing. Technicians already do everything except verify prescriptions.	11/19/2021 11:46 PM
267	Mix medicine. give vaccines	11/19/2021 11:43 PM
268	Being allowed to administer more vaccines for example shingles and other prefilled vaccinations	11/19/2021 11:27 PM
269	Clear simple caps on prescriptions such as asking patient if they are pregnant	11/19/2021 11:20 PM
270	Giving immunizations	11/19/2021 11:07 PM
271	If and only if the workload can be further equalized among technicians and pharmacists the ability to give vaccines would help both parties. This of course would have to be limited to highly trained technicians with adequate certification/level of education. Furthermore there are a great deal of "consultations" that are unnecessary for pharmacists to have to sign-off. I.e. asking if a patient is pregnant or lactating (with a proper if/then statement could then be handed over to the pharmacist if true), REMS iPledge, updating allergies if it wasn't added at the beginning of a patients profile creation	11/19/2021 10:33 PM
272	Technicians should be able to do any and all vaccines, it's ridiculous to only have technicians do flu and Covid shots, but the pharmacist has to do pneumonia, shingles, etc.	11/19/2021 10:24 PM
273	We should be able to make OTC recommendations after the pharmacist has made that suggestion to the other customer. It would save a lot of time and take stress off of the pharmacist. I also think that every technician should be certified and able to administer vaccines. That would relieve a lot of stress off of the pharmacist.	11/19/2021 10:20 PM
274	Pay should be tremendously higher for what Pharmacy Technicians do on a daily basis. Before adding on additional work and responsibility to an already stressed out underpaid pharmacy technician, pay should be increased. Once additional wages are in place just maybe then we can talk about adding on more work load to those who wish to advance.	11/19/2021 10:15 PM
275	Giving vaccinations at all pharmacs	11/19/2021 10:14 PM
276	We need to get pharmacy technician pay up first, before we talk about additional responsibilities. We are all licensed and many of us certified. We need to be payed as such. I know this isn't something the board can fix, but they can certainly try harder to advocate for technicians.	11/19/2021 10:07 PM
277	I am currently doing covid and flu shots. I would like to do other shots to.	11/19/2021 10:02 PM
278	My co workers all left for jobs that pay more left us with staff and the staff coming in makes just as much as I do??	11/19/2021 9:56 PM
279	Being short staffed and newly hired feels enabling to adequately apply for any others roles other than the current one I am doing.	11/19/2021 9:44 PM

Pharmacy Technician Workforce Survey

280	• Transcribing orders from prescribers submitted via IVR • 4-point prescriptions • Handle prescription transfers from other pharmacies (Possible exceptions on all of these suggestions regarding controlled medications)	11/19/2021 9:29 PM
281	I think more responsibility is good as long as your pod more for it.	11/19/2021 9:04 PM
282	I enjoy clinical work with patients. Screenings, immunizations etc	11/19/2021 8:55 PM
283	I dont want to add any other responsibilities to texh work. I want to be able to do the things we are expected to do completely, efficiently and effectively. I already became immunization certified, and when we had a few CPHT staff members do that, we started getting overloaded with immunizations and testing appointments. It is to the point we can't even focus on our primary role of filling rx's for patients in a timely manner.	11/19/2021 8:26 PM
284	Immunizations, which I already do	11/19/2021 8:23 PM
285	Able to take course studies at home. Not enough time to test at work.	11/19/2021 8:14 PM
286	Full range of immunizations	11/19/2021 8:11 PM
287	This needs to completely depend on their additional education levels (beyond PTCB certification). Such as BSPS etc.	11/19/2021 8:11 PM
288	Administer vaccines	11/19/2021 8:08 PM
289	Vaccines, verification, counting C2's	11/19/2021 7:45 PM
290	Being able to provide all the shots once certified- a shot is a shot, also remote data entry and virtual verification	11/19/2021 7:38 PM
291	Better pay!! Receive more, compared to rph we deserve more as well	11/19/2021 6:51 PM
292	To have access to NARx again for Med Reconciliation.	11/19/2021 6:41 PM
293	More clinical roles, ability to specialize. Technicians need more formalized training, you should have to at least get an associates degree like you would in most other allied health positions.	11/19/2021 6:36 PM
294	Testing/immunizations	11/19/2021 5:44 PM
295	Verification of prescriptions If a customer asks a recommendation I'd like to be able to use the knowledge accumulated to assist without having to bother the pharmacist who is way over worked	11/19/2021 5:37 PM
296	Nothing else because it will not include an increase in pay.	11/19/2021 5:37 PM
297	Ability to perform ANY immunizations.	11/19/2021 4:31 PM
298	Vaccinating	11/19/2021 4:03 PM
299	Na	11/19/2021 3:33 PM
300	I would like to be able to vaccinate patients.	11/19/2021 3:21 PM
301	Immunizations, compounding and transfers	11/19/2021 3:10 PM
302	immunizations	11/19/2021 3:07 PM
303	I'd like to vaccinate. But they don't even pay me enough for what I currently am expected to do. It would be nice to help the RPH when they're forced to give a C19 booster and other shots every 10 minutes literally ALL DAY LONG by my company.	11/19/2021 2:52 PM
304	Transfers over the phone	11/19/2021 2:47 PM
305	To be able to explain to costumers about their medications when we know about them instead of having to wait and interrupt the pharmacist to explain to them.	11/19/2021 2:43 PM
306	Being able to reconstitute medications.	11/19/2021 2:25 PM
307	OH going to a tech check tech certification.	11/19/2021 1:33 PM
308	I wouldn't mind to do or learn more, but pay needs to come way up first.	11/19/2021 1:31 PM
309	I would love to see technicians given the opportunity for more training or schooling to create a	11/19/2021 1:30 PM

Pharmacy Technician Workforce Survey

role that is in between a technician and pharmacist (not a pharmacist in training/ intern) that has advanced responsibilities such as making RX and OTC recommendations, evaluating drug interactions, doing MTM, and even prescribing refills where appropriate (example: patient is out of refills on atorvastatin that they have been taking for years so advanced tech writes a refill or 2 to hold them over until they see their doctor).

310	As a technician/cashier I have too many plates to juggle now!!	11/19/2021 1:23 PM
311	flu shots, counseling	11/19/2021 1:13 PM
312	Tech check tech and immunization. Possibly med rec with MDS offices.	11/19/2021 12:58 PM
313	I would love for immunizations to be added to the role or for some form of a managerial position.	11/19/2021 12:30 PM
314	If technicians take on more clinical roles, then pay needs to be significantly increased. Technicians are not paid fairly for the amount of work they contribute to the pharmacy/patient care as it is.	11/19/2021 11:59 AM
315	I feel like there is so much potential to expand the responsibilities of this job... but before we do that we really need to come up with better training for what technicians are already supposed to understand. In-depth hands on training. So much of this job for me has been learning (on the job) how to pretend I know everything a pharmacist went to school for 6+ years to know. Its pretty bad.	11/19/2021 11:27 AM
316	Double or triple Peer checks would speed up workflow and free up a pharmacist	11/19/2021 11:05 AM
317	Injections	11/19/2021 10:58 AM
318	I'd like to be able to advance in my career. There are no incentives and a 50 cent raise a year and that being the ONLY raise... for being treated like trash on a daily due to poor staffing and upper management never having done my job but telling me "what I should be able to do" is ridiculous!!! If I'm stuck at the counter (and I know they can see the metrics) then how am I expected to do any other task? The customer means so much yet im getting barked at for tasks i can't even possibly do since I cant clone myself. Retail pharmacy needs a wake up call!!!	11/19/2021 10:45 AM
319	I dont mind additional responsibilities if compensation reflect that. Currently we just get more crap piled on us without additional time or compensation.	11/19/2021 10:45 AM
320	Tech check tech. With proper technology to assist. Proper compensation for the new work load. Liability insurance provided such as the pharmacist.	11/19/2021 10:28 AM
321	More room for advancement with pharmacy technician besides just being a lead technician	11/19/2021 10:27 AM
322	I think if a tech does a rebill it should not go back to the pharmacist. Seems like a waste of resources.	11/19/2021 10:13 AM
323	Techs already do too many tasks and they don't get paid enough	11/19/2021 9:59 AM
324	Have enough work load duties currently.	11/19/2021 9:58 AM
325	N/A	11/19/2021 9:51 AM
326	I would like to see training for technicians to be utilized more, if you're a certified tech you are able to take prescriptions but pharmacists won't train or give the ok. I would also like to see certified technicians be allowed in the pharmacy without a pharmacist, not to dispense medication to patients, but for the ability to start completing job tasks without needing to wait for a pharmacist to let you in.	11/19/2021 9:22 AM
327	Additional ability to give other vaccines. To take phoned prescriptions.	11/19/2021 9:20 AM
328	To be able to give all vaccines not just flu and Covid, take transfers, dr call ins etc	11/19/2021 9:15 AM
329	The ability to work remote	11/19/2021 9:14 AM
330	MTM management.	11/19/2021 9:11 AM
331	I believe that we could benefit from implementing Tech check Tech in Ohio and I would be interested in doing that as well as working in Diversion prevention/investigation. Or even just having more of a leadership role in operations, as I feel that we Technicians do the most work	11/19/2021 9:02 AM

Pharmacy Technician Workforce Survey

with and have the most knowledge with operational duties, that could free up the Pharmacists to just focus on clinical work.

332	I feel like an octopus as it is...between data entry, filling, answering the phone, register, drive thru, MTMs, the pressure to push vaccines to make a quota, tagging and filing prescriptions properly, and responsible for removing outdated product, completing doctor calls for prescription requests and PAs, this is just part of a typical day where all of these tasks are meant to be done without making a mistake and having a smile the entire time...putting one more thing on my plate would make my head explode	11/19/2021 8:57 AM
333	More staff, so I can do my job safely!! Longer times in between patients for vaccines/ boosters	11/19/2021 8:55 AM
334	Increased payment	11/19/2021 8:53 AM
335	N/a	11/19/2021 8:45 AM
336	Giving all vaccines	11/19/2021 8:39 AM
337	Ability to teach patients how to use diabetic testing supplies.	11/19/2021 8:32 AM
338	All vaccines and IMZ should be allowed to be given by the tech	11/19/2021 8:27 AM
339	Proper training for ALL new employees. This is a problem & new hires are NOT willing to learn on their own as I HAD to	11/19/2021 8:21 AM
340	I would like to be able to give immunizations.	11/19/2021 8:19 AM
341	Working with entering orders and doing patient education	11/19/2021 8:13 AM
342	We already have enough responsibilities.	11/19/2021 8:11 AM
343	I've been in the drive thru for 2 years while others that have been hired after me are working production. It's very frustrating.	11/19/2021 8:03 AM
344	I firmly believe that the pharmacy manager should not report to a retail store manager. They should be reporting to a district manager who is a pharmacist.	11/19/2021 7:50 AM
345	More than 1 lead tech..it is needed	11/19/2021 7:27 AM
346	Being able to immunize	11/19/2021 7:20 AM
347	Leadership roles within the workflow area	11/19/2021 7:11 AM
348	administer vaccinations	11/19/2021 7:10 AM
349	updated technology of computer and registers, and limit on drive thru pick up	11/19/2021 6:42 AM
350	Technicians already do everything from prescription transfers to documentation of certificate of medical necessity for medicare to filing warehouse receiving to filing booster shot attestations. There is no duty besides counseling a patient that a technician does not do.	11/19/2021 6:39 AM
351	MTM	11/19/2021 6:26 AM
352	Vaccines	11/19/2021 6:24 AM
353	Product verification, answering appropriate clinical questions, med administration, specializing in chemo/icu/neonate/iv compounding actually being a requirement to work with the products/patients	11/19/2021 6:08 AM
354	Any additional tasks for more compensation	11/19/2021 6:03 AM
355	Helping design work flow function	11/19/2021 5:51 AM
356	I'm always open to new responsibilities as long as the pay scale advanced as well.	11/19/2021 5:35 AM
357	None	11/19/2021 5:04 AM
358	None. Technicians should NOT have a clinical role since only a high school diploma is required.	11/19/2021 3:22 AM
359	Covid vaccine mandate is ridiculous. Personal choice should be an option, especially for those with natural immunity.	11/19/2021 2:58 AM

Pharmacy Technician Workforce Survey

360	Technicians should be able to verify, give vaccines, etc. WITH TRAINING. As things are with my employer I would not trust they to have enough of that. But it's what would be necessary to make this a viable career.	11/19/2021 2:55 AM
361	Our pharmacy is so covered with vaccines, and they won't hire more help. We are down a technician. We are so over loaded I don't feel patient safety is even taken into consideration.	11/19/2021 2:32 AM
362	None, I believe technicians are taking on too much work in the pharmacy. Most companies are pulling workload from the pharmacist and adding it to the technician with no compensation.	11/19/2021 2:03 AM
363	No others than what's in the scope currently	11/19/2021 1:20 AM
364	I personally think training in shot administration for technicians would be indefinitely beneficial towards the pharmacists I work with due to them leaving the pharmacy every two to three minutes to give a shot, and another doing their best to count and check scripts.	11/19/2021 1:00 AM
365	As techs we are already doing so much more than someone at our pay should be responsible for.	11/19/2021 12:52 AM
366	Data Verification Immunization	11/19/2021 12:46 AM
367	taking new prescription orders over the phone, counsel on medications	11/19/2021 12:45 AM
368	nothing, more responsibility added to the large amount we've been given already would be overwhelming	11/19/2021 12:43 AM
369	Would be a lot easier if we could give the directions for compounds. Like amox...it cuts down on the patient wait time as well as pharmacist time.	11/19/2021 12:34 AM
370	More speciality training like preparing chemotherapy	11/19/2021 12:27 AM
371	I do enough.	11/19/2021 12:13 AM
372	nothing at this time	11/19/2021 12:00 AM
373	I am very interested and very qualified to become part of management. I would love to be associated with the improvements based on my response to this survey.	11/18/2021 11:48 PM
374	I enjoy being able to administer vaccinations. I would like to see technicians ability to administer more types of vaccines increase. I would one day enjoy being able to take/give control transfers.	11/18/2021 11:44 PM
375	Tech check tech for pyxis replenishment	11/18/2021 11:43 PM
376	Would like to be able to change maintenance scripts without bothering pharmacist	11/18/2021 11:36 PM
377	nothing, more responsibility added to the large amount we've been given already would be overwhelming	11/18/2021 11:21 PM
378	Consultations.	11/18/2021 11:14 PM
379	Pharmacy transfers of prescriptions	11/18/2021 11:12 PM
380	None. We are already expected to do more than we can handle. CVS Pharmacy keeps cutting hours and adding to workload. It is not realistic to begin with.	11/18/2021 11:10 PM
381	Vaccinations Verification	11/18/2021 11:06 PM
382	None, we already do so so very much.	11/18/2021 10:57 PM
383	Giving vaccines, compounding in retail spaces, getting approvals for prior authorizations without the dr when we have adequate patient history	11/18/2021 10:57 PM
384	I think Pharmacy Technicians should be able to check re-billing sheets and give immunizations/vaccines.	11/18/2021 10:52 PM
385	Medication therapy management for adherence in medications.	11/18/2021 10:46 PM
386	Pharmacy technicians are high school graduates and increasing responsibility does not seem to be a great idea in many cases.	11/18/2021 10:46 PM
387	Administering vaccinations	11/18/2021 10:33 PM

Pharmacy Technician Workforce Survey

388	Nothing. We do enough already. Please don't add any more	11/18/2021 10:28 PM
389	I would like to be assisted in becoming certified and a vaccinator.	11/18/2021 10:27 PM
390	vac injections	11/18/2021 10:19 PM
391	In the last 5 years especially, pharmacy technicians in the Medication Reconciliation workspace have made a lot of progress. At my facility, it has become a standard expectation for admitted patients however, we still miss over 2000 patients a month system wide but with more resources, we could make a larger impact which drives cost savings, medication safety, and prevention of ADEs. I also feel pharmacy technicians have more knowledge and would be a great resource in transitions of care i.e. confirming prescriptions are being sent accurately and to the correct pharmacy upon discharge as well as being proactive about insurance issues such as prior authorizations, pharmacy inventory issues, and cost savings for patients. In my healthcare system, this role falls to case management nurses or pharmacists when again, we have just as much knowledge on these issues and are much cheaper to pay.	11/18/2021 10:16 PM
392	We should not expand our responsibilities until we are adequately staffed to do the work we already have.	11/18/2021 10:15 PM
393	I think pharmacy techs should be trained and allowed to count/put together higher scheduled(C2's and such) prescriptions. It would highly help out the pharmacist considering a lot of those get backed up or are late due to the amount of testing/vaccines being done currently. I also think pharmacy techs and pharmacists should be allowed to put together the medication orders for the pharmacy as a whole. We know what we need and when we need it.	11/18/2021 10:14 PM
394	Clinical labs	11/18/2021 10:10 PM
395	I could not add anything at this point due to the inability to complete my current workload daily as it is	11/18/2021 10:10 PM
396	The ability to give vaccines	11/18/2021 10:08 PM
397	Immunizations, certain levels of counseling	11/18/2021 10:02 PM
398	Expanded immunizations, taking prescriptions from voicemail and or Dr call ins. Health screenings or other events.	11/18/2021 10:00 PM
399	On the job training and certification to administer vaccinations.	11/18/2021 10:00 PM
400	Vaccines	11/18/2021 9:59 PM
401	Between filling prescriptions, giving immunizations, walking patients through Covid testing, which the program for that is difficult, checking in medications, waiting on customers at the window and drive thru, answering phones, inputting prescriptions, and all the other things needed to do to maintain a safe and organized pharmacy, we do not need any more responsibilities!! We are down two technicians until after the new year. WE ARE STRESSED!!	11/18/2021 9:59 PM
402	immunization administration, certain counseling abilities-like its annoying i legally cant tell a mom that tylenol is ok w/ amoxicillin but jo-schmo stocking cereal can because hes not behind a counter.	11/18/2021 9:56 PM
403	None unless compensated.	11/18/2021 9:56 PM
404	n/a	11/18/2021 9:48 PM
405	To be able to administer all vaccines, not just be limited to 2.	11/18/2021 9:44 PM
406	Already do a heavy workload with little staff and lack of team response. So no additional workload desired at this time.	11/18/2021 9:44 PM
407	Keep up with my training at work, while in the clock instead of doing it at home. The management at my store -Kroger- did not let me do the onboarding training before hand. I was thrown into it without the knowledge I needed. I still have not been able to complete my PTU training due to the workload and not being allowed overtime. Do I continue to complete my PTU at home ? Yes. I want to become a better pharmacy tech and know what the heck I'm doing !!	11/18/2021 9:44 PM
408	Developing a training program so it would be easier for new employees!	11/18/2021 9:41 PM
409	Having more responsibilities as far as giving the ok, that is usually the pharmacist role. Taking	11/18/2021 9:38 PM

Pharmacy Technician Workforce Survey

pressure off of the pharmacist and having an easier work flow.

410	Phone triage care	11/18/2021 9:36 PM
411	Work attentively	11/18/2021 9:30 PM
412	a regular review of all techs inputing techniques.... at that time shown new tricks to be better and more confident in the software.	11/18/2021 9:26 PM
413	None. We have enough as it is with regular pharmacy work and covid work	11/18/2021 9:24 PM
414	Give immunizations	11/18/2021 9:23 PM
415	more staff, better pay, and listen to technicians when they say they are stressed or need a break. incompetent pharmacists shouldn't be in place of management	11/18/2021 9:20 PM
416	I am a CPHT-ADV. That is not recognized.	11/18/2021 9:19 PM
417	Ability to vaccinate upon receiving adequate training and testing	11/18/2021 9:05 PM
418	Assisting with verification, ability to process vaccines without pharmacist approval (Medicare approved part B vaccines), management opportunities	11/18/2021 9:02 PM
419	I do not want more responsibilities added to technicians unless we have an adequate amount of staff each day to get our jobs done effectively without pushing stress levels too high.	11/18/2021 8:57 PM
420	I would like to give vaccines if we are properly staffed and compensated for it.	11/18/2021 8:57 PM
421	Help the pharmacist with transfers would be nice. I would only like to add responsibilities if we had more help tho.	11/18/2021 8:53 PM
422	Until adequate and standardized training can be guaranteed, it is not safe, responsible, or ethical to add to the responsibility of pharmacy technicians. My store deals with high turnover and we had people with zero experience completing tasks well beyond their training, and rarely were these tasks completed well. Adding additional clinical tasks to this would jeopardize patient safety.	11/18/2021 8:50 PM
423	Learn all aspects of pharmacy	11/18/2021 8:49 PM
424	Due to this stress I was put in the hospital and my employer punished me and I lost 14 years of seniority. No one to help me out because management does not Care! Had to start all the way back at the bottoms again.	11/18/2021 8:45 PM
425	none	11/18/2021 8:44 PM
426	I would help the pharmacist with other duties but only if compensation was higher to include the added responsibility	11/18/2021 8:43 PM
427	I don't think anyone needs more responsibility at this time. We're all trying to cope with the workload we're dealing with already. Our store barely has time to put out truck away from week to week.	11/18/2021 8:42 PM
428	Tech check tech	11/18/2021 8:42 PM
429	None	11/18/2021 8:39 PM
430	At this point, nothing. I do not have the time to handle the workload and responsibilities I have now, unless I work beyond my scheduled time. Not to mention the pay and lack of increase in pay for what I have already taken on and accomplished provides zero incentive to want to do more.	11/18/2021 8:39 PM
431	Can do covid vaccinations but not flu. Would be very helpful if I could do flu also	11/18/2021 8:37 PM
432	Tech check tech	11/18/2021 8:35 PM
433	More inventory and buyer position	11/18/2021 8:32 PM
434	I would love to be able to help out my pharmacists with calls, vaccines, etc. But only if we are compensated for that since we are underpaid to begin with	11/18/2021 8:26 PM
435	I feel the pharmacy should be the ones ordering the otc and vitamins	11/18/2021 8:26 PM
436	None	11/18/2021 8:24 PM

Pharmacy Technician Workforce Survey

437	If technicians are authorized to administer flu and covid vaccines under the supervision of a pharmacist, why limit to only those two immunizations?	11/18/2021 8:24 PM
438	Education on consultations and medication contraindications.	11/18/2021 8:24 PM
439	Limit the vaccines given or let me have the opportunity to vaccinate to help pharmacists	11/18/2021 8:21 PM
440	None	11/18/2021 8:20 PM
441	Allow technicians to help vaccinate	11/18/2021 8:16 PM
442	Giving vaccines would free up workflow for the pharmacists	11/18/2021 8:12 PM
443	Giving vaccines	11/18/2021 8:12 PM
444	More responsibility needs to correlate to more pay .	11/18/2021 8:11 PM
445	Be able to take called in prescriptions from doctors offices, be able to do transfers from pharmacy to pharmacy.	11/18/2021 8:08 PM
446	Technicians are highly needed and very under paid and under appreciated	11/18/2021 8:07 PM
447	The ability to assist the elderly population .	11/18/2021 8:07 PM
448	Pharmacy technicians should be able to counsel patients, give immunizations and make general suggestions about medications.	11/18/2021 8:07 PM
449	Immunizations	11/18/2021 8:04 PM
450	I wouldn't mind assisting the Rph with compounded medications, immunizations or other duties typical of an Rph. But I and my fellow technician peers should be compensated for that. More prescriptions can be processed if the Rph has plenty of support staff and a technician relieving he/she of tasks that can be delegated to the CPHT.	11/18/2021 8:04 PM
451	Ability to take scripts over phone	11/18/2021 8:04 PM
452	Taking on some responsibilities to relieve pharmacists (transfers, clarifications, vaccinations)	11/18/2021 8:03 PM
453	Being able to recommend over the counter products.	11/18/2021 8:00 PM
454	Counseling patients on drug use etc, advising on otc medications	11/18/2021 7:59 PM
455	Verification. Over the counter recommendations.	11/18/2021 7:58 PM
456	Administration of vaccines	11/18/2021 7:57 PM
457	We are already over work please don't add more	11/18/2021 7:54 PM
458	We should be able to check refills	11/18/2021 7:54 PM
459	I would not be opposed to taking on clinical responsibilities and also taking verbal phone orders and transferring prescriptions but I believe the pay is nowhere near where it should be for the responsibility we take on each and everyday	11/18/2021 7:52 PM
460	Thorough medication reconciliation during transitions of care.	11/18/2021 7:51 PM
461	Actually being able to do vaccines Giajt Eagle, being able to take over of mundane stuff that is rph only.	11/18/2021 7:49 PM
462	None	11/18/2021 7:47 PM
463	N/A	11/18/2021 7:45 PM
464	Would like to advance to Tech checking refills to free up Rph work load.	11/18/2021 7:42 PM
465	N/a	11/18/2021 7:40 PM
466	The ability to call and take refills from doctors would be nice. But I also need added pay if my workload responsibilities are going to increase. I will not do more work and have more liability for no pay increase.	11/18/2021 7:40 PM
467	Diabetic education	11/18/2021 7:39 PM
468	We can transfer prescriptions anddo all vaccinations	11/18/2021 7:39 PM

Pharmacy Technician Workforce Survey

469	Technician immunizations Verification responsibility	11/18/2021 7:39 PM
470	none	11/18/2021 7:37 PM
471	None	11/18/2021 7:35 PM
472	Immunization training to help lighten the load and time restrictions on the RPH.	11/18/2021 7:33 PM
473	Immunizations	11/18/2021 7:32 PM
474	NONE WE DO ENOUGH	11/18/2021 7:30 PM
475	Vaccine Administration	11/18/2021 7:27 PM
476	Medication management for elderly and at-risk patients	11/18/2021 7:23 PM
477	Take the necessary training to give vaccines.	11/18/2021 7:22 PM
478	Being trained and allowed to record prescriptions	11/18/2021 7:21 PM
479	I would not mind doing vaccinations.	11/18/2021 7:17 PM
480	Supervisory	11/18/2021 7:16 PM
481	I am currently work in as a tech in a Doctor's office, and have found that this is a welcome change to the usual duties expected as a tech.	11/18/2021 7:16 PM
482	Basic counseling, the option to be trained for things we might not use every day (giving shots, cpr, etc.)	11/18/2021 7:14 PM
483	While it's now permitted an increased access to training to allow for assistance with vaccinations would significantly help reduce a major source of stress.	11/18/2021 7:09 PM
484	I do not want to give people, especially children any injections.	11/18/2021 7:08 PM
485	Na	11/18/2021 7:07 PM
486	Check rxs except controls	11/18/2021 7:07 PM
487	Just would appreciate more recognition for handling so many new challenges this past year has brought. Also being open to 9 is wrong when the last 2 hours you get 5 customers	11/18/2021 7:05 PM
488	Vaccines	11/18/2021 7:04 PM
489	We should address the shortage of technician before adding additional workload to technician	11/18/2021 6:59 PM
490	More training	11/18/2021 6:59 PM
491	As a CPHT THERE IS NO TIME DUE TO STAFF TO DO MORE THAN THE BASIC TECHNICIAN RESPONSIBILITIES	11/18/2021 6:56 PM
492	Administering vaccinations	11/18/2021 6:55 PM
493	Administering vaccines	11/18/2021 6:46 PM
494	None	11/18/2021 6:46 PM
495	None	11/18/2021 6:42 PM
496	Vaccinations and mixing medications would be helpful.	11/18/2021 6:39 PM
497	I don't want to take on more responsibility without a big pay raise and more benefits which aren't coming. I don't want to replace a pharmacist. I don't want to "enable time for the pharmacist to do more clinical work" by means of me checking refills or anything like that. I feel as a tech who is the lead tech, I keep the place running smoothly by doing everything in my scope under the supervision of a pharmacist. I don't know when I would be able to do one more task. Pharmacies need adequate staffing and then we can talk about expanding scope. If we don't staff appropriately pts will be hurt, medications delayed, workers burned out, and the weight on the pharmacy will be left on few shoulders. It's hard to walk away bc of ethics but pharmacists and techs are being burned to the ground.	11/18/2021 6:38 PM
498	I would love to be able to take on more, but it is IMPOSSIBLE with the work load currently of having testing and vaccinating on our plates already with no bump in pay(at my job) for	11/18/2021 6:37 PM

Pharmacy Technician Workforce Survey

becoming a vaccination pharmacy tech, and no extra hours to be able to hire more people anyway

499	None, there is too much already for the level of pay. Chik-fil a pays just as much and they have nowhere near the amount of safety issues and knowledge thats required.	11/18/2021 6:35 PM
500	More pay based on consistent passing of daily and weekly goals that were promised when first employed.	11/18/2021 6:35 PM
501	None	11/18/2021 6:33 PM
502	Unsure to be honest still new to it	11/18/2021 6:29 PM
503	Vaccinations, transfers	11/18/2021 6:28 PM
504	I do not mind more responsibilities, however we need to have the adequate staffing to do so.	11/18/2021 6:27 PM
505	Vaccinations, some compounding, some educational opportunities to both provide and receive information	11/18/2021 6:26 PM
506	First you need to address the shortage of technicians before you add more work load.	11/18/2021 6:25 PM
507	Pharmacy technicians are ask to do way too much and so are pharmacists. Vaccines should be given by MD's and nurses. We don't have the capability to safely administer vaccines, especially to children! We fill prescriptions for many doctors offices. We don't have the capability to control how many appointments we can take in for vaccines but doctors offices can limit how many patients they see in one day. They are in a private room and pharmacy is wide open to everything and everyone. Phone ringing, drive thru, covid testing, MTMs, call lists, filling and typing. Plus all the customers asking us to ring up their baskets of shit that someone making more than me up front should be doing. Pharmacy technicians should make a minimum of \$20 to start if a fucking cashier makes \$15! You can't kill someone if you ring their items up wrong.	11/18/2021 6:25 PM
508	Vaccinations, compounding, certain counseling	11/18/2021 6:25 PM
509	immunization	11/18/2021 6:24 PM
510	None. I'm basically a pharmacist without the pay of one	11/18/2021 6:23 PM
511	Vaccine administration, i.e flu and COVID	11/18/2021 6:19 PM
512	Recently changed jobs, have been at current job for 1 and a half months, was being harassed by pharmacist at my last job, thought I would retire from that place but administration was mon responsive. Currently learning to do lab work (specimens at my current job, great to learn something new	11/18/2021 6:16 PM
513	Vaccinations beyond just covid 19.	11/18/2021 6:15 PM
514	I've worked retail and currently in school for medical. Working as a pharmacy tech has been an amazing experience for me. Honestly I've worked for 5 months and love it. My older coworkers may feel different. Covid testing has been a great addition, same with administering the Covid vaccine keep that up!	11/18/2021 6:13 PM
515	We need a Union to help guarantee fair wages (if Arby's is offering \$20, we deserve \$30), more paid holidays and options like company offered sick- person time instead of PTO only.	11/18/2021 6:12 PM
516	Teaching and coaching	11/18/2021 6:12 PM
517	none, we do enough as is	11/18/2021 6:11 PM
518	Phoned in rx	11/18/2021 6:10 PM
519	Check tech check	11/18/2021 6:09 PM
520	Verification and vaccines. I know that with some pharmacies this is in place and used but that is not the case with my company.	11/18/2021 6:09 PM
521	Classes that teach you to become certified rather than just registered	11/18/2021 6:08 PM
522	Be able to give all immunization, reconstitute liquids.	11/18/2021 6:07 PM
523	I wouldn't want more responsibilities UNLESS THE PAY increases	11/18/2021 6:06 PM

Pharmacy Technician Workforce Survey

524	n/a	11/18/2021 6:04 PM
525	I believe that technicians taking voicemails would help the work load, along with us being able to take/send transfers.	11/18/2021 6:04 PM
526	Other responsibilities without pay increase no, not at this time. We are being overworked and exploited. Working with one pharmacist for the entire day 12 hours. 1 vaccination every 10 minutes scheduled by corporate so around 60+ vaccines a day. We have to enter in all patient data plus billing. This takes up one tech for the whole day. Now we still have to fill 250 prescriptions, make patient calls, type in prescriptions, get actual pharmacy work done. We also add monster at least 10 covid test which also include a multitude of factors billing giving instructions. Creating orders. Usually we have 2 techs during the day but always one pharmacist, checking, verifying, consulting, giving immunizations yeah this is ridiculous and more errors will happen.	11/18/2021 6:02 PM
527	I wish I could do more to lessen the pharmacists' loads. I would love to have more flexibility in counseling a patient on simple matters such as "Is Amlodipine a blood pressure pill?" Clearly, I am not qualified to give specifics about how the medication works, but to answer a simple "Is this for blood pressure?" would be nice.	11/18/2021 6:01 PM
528	Covid-19 Vaccines for children	11/18/2021 5:59 PM
529	Vaccines would help	11/18/2021 5:58 PM
530	Technician administration of vaccines.	11/18/2021 5:58 PM
531	I think that we should be trained to administer vaccines, so the pharmacists won't be pulled in all directions.	11/18/2021 5:54 PM
532	More pay raises and money and benefits	11/18/2021 5:51 PM
533	I would like to be able to reconstitute medications without constant oversight.	11/18/2021 5:51 PM
534	I would take on more responsibility if the pay was better	11/18/2021 5:48 PM
535	Something other then answering the phone and setting up deliveries.	11/18/2021 5:48 PM
536	MTM and Tech check tech to reduce pharmacist burden.	11/18/2021 5:47 PM
537	Canceling and take prescription call ins over the phone. Mixing liquid antibiotics Flavoring	11/18/2021 5:45 PM
538	Additional duties must be determined by the phamarcists. That being said, I have been a tech for 35 years. I went through a formal course that included pharmacology and training in aseptic technique. I also have a BS in Biology. People at work treat me like a moron. I love my profession; I would love it more if pharmacists didn't seem to feel threatened. I like the work, I never wanted to push papers. Techs can be great support for a pharmacist. If you let us.	11/18/2021 5:44 PM
539	Pharmacy technicians should complete medication histories on all admitted patients at all inpatient facilities.	11/18/2021 5:43 PM
540	Changing labels on bags, when I already call a dr . Office go ahead get the info and document it	11/18/2021 5:42 PM
541	I would like to have to have clinical responsibilities. I am a medication history technician, cpr certified. I would like more responsibilities than just "what do take daily". I have a useless license through the state of Ohio. Lets make use of it. make it worth something besides letting someone sue me if I make a mistake. Put some real meat to the bones of this job, I don't just want to be a gerbil that spins the wheel.	11/18/2021 5:41 PM
542	Become certified to give vaccinations so pharmacists can do their job verifying prescriptions	11/18/2021 5:40 PM
543	Why can't a tech like me, with 20yrs experience and enough knowledge that the company keeps asking me to become a pharmacist, be able to do specialized training to review data entry? It would stop many errors. I already do it with trainees.	11/18/2021 5:40 PM
544	Advance in my role	11/18/2021 5:39 PM
545	Immunizer	11/18/2021 5:37 PM
546	Immunizations	11/18/2021 5:37 PM

Pharmacy Technician Workforce Survey

547	None until pay increase matches current job demands	11/18/2021 5:36 PM
548	I act as primary buyer and work within the 340 framework. I feel all technicians need to have an understanding of programs that affect their work. One of my key level of dissatisfaction comes from the lackadaisical attitude towards increasing requirements of patient safety driven documentation and storage: while some pharmacies may be sloppy, the newer recommendations and REQUIREMENTS are making it very difficult to remain financially responsible when combined with mounting drug shortages.	11/18/2021 5:33 PM
549	I don't have time or energy to take on anymore responsibility	11/18/2021 5:33 PM
550	I believe technicians should be allowed to administer other vaccines as long as they have the proper training.	11/18/2021 5:32 PM
551	I believe we should be allowed to do some level of counseling patients	11/18/2021 5:31 PM
552	None they give us enough as is with no compensation	11/18/2021 5:30 PM
553	Vaccines if given an incentive from work place	11/18/2021 5:28 PM
554	At a senior clinical pharmacy medication reconciliation technician, having NARx, omitted from our use of verification is blasphemy in terms of adequately and efficiently performing our core job duties. The state board really needs to re-think technicians role in being able to verify a patients narcotic fill history to save the order physician and pharmacist time especially in acute settings like the emergency room. Why are we able to handle narcotics like restocking them but unable to verify them electronically? What a complete and utter paradox.	11/18/2021 5:28 PM
555	Vaccines easily assessable, giving drug information, transfers, taking prescriptions from doctors	11/18/2021 5:26 PM
556	Vaccines!	11/18/2021 5:26 PM
557	I feel ADV-CPhT should be able to PV2, assist in counsel, and clarify prescriptions to assist pharmacist more.	11/18/2021 5:26 PM
558	Technicians are perfectly capable of giving shots	11/18/2021 5:26 PM
559	Nothing, we do enough as is.	11/18/2021 5:25 PM
560	To be a team leader one day.	11/18/2021 5:24 PM
561	Tech check tech to speed up times of service	11/18/2021 5:23 PM
562	I think that tech should be able to check refills.	11/18/2021 5:23 PM
563	Don't want more responsibility because I won't be payed more or given more time to do it I will just be expected to "fit it in"	11/18/2021 5:22 PM
564	I think we should be giving each patient the one on one that they need and that is not allowed due to technician and pharmacists.	11/18/2021 5:20 PM
565	Ability to give vaccinations	11/18/2021 5:20 PM
566	Medication verification	11/18/2021 5:18 PM
567	Giving shots and providing counseling	11/18/2021 5:17 PM
568	Use automatic machine to reconstitute suspensions	11/18/2021 5:17 PM
569	None.	11/18/2021 5:17 PM
570	I would like to be able to counsel patients to an extent. I hate having to get the pharmacist for every little question.	11/18/2021 5:16 PM
571	None!	11/18/2021 5:16 PM
572	Wouldn't mind doing more if I made more money and better hours	11/18/2021 5:14 PM
573	We don't need any more responsibilities. We need more people to work	11/18/2021 5:14 PM
574	NONE UNTIL WE ARE ADEQUATELY PAID	11/18/2021 5:13 PM
575	I have enough responsibilities to keep me occupied throughout my workday. At this stage of	11/18/2021 5:13 PM

Pharmacy Technician Workforce Survey

	my life I would embrace less enthusiastically!	
576	We do shots. But I feel like we should expand to all shots.	11/18/2021 5:12 PM
577	Utilizing certificates available from PTCB in an actual workplace setting.	11/18/2021 5:11 PM
578	I feel to better assist the pharmacist and flow of the pharmacy we should be able to administer vaccines	11/18/2021 5:09 PM
579	Doing copies and transfer for control drugs 3-5	11/18/2021 5:07 PM
580	Hire more technicians and have some one can train them properly..	11/18/2021 5:06 PM
581	There has to be somewhere for us to grow. Right now you start and stay a technician there is no career development hence why I'm looking elsewhere.	11/18/2021 5:05 PM
582	Administering vaccines	11/18/2021 5:05 PM
583	Tech check tech	11/18/2021 5:05 PM
584	As long as there is additional compensation: administer shots, basic counseling (we have to take the training classes on nebulizers, for example, but can't counsel...why be required to take the class if we can't use the info we learn and have to test on, do BP and other vitals checks.	11/18/2021 5:04 PM
585	None!	11/18/2021 5:02 PM
586	None, other techs might want to add things but I am content and do not want to add anything else we have enough already	11/18/2021 5:02 PM
587	Ability to check some meds with another Senior or lead that has been scanned correctly. Oral meds only	11/18/2021 5:01 PM
588	Im fine with adding on responsibilities of any kind. However what Im not fine with and highly disagree with is corporate adding on more things to do, more responsibility, more jobs but taking away staff hours so that load is spread heavily on remaining staff or not paying any extra for added responsibilities.	11/18/2021 5:00 PM
589	More discharge med req. tech check tech workflow	11/18/2021 5:00 PM
590	No more responsibilities should be added until adequate pay is provided. These surveys never ask what needs taken away, but what else can be piled on.	11/18/2021 5:00 PM
591	I don't want anymore responsibility	11/18/2021 5:00 PM
592	Responsibilities pharmacists should help technicians instead of focusing on consultations. Due to pandemic previous year and the current year team work is needed now. We should all be the same no matter what pay grade or degrees we have. Our goal should focus on helping patients recovery by giving them those prescribed prescriptions to them in a timely matter.	11/18/2021 5:00 PM
593	Vaccinating	11/18/2021 4:58 PM
594	Medication verification, various counseling.	11/18/2021 4:58 PM
595	We already have a lot of responsibilities. I can't understand why we are not ethically trained nor adequately paid but are expected to do clinical work. We are severely understaffed and don't have time for that. I wouldn't be opposed to it if we had plenty of staffing and good training and much better pay	11/18/2021 4:57 PM
596	CVS is AWFUL to work for. With only 1 pharmacist to do most vaccinations pulling them out of the pharmacy a line of customers in drive through and counter and not enough tech hours. It's not fair to any one! And making us sign a waiver to not take lunch breaks is insane...retail is scary to work for as a tech I see mistakes made daily especially hiring a off the street person with no knowledge. There's not enough coverage period. Mistakes are made daily	11/18/2021 4:57 PM
597	Pharmacy techs already have too many duties without being adequately compensated. I would refuse to accept more duties unless my employer increased my salary.	11/18/2021 4:57 PM
598	Immunizations, lab testing, but only with a pay increase	11/18/2021 4:56 PM
599	Nothing we don't make enough to do the job of the pharmacists . I do not feel comfortable doing immunizations	11/18/2021 4:56 PM

Pharmacy Technician Workforce Survey

600	I would take on as much responsibility as possible IF I was compensated for the amount of work. I already do much more than I feel I am paid for.	11/18/2021 4:55 PM
601	Order verification	11/18/2021 4:54 PM
602	None, we have enough responsibilities.	11/18/2021 4:54 PM
603	I would really appreciate the clinical experience of giving vaccinations. Being able to do some portion of the final prescription check would also greatly ease pharmacist workload, although I see why this would not be realistic legally. Anything to get more done with less time.	11/18/2021 4:53 PM
604	MTM, CMR, More Vaccinations	11/18/2021 4:53 PM
605	More clinical duties. But only with adequate training.	11/18/2021 4:52 PM
606	None	11/18/2021 4:52 PM
607	Vaccines, tech to tech check	11/18/2021 4:52 PM
608	Tech product verification would save pharmacists so much time to do other things.	11/18/2021 4:52 PM
609	More staff, working closely with our new hires so they don't quit more follow up with them	11/18/2021 4:51 PM
610	None, take away some please.	11/18/2021 4:51 PM
611	MA/Phlebotomy work, injections, anything that would allow for change of pace	11/18/2021 4:50 PM
612	With the proper training, technicians would make better pharmacy managers than RPH's. PIC'S are not doing any of their admin duties and just push it off onto techs without pay raises. So we already do a thousand times more than so called clinical pharmacists do and are educated to do. Stopping places like corporate pharmacies from allowing them to hire any one off the street might make our pay go up as well...the board of Pharmacy has allowed this predicament technicians are currently in. You should pat yourselves on the shoulder.	11/18/2021 4:50 PM
613	Giving shots, possibly do tech-check-tech to help the pharmacist.	11/18/2021 4:50 PM
614	Vaccinations, final check with oversight, MTM reconciliation interviews.	11/18/2021 4:50 PM
615	Immunizations	11/18/2021 4:50 PM
616	Administering shots	11/18/2021 4:49 PM
617	I would like to see medical supplies as being able to get through customers insurance at retail stores.	11/18/2021 4:49 PM
618	Medication history, immunization, more tech check tech opportunities	11/18/2021 4:49 PM
619	Calling in refills after Rx is approved by pharmacist	11/18/2021 4:48 PM
620	Vaccines to help keep workload off rph. But would need more tech staffing also	11/18/2021 4:48 PM
621	The ability to help patients I understand the importance of knowing their medications, the importance in taking them and the importance of keeping an updated list with them at all times	11/18/2021 4:46 PM
622	More involved with the clinical side of hospital pharmacy.	11/18/2021 4:46 PM
623	With the amount of tasks a technician is expected to do ,the compensation is absolutely awful. Technicians are over worked and very much under paid.	11/18/2021 4:46 PM
624	Would love to if the help was there and not just added responsibility with no help or pay increase.	11/18/2021 4:46 PM
625	I would be happy to take on extra of anything. Just would have to have the time to do so like more staff after 18 years as a pharmacy technician it's the worst I've ever seen and I say pay is a huge part of it . It's not a job just anyone can do .	11/18/2021 4:45 PM
626	More clinical work	11/18/2021 4:45 PM
627	Being able to help pharmacist with shots would help allow them to be able to process more prescriptions	11/18/2021 4:45 PM
628	Technician lead immunizations and covid testing are great ways to take workloads off of pharmacists so that they can do the more important aspects of their job well. Though this only	11/18/2021 4:44 PM

Pharmacy Technician Workforce Survey

works if the technicians are properly accommodated to have extra responsibility and have additional technicians to cover for areas that will be lacking with more jobs to do.

629	NONE. Sometimes I'll work 12 hours straight with no breaks and constantly getting yelled at. Please do NOT give MORE to us.	11/18/2021 4:44 PM
630	giving vaccines, inventory, management	11/18/2021 4:43 PM
631	Mixing and shots. As well as COVID testing.	11/18/2021 4:43 PM
632	Helping pharmacists with the amount of vaccines we are expected to give.	11/18/2021 4:43 PM
633	IV	11/18/2021 4:43 PM
634	To be able to take prescriptions over the phone to help ease the work load of the pharmacist.	11/18/2021 4:42 PM
635	I would like to be appreciated for my knowledge and be allowed to do all that is legal	11/18/2021 4:42 PM
636	None	11/18/2021 4:42 PM
637	If adequately staffed testing and vaccines are fine.	11/18/2021 4:42 PM
638	I no longer work in the retail environment. More non-pharmacy jobs should be available for the technicians	11/18/2021 4:42 PM
639	I wouldnt mind doing vaccines, but employers wont give a good raise that would be worth it due to responsibility of giving vaccines.	11/18/2021 4:41 PM
640	Taking phones prescriptions, giving vaccinations, verifying prescriptions that need clarification	11/18/2021 4:40 PM
641	Technicians checking technicians, more allowance on workflow	11/18/2021 4:38 PM
642	I would love to do mtms	11/18/2021 4:37 PM
643	Many retailers do not allow technicians to things within scope such as med reconciliation, transfers, certain clarifications. Technicians should have additional training required and certain levels of skilled technicians required at each place of employment.	11/18/2021 4:37 PM
644	Mtm, giving shots, being able to be in pharmacy with out a Pharmacist	11/18/2021 4:36 PM
645	Techs can vary so much in skill sets. There should be an option to do more work but not a baseline expectation. Not everyone can handle it.	11/18/2021 4:36 PM
646	I'd like to take on a little more do I can earn more wages	11/18/2021 4:36 PM
647	Pharmacy technician recruiter	11/18/2021 4:35 PM

Q20 What responsibilities detract from job satisfaction? Leave blank if not applicable. REMINDER: Do not include your name or other information that would identify you in the comments.

Answered: 777 Skipped: 1,783

#	RESPONSES	DATE
1	Retail settings is not the place to be doing Pediatric vaccines	12/3/2021 8:44 AM
2	No	12/2/2021 6:21 PM
3	Immunizations at the moment. It's hard to balance productivity with the amount of shots that have to be given on a daily basis	12/2/2021 4:01 PM
4	Feel test for certification is too detailed for what I do in my job. This could cause less people going into field.	12/2/2021 2:42 PM
5	Constant phone calls	12/2/2021 2:15 PM
6	Not being able to counsel patients on simple tasks/questions they have that we know without a doubt we can answer correctly. It should be up to the pharmacist and each technician whether or not they are allowed to answer certain types of questions. Pharmacists will know how much each technician actually understands about certain medication topics and can easily adjust accordingly on what questions/topics each technician is allowed to answer/counsel patients on. Further, I would expect that technicians should be able to identify if a question or counseling opportunity is within their knowledge base, and answer or defer to the pharmacist accordingly as well.	12/2/2021 12:51 PM
7	Corporate adding on a bunch of metrics that have nothing to do with patient safety and everything to do with them (Corporate) making money.	12/2/2021 11:18 AM
8	USP 800 standards are excessive. Being required to clean rooms with a chemical that makes my eyes, nose, and throat burn every day/week/month and being told that's just what you have to do, get over it. The constant cleaning of things that are already clean. Before the 800 standards were introduced I never heard of problems stemming from an inadequate clean room environment for compounding. Inadequate staffing. If I take a day off, there's no one to cover my position, my duties get pushed off on the other 2 who are left to do it everything on their own. Management makes you feel like a slacker for taking time off THAT I HAVE EARNED AND AM OWED to take care of life that happens to all of us. It causes me a tremendous amount of stress and anxiety when I need to decide if it's better for me to stay home and take care of myself and my family when it's necessary, or if I need to go to work to avoid upsetting the people who make the schedule and are supposed to be responsible for finding coverage for me that day. Which they haven't done in almost 2 years. So I can stay home and take care of what I need, or I can screw over the other techs I work with and piss off management in the process. And forget vacations. Asking for time off (which, again, they owe me and I have earned) is like asking to go on a 6 month sabbatical. I'm supposed to know an entire year in advance when I want to take a single week's vacation, and that's it. Asking for more gets you treated like you're doing something wrong for needing a break. But you better believe that when pharmacists or management wants a vacation they get it. Many times a year, without a year's advance notice. Our pay is pitiful. Standards keep changing that require more work. New duties keep getting pushed onto us that used to be the job of pharmacists. Yet we still don't make enough to stop living paycheck to paycheck. And we get told we should be happy that we have the job we do without having at least a 4 year degree. That we should be happy that someone is willing to pay us "as much as they do" without one. Like we're lesser members of the team for just being techs. Most pharmacists I work with directly don't have this attitude, but management sure does. And that's true for every place I've worked as a tech, not just my current place of employment.	12/2/2021 11:00 AM
9	Monthly audit reports	12/2/2021 10:30 AM
10	Dealing with technological issues. Such as robot issues	12/2/2021 10:13 AM

Pharmacy Technician Workforce Survey

11	Metric items pcq calls	12/2/2021 10:04 AM
12	#1. Cashiering / running the cash register. (Forces techs to have yet one more source of distraction and increases errors as we are required to prioritize helping the patient in the line rather than prioritizing the patient whose script we are filling.) #2. Answering the phone. #3. Walk in immunizations (namely due to a lack of staffing. We need to be staffed better to cope with walk ins and also, just due to the structure of the retail work environment, we are not really equipped to accommodate the number of walk ins we get on a daily basis. Walmart is awful with this and we have a lot of crowding and insufficient social distance. I compare ourselves to kroger, who seems to have done things better in the clinical regard by changing their infrastructure and designating certain times for walk ins. We are too available and my chain and thus stretched too thin.)	12/2/2021 4:36 AM
13	Covid shots and covid testing is a major stress. Over the last year, some people think we are a covid clinic. We have to fill prescription and take care of our regular customer needs. Short staffed is a major stressor. We are overworked and forgotten. The pharmacy as we know it has changed forever. Unrealistic goals that are put on us as a pharmacy has gotten out of hand. We have been working through this pandemic non-stop and we are getting burnt out with these covid shot. I'm glad we have them available to the public but we be the soul providers of the vaccine. It should of been a big facility to hold all the covid clinics. Thank you for your concern and hopefully this will help you see the day and life of the pharmacy.	12/1/2021 11:30 PM
14	The never ending phone calls along with curbside. When you are short handed and you can't answer the phone. Then people get rude and nasty. They don't understand how busy we are. The non stop vaccines. Way to much stress. Only having 2 registers on a never ending line of patients at pick up.	12/1/2021 9:56 PM
15	All the phone calls	12/1/2021 8:32 PM
16	Drive thru	12/1/2021 8:16 PM
17	COVID COVID COVID.	12/1/2021 7:53 PM
18	NA	12/1/2021 5:42 PM
19	Taking on responsibilities that should be done in a doctors office or minute clinic.	12/1/2021 4:43 PM
20	Pressure to become an immunizer. Covid (adult, boosters, and pediatric) and flu vaccine walk-ins. Covid testing (pcr and naat rapid). Increased patient outreach call volume and types of calls expected to be completed. Increased workload with less staff leaves less people to share the normal workload and tasks, let alone all the additional responsibilities.	12/1/2021 3:36 PM
21	Over worked and under paid	12/1/2021 3:28 PM
22	All of my technician responsibilities detract. I was promoted 8 months ago and I'm still not in my new position.	12/1/2021 3:14 PM
23	Obsessive metrics from management, glorified cashier	12/1/2021 3:03 PM
24	Customer service	12/1/2021 10:54 AM
25	School	12/1/2021 10:28 AM
26	Not enough staff to handle the workload. Keep shifting jobs off of the pharmacist to free up their workload onto us but they not give us enough help. The ratio of RPH to tech is way to high. 4 techs to 1 pharmacist in the retail setting makes is unrealistic. If we could even cut it in half like a 2:1 ratio it would be more safe for patients! Less med errors and more time to focus on patients.	12/1/2021 2:47 AM
27	I get distracted when things aren't organized or in place	11/30/2021 11:41 PM
28	Too busy for adequate training. Pharmacist and techs too busy and stressed to answer questions and teach the job.	11/30/2021 10:13 PM
29	Lack of training	11/30/2021 9:15 PM
30	Due to inadequate staffing in housekeeping, I often pull trash, clean floors, search for paper towels and toilet paper and refill dispensers. There are PLENTY of managers and "clinical" staff however.	11/30/2021 8:45 PM

Pharmacy Technician Workforce Survey

31	We do to much, shots, testing, and these companies we work for are money hungry and just keep adding more on us	11/30/2021 8:25 PM
32	I am not able to do my studies on PTU at home or on my own time. Covid shots have taken up most of our time during the day.	11/30/2021 3:31 PM
33	The overwhelming conditions, vaccinations plus filling plus register, etc. I'm actually afraid of pharmacist error considering that they are requiring or pushing to give a vaccine every 3 minutes plus all of the other work like data verification and prescription verification. It's maddening!!!!	11/30/2021 3:00 PM
34	Feeling like I have to babysit a lazy pharmacist	11/30/2021 2:40 PM
35	We are staffed for only prescription duties, all tech duties, we do not have enough techs to also be a clinic also	11/30/2021 11:40 AM
36	Having to run outside to be a delivery person. It stops workflow-- especially when extremely busy, short staffed, pharmacist is preoccupied because there is only 1 and it could be a safety hazard.	11/30/2021 11:34 AM
37	Clinical interventions on top of daily duties. My specific role is Lead Technician so I have more responsibilities than the average tech, on top of being an average tech. Some of my lead duties get thrown to the side because of worrying about everyone else.	11/30/2021 11:34 AM
38	Too much compounding and not enough staffing to fulfil the work load	11/30/2021 11:33 AM
39	Covid testing, vaccines	11/30/2021 11:16 AM
40	People call off and leave us short-staffed.	11/30/2021 10:35 AM
41	Having to do drive-thur all the time, on that time I can have finished so much of QP, hire someone for drive-thru and pickup, we need to go back having Rx clerk	11/30/2021 10:07 AM
42	Na	11/30/2021 9:35 AM
43	Having customers about simple issues they should be able to handle.	11/30/2021 9:25 AM
44	Answering the phone	11/30/2021 9:15 AM
45	lack of training, lack of staff, lack of order/structure	11/30/2021 9:04 AM
46	Stopping to answer phone calls. Inpatient people.	11/30/2021 8:41 AM
47	Constantly being stuck on the register. Ringing people out with a cart full of stuff and a free prescription.	11/30/2021 7:58 AM
48	Giving vaccinations	11/30/2021 7:36 AM
49	Pharmacists choosing not to contact patients directly for small matters, and requesting technicians to do so. Waiting on pharmacist responses to clinical questions to relay to patients instead of pharmacists speaking to patient directly.	11/30/2021 5:34 AM
50	The daily insurmountable workload. The lack of pay. The lack of help. The lack of everything. This is beyond ridiculous.	11/30/2021 4:02 AM
51	Pharmacist not helping in workflow and or management expectations without proper staffing, pay, and or safety	11/30/2021 1:24 AM
52	There is currently not enough staff to handle the increase in immunizations	11/30/2021 1:20 AM
53	The sheer amount of work that has been added due to covid. One technician has to be testing 7 hours per day and the pharmacist is stuck giving vaccines.	11/30/2021 12:14 AM
54	Having a goal of meeting unattainable numbers for things that are unimportant. For example, a certain percentage of the order getting scanned in properly. If an invoice gets posted in the wrong app, the percentage lowers.	11/29/2021 11:24 PM
55	The non sensible metrics placed on us by corporate, paid for by insurance companies.	11/29/2021 11:17 PM
56	People who don't care about there job	11/29/2021 11:06 PM
57	Definitely phones ringing off the hook non stop. Slow technology is a big one also	11/29/2021 10:44 PM

Pharmacy Technician Workforce Survey

58	a non technician to do janitor jobs such as cleaning and trash	11/29/2021 10:22 PM
59	Lack of time to adequately have new hires trained, therefore adding extra stress and responsibility to the rest of us.	11/29/2021 10:10 PM
60	Not enough workers and the pay is not as desirable as it could be. Also the work load is unbearable	11/29/2021 8:43 PM
61	Insurance issues	11/29/2021 7:26 PM
62	Covid testing	11/29/2021 6:53 PM
63	Attitude and being rushed	11/29/2021 6:48 PM
64	Not enough staff	11/29/2021 6:30 PM
65	Lack of staff,	11/29/2021 6:28 PM
66	The pay.	11/29/2021 6:22 PM
67	Pay, stress, workload given to the Pharmacist who makes 5 times more than any tech	11/29/2021 5:55 PM
68	Covid testing and giving so many vaccines we can't get anything done. Giving vaccines to children, this should be done in a peds office!	11/29/2021 5:55 PM
69	Phones ringing non stop because of misinformation about what "booster" they should get and what places have the correct boosters for them.	11/29/2021 5:01 PM
70	Clinical workload, insurance companies should manage this and what how they rate a pharmacy and pay the pharmacy should not be a factor. Also having to provide vaccines should be provided by physicians. The most stressful part of pharmacy is Good Rx discounts. Patient's have scripts at pharmacies all over and medication error issues can occur when the pharmacist does not know what other meds a patient is using.	11/29/2021 4:47 PM
71	Stopping to answer phone calls. Inpatient people.	11/29/2021 4:46 PM
72	An increase in workload while staffing is decreased	11/29/2021 4:33 PM
73	Constantly having to answer phone calls and having to stop and check customers in for vaccines	11/29/2021 4:13 PM
74	Pushing to get prescriptions out faster by patients. Plus trying to give more responsibility for covid shots to technicians. This is done to help the pharmacist but it should be more of a nursing staff position. Less errors and allows the rest of the staff to help with prescriptions	11/29/2021 3:34 PM
75	Having to deal with the pharmacy clerk (the person that checks in the order and puts it away) that is not certified. I think ALL Non-Pharmacist staff should be certified.	11/29/2021 3:07 PM
76	Micromanagement and excess meetings are stressful	11/29/2021 3:02 PM
77	It is not the job duties necessarily that detract, it is the fact that corporate stores are perceived as being understaffed, overworked, etc., but do not even have job openings or hours to budget. Where I worked, in the beginning of giving Covid booster shots/flu shots our hours were cut. We are understaffed but are expected to be robots and meet a quota. The problem is that we are also expected to be customer service oriented and be exceptionally friendly, but customer care is not factored into production time. I can ring someone out in 10 seconds, until they start asking about what kind of goodrx they can use, if there pet meds can be filled here, where the canned goods are located, and/or whether or not I'm single. Too bad that customer service is not graded. Treating people like human beings goes both ways. If I'm treated like a human being by my employer(instead of a production robot) then I can treat my patients that way. Isn't that what everyone deserves?	11/29/2021 2:17 PM
78	N/A	11/29/2021 2:06 PM
79	No support when patients get angry, short staffed too often, only 1 pharmacists to do everything=not safe or fair to them, doctors not learning electronic rx systems properly=double / missing/ incorrect directions	11/29/2021 1:58 PM
80	This whole shot process in the pharmacy is a huge distraction from actually helping our script patient's. Take far to much time and man power away from running a pharmacy as it should.	11/29/2021 1:51 PM

Pharmacy Technician Workforce Survey

As well as focusing on outgoing phone calls to promote refills or auto fill. To many phone calls expected of us to go out each week.

81	Phone calls about dumb issues (is my prescription ready, are you open, etc), running a register, always having to apologize for being behind.	11/29/2021 1:50 PM
82	In a hospital pharmacy - Tedious tasks such as EMS boxes, charges/credits. In my current job at a specialty pharmacy, nearly every task is directly related to my patients and I can see results in real time. I have a ton of patient contact and am always glad to see my patients feeling better	11/29/2021 1:31 PM
83	Pushing reward cards. Pushing sunscreen coupons.	11/29/2021 1:20 PM
84	None.	11/29/2021 1:19 PM
85	Lack of help from others/management when short staffed, being forced to do things without ample training even when more training has been asked for. Adding more responsibilities to already heavy workloads. Little to no praise for hard work. Insufficient salary vs expectations and responsibilities.	11/29/2021 1:16 PM
86	Vaccinations all the time, takes away from filling prescription and patient care.	11/29/2021 1:16 PM
87	N/A	11/29/2021 1:07 PM
88	Just the amount of work we have to do now	11/29/2021 1:00 PM
89	The amount of responsibilities per employee per day we dont have enough staff at all.	11/29/2021 12:56 PM
90	NA	11/29/2021 12:55 PM
91	Covid testing	11/29/2021 12:42 PM
92	Calling customers to meet metrics set forth by insurance contracts	11/29/2021 12:34 PM
93	Na	11/29/2021 12:19 PM
94	HAVING TO ANSWER A CERTAIN AMOUNT OF CALLS PER DAY TO MEET A GOAL. IT DOESN'T ALLOW FOR MUCH TIME TO ENSURE WHAT THE PATIENT IS WORRIED ABOUT TO BE FIXED.	11/29/2021 12:15 PM
95	Taking too many calls and drive thru.	11/29/2021 12:09 PM
96	There's constant staffing issues and too much workload.	11/29/2021 12:01 PM
97	Pharmacists not respecting certified techs as equals.	11/29/2021 11:54 AM
98	I supervise so there are daily staffing challenges. If we could get additional tech staff it would make things a lot better.	11/29/2021 11:53 AM
99	Short staffed and too busy for our customer base	11/29/2021 11:50 AM
100	Techs play favorites with some customers.	11/29/2021 11:47 AM
101	Not be able to use my license to its full capacity.	11/29/2021 11:45 AM
102	Staffing issues due to the lack of applicants interested in pharmacy tech positions.	11/29/2021 11:38 AM
103	n/a	11/29/2021 11:38 AM
104	Dealing with nurses	11/29/2021 11:35 AM
105	State Certification/ Registration Process detracts those from entering and staying in field. Compensation has not kept up with added requirements. No room to grow within many organizations, even for those Nationally Certified, or Adv Certified Technicians. This results in short staffing, burned out, lower paid technicians that eventually leave the profession for higher paying jobs.	11/29/2021 11:25 AM
106	none	11/28/2021 8:04 PM
107	Responsibilities that aren't pertaining with my job or having to deal handle customers attitude.	11/28/2021 7:20 PM
108	Currently, all basic pharmacy technician responsibilities detract from job satisfaction because it is impossible to maintain even the most basics of responsibilities.	11/28/2021 4:13 PM

Pharmacy Technician Workforce Survey

109	Being short staffed , working alone while trying to attend to vaccine sign up plus fill and ringing patient/customers out	11/28/2021 7:12 AM
110	Being expected to meet verified by promised times/ call lists upwards of 70 to 100 calls per day in addition to scripts, covid shots and covid tests with an almost entirely new staff of technicians all of which I am responsible for training for the most part. Being one of two people responsible for all extra work outside of the job basics.	11/27/2021 8:15 PM
111	Vaccines. Mandatory phone calls to see if patients are compliant.	11/27/2021 5:25 PM
112	meeting goals instead of just being able to do what is best for customers. Offering vaccines is great but why be scored on how many you do--same thing applies to most of the goals we are forced to meet. Automatic refill? awesome. getting a low score because not enough people sign up at the register? asinine. Asking if anything else is needed during a customer interaction? Yes. making dozens of calls a week to ask people to fill meds? counterproductive. If we can't fill current scripts on time why are we asking for more? COVID testing--necessary but every 10 minutes and still doing pickup and drivethru drop off then getting yelled at for a long wait time and subsequently being told by corporate its a time management issue? Absurd. Let them try to do it all. I just want to be able to deal with the patients (and they are patients - not customers - aren't we healthcare?) that are here and meet their needs as quickly, efficiently and SAFELY as possible. Metrix make it difficult to make the necessary phone calls such as checking on insurance issues or tracking down an out of stock medication or keeping a patient informed of issues that arise. I have had patients not receive necessary medications on time because we have not had time to locate them elsewhere or check to make sure it can be ordered. We recently had to write off numerous refrigerated products because they were not unpacked and put away before the cold packs melted because we were too busy making sure we offered everyone a flu shot, signed them up for automatic refill, dropped everything to fill their rx because we're not allowed to tell them longer than 15 minutes despite having 25 waiters ahead of them (not an exaggeration - I counted). I'll stop now.. Basically let us take care of our patients and get back to putting safety above company profit. Not sure this fits in but it must be said. I recently had a pharmacist co-worker suffer a stroke (luckily a transient one with no long lasting effects) while at work because if she left we would have to close the pharmacy and no one could cover for her. We finally did close but we are lucky she was okay. No one should ever fear reprisal for attending to their health in emergency situations.	11/27/2021 3:45 PM
113	we opened up a stand-alone in the midst of a pandemic and wasn't trained on how to run the store part of our pharmacy so we have to do a lot of non tech jobs on top of vaccines that ruin most of the other parts of the job.	11/27/2021 2:38 PM
114	checklists of things we already do	11/27/2021 2:16 PM
115	Nothing that is standard detracts anything, but any additions would make it much worse.	11/27/2021 12:02 PM
116	Signing people up for messaging to meet a percentage quota. Answering the phones, customers cannot get through to the store so they call pharmacy "because we are the only ones that answer" and it's not even a pharmacy question or call. The drive thru pretty much the worst thing they ever did to pharmacy! Drive thru's are not personable, they lose sales for the store and they require extra technician staffing to run them.	11/27/2021 7:27 AM
117	Anytime I am pulled away from my job to commit to customer service (if I can), I believe in helping our customers.	11/27/2021 3:08 AM
118	The curb side is faulty. Machines that won't pair or won't accept cards. Angry irritated customers. No guidance on what to do in the case of a covid quarantined patient who cannot use their card at curbside. How do we get them their medicines. Longer hours stretches out tech support and minimizes effectiveness with patients. Longer wait times etc. One pharmacist working 13 hr days with only one half hour break is pushing for mistakes to be made over a time that has very little business. Growing numbers of rx coming in and a thinned out staff makes both workers and clients edgy and impatient.	11/27/2021 12:24 AM
119	Constant Phone pulling away from work so tasks left in various incomplete stages non-stop	11/26/2021 8:48 PM
120	Paper log copies—insane & ridiculous amount of paperwork involving vaccinations; mail out prescriptions etc. Also curbside pickup—would much prefer a drive thru window. Despise going outside & watching people smoke, eat, & talk on their phone while trying to process their payment.	11/26/2021 8:35 PM
121	Running the cash registers. Having to go to the registers, disrupts work in the pharmacy. It	11/26/2021 10:49 AM

Pharmacy Technician Workforce Survey

	increases chances of making errors because of the many disruptions.	
122	Excessive phone calls not prescription related!	11/26/2021 9:08 AM
123	pharmacy manager does not delegate tasks evenly or fairly, allows some technicians to do as little as possible (standing around talking about non work related things) and tells other techs to do multiple tasks at once, setting up for possible errors to occur	11/25/2021 2:19 PM
124	We need a set lunch break. We need another pharmacist to help with the technician ratio and also with the given vaccines every 10 minutes so we can also have a working pharmacist to make sure medications are going out along with vaccines. We need more labor time to have more technicians to cover all jobs. We need to hire another full time technician. We need to feel like we are not overwhelmed and worrying about what we left the day before and how we need to mentally prepare for the next day. For all the work we put in, I feel we don't make enough especially working during a pandemic! Our pharmacist need breaks and so do the technicians! I love the opportunity I have with working in the pharmacy, but it is VERY stressful and VERY overwhelming!!	11/25/2021 11:32 AM
125	The workload that corporate keeps adding and adding and we have to deal with the consequences of rude and upset patients because there is not even time to do everything efficiently and effectively.	11/25/2021 8:56 AM
126	Us giving shots. Should stay at the pharmacist level who gets paid enough to do that. Not the slaves that are paid pennies. Won't need a pharmacist before long.	11/25/2021 8:00 AM
127	Retail-customers think we're just cashiers. Even my own son thinks that! Basically anything corporate wants us to do. I worked like a dog through the pandemic, for nothing. My loyalty makes no difference.	11/25/2021 12:25 AM
128	The amount of scrips we have to fill with only one pharmacist and low staff. Scanning receipts and putting refill stickers in the book takes up our time our time. Overall the work load is way more than what should be normally. We are extremely burned out!	11/24/2021 11:56 PM
129	Technicians immunizing stress me out. I don't feel it is safe for technicians to administer vaccines. I don't feel the training is adequate. I also don't think we should be administering vaccines in the pharmacy at all either. It takes too much time away from patients and medications. Covid Boosters and Covid testing is our primary role now and I think it's wrong.	11/24/2021 10:23 PM
130	Metrics-I can't spend too much time on inventory management (ex-sending overstock returns back to Inmar) due to worrying about my personal metrics. Did I type enough prescriptions this week, count enough, etc? My quality is good (ex-good data entry re-work rate making few mistakes, fast counting/dispensing, etc) but my other extra responsibilities as lead decrease my quantity part in the metrics.	11/24/2021 9:57 PM
131	Being expected to run a call center, 3 registers, an immunization clinic, put away a multiple hundred piece drug order, prescription data entry and filling for upwards of 500 prescriptions a day. Sometimes by yourself with a single pharmacist who is also responsible for all that and more at the same time.	11/24/2021 7:18 PM
132	My biggest issue is the verbal abuse that is constantly happening from pts. The phrase "the pt is always right" needs to end because being cussed at and screamed at for things that are genuinely not our fault is unacceptable.	11/24/2021 12:51 PM
133	Working in the IV room alone, I feel is not safe for patients, there is no good time management to feel confident in getting our patients the best care and have time to clean, organize and restock. There are multiple pharmacists who do not take technicians seriously and do not understand our workflow and expect us to drop everything to do something non-urgent or that they can complete themselves in a much more timely manner. We do feel under appreciated and under paid for how much work we do and we do not get recognized for always going above and beyond our laid out "duties".	11/24/2021 11:46 AM
134	since covid we have been very short staff and its hard to just get anyone in to help with the board regulations on volunteers. We could use a volunteer to check in the order and put the price stickers on. Techs could scan and process the rest of the order. Its just there are volunteers out there, but they cant help us out on simple things that could make our jobs a little easier whent here is no staff	11/24/2021 11:01 AM
135	The telephone, though it is necessary.	11/24/2021 10:37 AM

Pharmacy Technician Workforce Survey

136	Vaccines, It is just too much on top of our regular workload	11/24/2021 9:38 AM
137	Anything clinical - there isn't enough time or staff for the obscene workloads	11/24/2021 8:16 AM
138	Being forced to give covid shot when I didn't want to	11/24/2021 8:04 AM
139	All clinical services (IMZ walk in appointments)	11/24/2021 5:49 AM
140	Long hours, under paid, no breaks, over worked	11/24/2021 12:39 AM
141	Insurance companies	11/23/2021 11:32 PM
142	<p>For reference, I work for Giant Eagle Pharmacy. Please send this to whom it concerns for proper course of action. I cannot emphasize enough how highly DISSATISFIED I am with my job as a pharmacy technician. What a humiliating and deeply disrespected job, which is all thanks to pharmacy corporate and the Board of Pharmacy for allowing such an unstable work environment. You should all be ashamed of yourselves. You have no idea what we are all going through. We work with such short staffing that is beyond an unsafe environment for the patients. The short staffing, constant phone, constant distractions, the continuous added tasks of immunizing and meeting metric goals...it needs to stop. You need to come up with an effective plan on how to make the pharmacy work environment a better place before something terrible happens. Please stop turning a blind eye to what feels like endless suffering and stress of pharmacy staff and find us solutions! For example, all pharmacies should be given a mandatory break where the pharmacy CLOSES during the day. The two biggest issues are short staffing and the humiliating pay that pharmacy technicians receive. We absolutely deserve to be paid more, but I'm sure everyone in corporate sitting on 6 figures a year has nothing to say. I'd love to see corporate work just one day in the pharmacy because they wouldn't last a chance and are so out of touch with the reality of the situation. I'm a young female, in the my mid twenties, and I cannot tell you how much anxiety and depression this job has caused me and how many times I have cried driving home. This job truly beats down your self worth because there is no respect in this field. Please take what I shared seriously and help us from drowning so badly. Pharmacies are crying out for help. Please do something. Thank you for your time.</p>	11/23/2021 11:18 PM
143	<p>The extra stuff that the customer demand . Covid has caused them to use the drive through for non pharmacy items and they demand you get them or they will call your Corporation. It's not fair that the pharmacy has become "fast food". Customers do not want to wait even 5 mins for a prescription to be filled. It's not safe. Your working so fast and it makes it easy to make mistakes. We hardly make it to the bathroom and most time your struggling to make sure everyone gets a break. Also patient do not understand how sync my meds work. Having to sync patients meds has added to the work load. It has caused patient to no longer be responsible for calling the dr for themselves. They expect the pharmacy to do so. Most patients no longer know what meds they are taking they "just show up and they are ready" no idea which meds or why they are taking them. Customers have to take some responsibility in their own health. It's hard being the only full time tech and having to manage that many patients meds. Without them knowing what they take. I spend more time worry about what I did or didn't get done for a customer once I'm home from work. I also think the Covid vaccines made it hard to Juggle my work responsibilities. We have taking so many new patients with the shots and that takes time added them to the system. Like I said customers expect to be in and out in less them 5-10 minutes. Some days we find ourselves leaving work for the next day then your behind when you walk in and patients do not understand that. Also I think there is an over prescribed amount on certain medications.</p>	11/23/2021 10:09 PM
144	<p>Answering phones while trying to transcribe and count prescriptions. Following up on refill requests to prescriber. Excessive amount of vaccinations with limited staff.</p>	11/23/2021 10:07 PM
145	<p>There are so many things that a pharmacy cashier is not allowed to do (drop a prescription into the system for example) that from an employers standpoint it's pointless to have them. But this means that technicians have to run the registers and in some cases spend all day doing it. That's not particularly satisfying when there is SO much MORE I could be doing.</p>	11/23/2021 9:30 PM
146	<p>Immunizing Young children under 11 years of age. I must make more time to calm and coax the child to be ready for the shot, so much so, that by the days end, I am emotionally drained. I feel like we are scaring these children , and the parents are forcing them to get shots. I am not a therapist, but I feel like one sometimes.</p>	11/23/2021 1:27 PM
147	Na	11/23/2021 1:12 PM

Pharmacy Technician Workforce Survey

148	Walk in vaccines, lack of technician and pharmacist staffing	11/23/2021 12:53 PM
149	Having to know my job as well as the pharmacists, having to handle IT issues myself, doing too many vaccinations	11/23/2021 12:18 PM
150	I'm constantly on the phone and can't possibly get all my work done when taking calls every 2 minutes.	11/23/2021 11:58 AM
151	No specific responsibilities. Insurance, rude patients, high workload, understaffing are the primary detractors from job satisfaction.	11/23/2021 11:05 AM
152	Short staffed all the time. Other technicians not picking up their weight. Manager is aware of all this.	11/23/2021 9:43 AM
153	Explaining COVID-19. Vaccine and test procedures over and over again. And the constant changes to protocols.	11/23/2021 9:39 AM
154	Timing in the hospital is very tight, which occasionally postpones breaks. There are lulls, though for the most part.	11/23/2021 9:34 AM
155	Sales calls. Would like to focus more on the patients in front of us instead of making sales calls	11/23/2021 8:49 AM
156	Having to do three times the workload because we are understaffed. These companies don't want to pay pharm techs, especially HOSPITAL pharm techs, or hire enough staff so that we don't feel like a truck ran over us at the end of the day. And people don't realize that if we DIDN'T have an operating hospital pharmacy that the hospital would be shut down. Think about this, nurses get bonus on bonus and what do techs get? Nurses get ONE teeny tiny department to run, pharm techs get the WHOLE hospital to run: making IVs, TPN, Stat meds, Trauma meds, super expensive infusions, priming lines, compounding oral meds, delivering time sensitive meds to departments who will push blame off on the pharmacy for their own mistakes, and SO much more. Not to mention the rude pharmacists, doctors, or others that we deal with on a daily basis. There is much to say here. I have loved jobs that I've had over the years, but because of the lack of training, management, and lack of employees I've had to leave multiple places... and I voiced these things, not only for myself, but also for the others who wouldn't speak up to the management, but rather used me as a sounding board... yet and still nothing ever changed.	11/23/2021 8:41 AM
157	The lack of recognition for and ability to use my Advanced certification, years of experience and knowledge.	11/23/2021 8:23 AM
158	All the phone calls about stupid things that would be answered if they listened	11/23/2021 7:06 AM
159	Having to jump between multiple steps of workflow (data entry/ dispensing/ adjudication) due to lack of staff. Added pressure of the number of shots done in a day that leaves little to no time for prescriptions	11/23/2021 6:46 AM
160	Coworkers who are not committed or doing their fair share!	11/23/2021 5:55 AM
161	All responsibilities! We're extremely overworked, underpaid, and disrespected. The expectations of a pharmacy technician is demoralizing and has become inhuman at times.	11/23/2021 5:37 AM
162	Dealing with rude customers about having an appointment to get shots because we are so busy with just shots I don't get any of my other work done during the day	11/23/2021 5:27 AM
163	SHOTS/VACCINATIONS/COVID TESTING TAKES UP A TECHNICIANS DAY AND OUR CHAIN PHARMACY KEEPS ADDING TIME SLOTS INSTEAD OF DECREASING APPOINTMENT TIMES DUE TO LOW STAFF. THIS TAKES A BODY AWAY FROM FILLING PRESCRIPTIONS. OUR STORE IS 3000 RXS BEHIND. THIS PUTS US A MONTH BEHIND. ITS UNSAFE FOR EVERYONE INCLUDING CUSTOMERS. IVE HAD PATIENS CRYING BECAUSE THEY ARE OFF THEIR DEPRESSION MEDS, NO INSULIN, OUT OF BLOOD PRESSURE MEDS ECT.	11/23/2021 4:37 AM
164	pay rate and over worked. even when completing my job, in "down time" there is always things to do and forced to constantly do more work. not having enough staff.	11/23/2021 1:20 AM
165	The stress from having to run around from a COVID test to a shot then filling and answering the phone. Overall, there isn't enough time to be satisfied.	11/23/2021 12:07 AM
166	Having to run from one end of the counter to the other. (Drop off/ pickup) somehow entering	11/22/2021 11:43 PM

Pharmacy Technician Workforce Survey

and filling prescriptions.

167	Having to give vaccines every 10 minutes and covid testing thru our drive thru keeps us from attending to our patients prescriptions. Ohhh, and 3 words "GOOD RX COUPONS"	11/22/2021 11:30 PM
168	Being expected to do more with less help thus opening the door for mistakes	11/22/2021 9:51 PM
169	Normal pharmacy duties have become answering phones ,filling scripts , preparing mailings for delivery,covid testing testing through drive -thru ,checking in for vaccines waiting on customers helping customers along with regular everyday duties of housekeeping being called in too many different directions with not enough time or help. It seems to be a free for all, we spend the majority of our time playing catch up. It never ends. Multi tasking is an understatement	11/22/2021 9:42 PM
170	Short staffed impatient and entitled people	11/22/2021 8:58 PM
171	We do testing at our location and most of our techs were able to do the testing. Then the policy changed to only certified techs. That put more pressure anfm stress on only 2 techs being able to test instead of 5. Testing is not rocket science. Any of our techs are well qualified to do testing.	11/22/2021 8:41 PM
172	Just the pressure to complete large amounts prescriptions fast as possible.	11/22/2021 8:41 PM
173	Rotating door of shots and Covid tests. We don't have time to do our regular daily duties because we are bombarded with shots and tests.	11/22/2021 8:03 PM
174	Tracking labs and having to calculate supply needs without the clinical understanding of the use of them in the field	11/22/2021 8:02 PM
175	Patient portal calls and save-a-trip	11/22/2021 7:48 PM
176	Not enough help	11/22/2021 7:47 PM
177	Biggest is Rude customers and their threats. Customers who have insurance problems that take up alot of time at drive thru. Customers who need to wait for their medications, but won't move from the drive thru window so that the line can move forward. This angers the other drivers in line. the appointment times for vaccines needs to be greater 15 minutes in between. Not being able to print out forms customers filled online which not only angers the customer but takes longer time for them to get the shot. Computer issues/website issues. PCR test and the increase in phones and having to man counter, drive thru, phone calls and filling and having a hard time trying to help everyone when staff is low.	11/22/2021 7:40 PM
178	Covid testing and covid vaccines	11/22/2021 7:26 PM
179	Immunizing	11/22/2021 6:40 PM
180	immunizations are out of control. people should see a doctor for those kinds of things. we are too busy to take on those kinds of responsibilities. between customer, phone call, filling medications. there are not enough hours in the day to handle everyone needing vaccinations too.	11/22/2021 6:40 PM
181	More staff if possible	11/22/2021 6:29 PM
182	Audit and the never ending cleaning	11/22/2021 5:55 PM
183	Having to take in coworkers responsibilities because they can't bother showing up for work	11/22/2021 5:47 PM
184	Na	11/22/2021 5:17 PM
185	Company driven metrics	11/22/2021 5:01 PM
186	overwhelmed with short staffing and over worked technicians with a tremendous amount work load will lead to medication errors.	11/22/2021 4:48 PM
187	We need more than one pharmacist on shift. It's not safe to only have one checking everything, and administering all the vaccines, and being responsible for all of the other things happening within the pharmacy.	11/22/2021 4:27 PM
188	Having to do others work for them	11/22/2021 4:15 PM
189	I think if we are required to include clinical care, then there should be more training and more pay	11/22/2021 4:01 PM

Pharmacy Technician Workforce Survey

190	Employer metrics and goals. Constant covid testing demands.	11/22/2021 3:44 PM
191	i'm retail settings, the emphasis on customer service takes away from our ability to do our job to the best of our ability sometimes. it is difficult to see myself as a part of health care when I am being treated like a cashier	11/22/2021 3:08 PM
192	Patients	11/22/2021 3:03 PM
193	phone calls about things we dont carry.. ex 50 calls a day about covid tests	11/22/2021 2:50 PM
194	The lack of pharmacist overlap. The continued additional responsibility added such as immunization and transfer prescription options. I have no desire to do immunization or clinical services. I am considering allowing my certification to drop and become a registered tech regardless of the pay cut.	11/22/2021 2:39 PM
195	Being asked to change times, etc. that seems unethical and doesn't help the patient in any way	11/22/2021 2:37 PM
196	Metrics. Surveys are NOT more important than patient care. There is more worry from corporate about surveys and numbers and that priority affects patient care negatively and the cycle keeps going.	11/22/2021 2:27 PM
197	None	11/22/2021 1:54 PM
198	Dealing with impatient customers who verbally abuse staff but are just given what they want regardless just so pharmacists do not get a bad review	11/22/2021 1:50 PM
199	Covid testing	11/22/2021 1:42 PM
200	Getting yelled at	11/22/2021 1:37 PM
201	The responsibility of selling vaccines to patients who do not want them. Trying to talk irate patients down from the long wait keeps me from speeding up the process so they don't have to wait as long.	11/22/2021 1:33 PM
202	The inability to take a prescription out of production review while the pharmacist is on her third hour-long break and there is a line out the door	11/22/2021 1:25 PM
203	Mainly staffing	11/22/2021 1:21 PM
204	To much work load not enough staff of Pharmacy Techs at my hospital.	11/22/2021 1:06 PM
205	Prescriptions not enough help	11/22/2021 1:06 PM
206	Amount of shots expected to be completed in a day. The process takes time and the appointments are being scheduled ten minutes apart. Additionally, drive-thru covid tests. Convenient customer offering but they take time too. Leaves very little time for what should be the primary responsibilities, such as filling prescriptions.	11/22/2021 1:02 PM
207	The amount of walk in shots that we are expected to work in to our already heavy workflow is insane. It's as if filling prescriptions has become our side work.	11/22/2021 12:50 PM
208	THE NEW BOSS DOESNT PLAY FAIR WITH WAGES, STARTING NEW EMPLOYEES WITH HIGHER WAGES	11/22/2021 12:38 PM
209	When the workload is too overwhelming, it becomes hard to stay focused on completing tasks.	11/22/2021 12:37 PM
210	Unnecessary job requirements, i.e., complete a number of calls in x amount of time to get individuals to sign up for our program. With minimal staffing and COVID-19 epidemic needs, these commercial hungry requirements create more room for error, setbacks with getting proper job duties completed and lack of genuine customer service. Unethical job training due to terrible management. Computer software that is not up-to-date.	11/22/2021 12:33 PM
211	Vaccines	11/22/2021 12:32 PM
212	vaccines	11/22/2021 12:27 PM
213	Coworkers not working to high standards yet I have to	11/22/2021 12:24 PM
214	DRIVE THRU IN PHARMACY. THERE IS ABSOLUTELY NO REASON WHY THERE SHOULD BE DRIVE THRU IN PHARMACY. IT IS UNNECESSARY AND IS NO MORE THAN A DISTRACTION. HOW ARE TECHS EXPECTED TO GET ANY WORK DONE IF IT IS	11/22/2021 12:12 PM

Pharmacy Technician Workforce Survey

GUARANTEED THAT HALF OF THE TECH FORCE IS GOING TO BE STUCK IN THAT DRIVETHRU FOR 8 HOURS A DAY WHILE BEING DISRESPECTED BY PATIENTS. GET RID OF THEM.

215	Having to meet metrics	11/22/2021 12:07 PM
216	Short staffed	11/22/2021 11:54 AM
217	Trying to meet arbitrary metrics set by corporate (number of sales, memberships, program enrollments we convince people to take) Trying to do mandatory training modules during the work day (no time allotted for them, we are not permitted to do them at home)	11/22/2021 11:38 AM
218	N/a	11/22/2021 11:23 AM
219	Lack of staffing due to requirements to be certified/registered causing a technician shortage in my area	11/22/2021 11:21 AM
220	Handling customers. In a short-staffed pharmacy, handling a constant flow of customers means no scripts are filled which leads to further agitated patients and a heightened stress load on the pharmacy team.	11/22/2021 11:20 AM
221	Having to do what I feel a pharmacist should be able to do; we have to double check their work too.	11/22/2021 11:15 AM
222	adding covid testing and HBA1C testing when we are already over worked with vaccines.	11/22/2021 11:11 AM
223	None.	11/22/2021 11:02 AM
224	NA	11/22/2021 10:59 AM
225	Completing jobs of others.	11/22/2021 10:49 AM
226	Testing is a nuisance, vaccine overload makes the filling prescriptions part of our job treacherous and mistakes are made.	11/22/2021 10:45 AM
227	Covid shots..it all encompasses our regular work	11/22/2021 10:45 AM
228	More work requirements with less payoff. So more expected of us at the benefit of the company and no benefit to us just more taken away.	11/22/2021 10:44 AM
229	None	11/22/2021 10:41 AM
230	Taking care of rude, impatient customers and medical staff (doctors offices).	11/22/2021 10:37 AM
231	Short staffed.	11/22/2021 10:27 AM
232	Having techs do other clinical duties such as giving shots	11/22/2021 10:26 AM
233	All of the vaccinations and tests that we do daily and still trying to keep up with filling and getting prescriptions done in a timely manner.	11/22/2021 10:25 AM
234	There isn't a certain responsibility that detracts. It is having a sufficient staffing level to meet demands	11/22/2021 10:24 AM
235	Speed over quality	11/22/2021 10:24 AM
236	High expectations to perform duties I haven't been taught to do	11/22/2021 10:23 AM
237	Technology	11/22/2021 10:22 AM
238	Vaccines	11/22/2021 10:22 AM
239	Anything not related to filling prescriptions.	11/22/2021 10:20 AM
240	Tasks that we are not given enough time to complete because we have patients constantly while we are open	11/22/2021 10:19 AM
241	The pay, the stress load and the poor staffing. It is mentally draining with long schedule and how busy it is. I would rather work at mc Donald's because everyone working as a pharmacy tech are just working because there is no other jobs. Raise the pay because these people have no work life balance due to this job consuming your time so much. Not worth it. At. All. And people still struggle to make ends meet to feed their families.	11/22/2021 10:13 AM

Pharmacy Technician Workforce Survey

242	Walking HR along the hiring process	11/22/2021 10:11 AM
243	.	11/22/2021 10:08 AM
244	constantly working on registers, never have time to do actual tech work	11/22/2021 10:07 AM
245	All of the metrics we are forced to meet, as well as doing the workload for many employees due to short staffing from low hours given from corporate.	11/22/2021 10:06 AM
246	Expectations to do more clinical work despite not having more staff hours and losing pharmacist hours has led me to become increasingly more dissatisfied with my job.	11/22/2021 10:05 AM
247	cleaning with harsh chemicals	11/22/2021 10:04 AM
248	Billing for home health care medical equipment when you dont have home healthcare workers that know how to do all the billing. Having to scan in paperwork for hhc to not only profile but script and work flowing to corp. Having to constantly stop n go do to understaffing n phones, driver thru, counter and managers hating us.	11/22/2021 10:02 AM
249	That I work in Finance as a pharmacy reimbursement Specialist for home Infusion pharmacy. And have to keep up my credenitals as a CPhT and continue education for Finance in RCM. I don't recognize or get paid accordingly.	11/22/2021 9:57 AM
250	required to do other's work.	11/22/2021 9:55 AM
251	Metrics and not having a set lunch breaks. And pharmacist to tech ratio.	11/22/2021 9:53 AM
252	Vaccinating patients. We have no extra help and a larger workload and now more responsibility. And also no additonal pay for doing more work. I have been been at my job for over 12 years and people who are getting hired as shelf stockers and cart pushers are making \$2 hour less than me.	11/22/2021 9:51 AM
253	Being expected to perform pharmacist responsibilities while performing my own	11/22/2021 9:51 AM
254	Rude customers.	11/22/2021 9:50 AM
255	The little things that need done in the pharmacy! trash, cleaning, filling vials..etc.	11/22/2021 9:49 AM
256	wrangling with insurance companies, answering hundreds of questions about why patients need to schedule a covid vaccination, the sheer volume of workload, and patients not understanding that it may take a bit longer for certain things. Patients who are downright rude, or cruel to staff. insulting their intelligence.	11/22/2021 9:48 AM
257	Covid testing without hazard pay or enforced policies to ensure my safety	11/22/2021 9:46 AM
258	N/a	11/22/2021 9:46 AM
259	All clinical. I believe there should be a set station where the people in the pharmacy rotate weekly on doing clinical work and nothing else. But with staffing issues, it's not possible.	11/22/2021 9:45 AM
260	Nothing	11/22/2021 9:43 AM
261	Lack of help, overload workflow	11/22/2021 9:42 AM
262	Doing a pharmacist's workload, such as counseling, work that the pharmacist does not know how to do, and uncompensated additives detract from my ability to be a positive technician.	11/22/2021 9:05 AM
263	I would like to be more challenged.	11/22/2021 8:15 AM
264	Technicians have a heavy work load in general, not all pharmacy's have the same rules as to what techs are allowed to do, this needs to be more uniform to all pharmacy's. Some can do reconstitutes, mixing, handle narcotics, while many other pharmacy's can't. It should be one way or the other. Techs are also taking on more workload to relieve workload off Pharmasist who are being asked to be more clinical instead of actual filling prescriptions. So now techs are taking on more work as to counting and preparing the rx, freeing up Pharmasist, with no more help, no more space, and no more pay. Yet they are raising their annual pay to accommodate them.	11/22/2021 7:32 AM
265	Selling programs or upselling products	11/22/2021 5:50 AM
266	Literally everything. The work load is excruciatingly massive for an under-staffed, high-volume retail chain.	11/22/2021 3:44 AM

Pharmacy Technician Workforce Survey

267	Taking a 30 minute lunch break two hours after start time, a lunch break should be at least at a half way point. it would create a better balance for the body and mind with the work flow.	11/22/2021 2:24 AM
268	Dealing with insurance companies that don't have a clue	11/21/2021 10:36 PM
269	Hiring new techs at almost the same pay rate as someone who has been there 19 years. Hiring someone who is not smart enough to do the job.	11/21/2021 10:26 PM
270	Just not enough time to do all the basic work load (RTS, expired drugs, etc) as just getting the prescriptions coming in done can take up almost all the time we have, let alone any administrative tasks like ordering supplies and paper work.	11/21/2021 9:55 PM
271	Having to deal with Covid vaccines, boosters, and all of the other vaccines. Also, having to screen people for their vaccines because of all of the restrictions on who is allowed to receive them and when.	11/21/2021 9:09 PM
272	Inadequate tech staffing.	11/21/2021 9:09 PM
273	Training new techs and being expected to make them last, while their pay is so low they aren't even completing their training period before quitting	11/21/2021 9:02 PM
274	Combative customers, and customers that verbally abuse and blame us for things that are out of our control. We are doing the best we can with the amount of staff we have and being degraded and verbally abused makes doing what I love hard. I love being a pharmacy tech but the way I've been treated has added onto my anxiety and depression issues immensely.	11/21/2021 8:46 PM
275	Having other technicians come in brand new and get paid almost as much as some one that has been a tech for 20 years because of base pay policies. Knowledge and experience should go into pay for technicians.	11/21/2021 7:14 PM
276	Having to do "it all". Not enough help. Technology that doesn't work like its supposed to. Clinical que has redundant information and tasks. Medsync does not work.	11/21/2021 6:30 PM
277	The inability to stand up for ourselves to rude customers/patients and lack of support from management and corporate who do not work in pharmacy and understand that there are laws against us simply giving in. A lot of our arguments with customers stem from legal complications and management teams try to force us to just do the illegal option to just get rid of the patient.	11/21/2021 6:12 PM
278	In the pharmacy I work for the fact that technicians also have to operate the pos systems, (cash registers and drive thru) is highly distracting when your filling scripts, answering phones and have to stop to get the cash register. I think ALL pharmacies should have cashiers that are strictly cashiers, not the technicians doing both. Or Have the pharmacist themselves do it since they are needed to answers most patients questions anyway.	11/21/2021 4:53 PM
279	COVID testing, walk-in vaccinations	11/21/2021 4:52 PM
280	Being understaffed I, over worked and the duties or things we have to do keep increasing.	11/21/2021 2:01 PM
281	Customer complaints, that stem from waiting too long, in line.	11/21/2021 12:34 PM
282	The amount of responsibility and confidentiality required compared to pay.	11/21/2021 11:35 AM
283	Myriad questions that customer are asked as they pick up prescriptions	11/21/2021 11:28 AM
284	Lack of nurses for vaccine clinics and vaccines in store	11/21/2021 11:23 AM
285	Short staffed. New hires making almost as much as me and I've been there 6.5 years. The new hires have no knowledge while I have all that experience and know how to do almost everything. Customers are just plain mean anymore. We are expected to meet goals to get our bonus. We don't meet the goals because the patient does not want to use the services we need to meet the goals (auto fill, central fill, text messaging, vaccines-pre covid)	11/21/2021 9:53 AM
286	Limited staff and poor competency requirements. Maybe more technician programs in vocational schools and externships for those to get on the job experience.	11/21/2021 8:48 AM
287	Clinical services, cashiering	11/21/2021 7:50 AM
288	Adding clinical responsibilities to a retail pharmacy setting slows and doubles workload with inadequate facility and staffing to maintain good patient care - needs to be separated!!!!!!	11/21/2021 5:22 AM

Pharmacy Technician Workforce Survey

289	Phone calls,, there should be a call center most of the common calls can go through (refills, hours, script done)	11/21/2021 12:43 AM
290	no cohesiveness from other departments to get patients their meds after surgery	11/20/2021 11:26 PM
291	immunizations	11/20/2021 11:20 PM
292	Overwork, lack of appreciation,	11/20/2021 11:10 PM
293	Not being on time for prescriptions	11/20/2021 10:17 PM
294	Help from co-worker's	11/20/2021 9:51 PM
295	Can't identify any at this moment.	11/20/2021 8:49 PM
296	Not enough staff	11/20/2021 8:38 PM
297	When other technicians will not do their share of everyday tasks - stocking, garbage, phones, getting pickup windows	11/20/2021 8:20 PM
298	Rude guests	11/20/2021 7:51 PM
299	It's not so much one particular responsibility. It's trying to do 5 things at the same time while being timed on everything. For instance facing a work board with 500 scripts to fill, a phone that never stops ringing and trying to take care of customers in the store all at the same time being afraid to look up and see your now in the red or about to go red.	11/20/2021 7:00 PM
300	COVID testing, it is very time consuming when you have someone who does not speak English very well. There are times when the customer does not listen to your instructions and does the test how they want. Can these results even be accurate?	11/20/2021 6:46 PM
301	Too much workload and not enough staffing.	11/20/2021 5:58 PM
302	Overwhelming amounts of vaccines and prescriptions with little technicians to work.	11/20/2021 5:00 PM
303	dealing with pharmacists and other pharmacy technicians who lack a decent work ethic and/or passion for their work	11/20/2021 4:17 PM
304	Lack of advancement	11/20/2021 3:53 PM
305	Na	11/20/2021 3:25 PM
306	Release to patient and unequal time doing it among techs	11/20/2021 2:32 PM
307	Drive thru Covid testing ...it creates more stress...	11/20/2021 2:23 PM
308	Our pharmacy at Walgreens is essentially functioning as a vaccine clinic, with pharmacy responsibilities on the side. We do not have the staff to appropriately be able to fulfill our pharmacy duties without running around constantly for 10 hours straight with no breaks and we're still always behind.	11/20/2021 1:47 PM
309	techs can now do covid shots why not the other ones that would help out the pharmacists so much	11/20/2021 1:35 PM
310	Teamwork	11/20/2021 12:14 PM
311	Always being told to do something else, before i can finish my first task i am doing. Or being told to answer the phone when there is 4 another technician that can. The operation manager is suppose show a an example, not command you to do everything	11/20/2021 11:50 AM
312	Asking techs to do the job of others, such as ordering supplies when someone else is being paid to do it.	11/20/2021 11:32 AM
313	Running the cash register for hours on end - it is constant repetitive motion. It is also a lot of reaching especially at the drive through. Nothing is set up ergonomically unless you are a 5'6" or taller person. In addition the lines are ery long extending the wait time and the work load becomes hours of non stop (literally) action and interaction with all kinds of patients. Patient care is absolutely compromised at the point of sale - this is where we have face to face time to counsel or address their concerns. However, instead, each person is rushed through like a herd of cattle; questions go unanswered and quality of care is diminished.	11/20/2021 11:22 AM
314	Phone calls!!!!!! Patient expectations that everything needs to be done now!!!!	11/20/2021 11:22 AM

Pharmacy Technician Workforce Survey

315	Customers arguing over retail sales items, having to field phone calls while also servicing customers in the store and not being given adequate staffing to handle both.	11/20/2021 10:54 AM
316	N/A	11/20/2021 10:50 AM
317	Some other hospital staff not knowing what pharmacy technicians are and really do	11/20/2021 10:41 AM
318	Understaffed	11/20/2021 10:36 AM
319	Watching my fellow technicians mess with their phones not doing the work that needs done	11/20/2021 7:50 AM
320	ringing out customers for regular items, phone calls from customers that try to get ahold of other areas of stores, insurance companies requiring so many steps to get meds approved, ruled by insurance	11/20/2021 7:45 AM
321	We should not be administering covid testing, flu testing! Definitely not strep testing. We are not doctors or nurses and most of us do not want to be doing this. It's not why we chose pharmacy. Also the metrics like patient calls are ridiculous. The patients don't even answer 50% of the time. We just waste time on stuff that is useless when we have very important other things to do.	11/20/2021 7:29 AM
322	Trouble shooting our equipment every day, working multiple technicians jobs, people training new hires shortly after being hired themselves creating a negative cycle	11/20/2021 3:21 AM
323	My responsibilities are ok, just not enough time to complete them all.	11/20/2021 2:22 AM
324	Vaccines	11/20/2021 2:00 AM
325	Giving shots to small children and hearing the blood curdling screams. Having to pick up the slack due to other pharmacies in the area closing because of lack of pharmacists.	11/20/2021 1:34 AM
326	Metrics. Pay. Covid testing.	11/20/2021 1:13 AM
327	When the pharmacist treats us like we're children and has to double check our work constantly	11/20/2021 1:07 AM
328	Having to meet specific numbers in order to not be written up or terminated because of it	11/20/2021 12:53 AM
329	Lack of one steady week day off to have for visiting family and making doctor appointments. Hate flip shifts get off night shift and go next day in at 8 or 9 am. Life needs some stability please	11/20/2021 12:22 AM
330	Curb side delivery	11/19/2021 11:49 PM
331	Becoming an inexperienced lab technician overnight with zero option. Handling customers body fluids during a deadly pandemic through a pharmacy drive thru. Being pushed to pure exhaustion with no break due to the high volume of covid tests and wide variety of vaccines. Feeling unappreciated by upper management for what we do for the company on a daily basis. Company choosing profit over patient and prescription safety. Company making unrealistic appointments for vaccines (every 10 minutes in 8 hours) in stores where they have no idea of script count volume.	11/19/2021 11:46 PM
332	Not enough help. I have 2 employees who have been with my company over 10 years who think it's not their responsibility to do anything but fill	11/19/2021 11:27 PM
333	At times, I feel like a telemarketer instead of a technician due to the large volume of outgoing phone calls technicians are expected to make in order to offer various programs to patients. It makes sense to reach out to patients to check in about new medications or to remind them that they have items headed to the return-to-stock list, but it does not make sense to call a person three days in a row to beg them to enroll in a highly flawed synchronized refill program that compounds confusion instead of eliminating it. In addition, although I am thankful that retail pharmacies are making COVID tests and vaccines more accessible to the public, the responsibility to offer multiple testing and vaccine appointments every 10 minutes while running samples on the rapid testing machine and answering countless phone calls about said vaccines and testing--the responsibility to do all of this without sufficient staffing while being treated like a less-than-human being on a daily basis is just too much.	11/19/2021 11:18 PM
334	Having to deal with the public and ungrateful patients who only want to rush me	11/19/2021 11:07 PM
335	Covid testing. Too many appointments for vaccines	11/19/2021 10:34 PM
336	Way underpaid, patients are rude/impatient with technicians whom they look down on. Almost	11/19/2021 10:33 PM

Pharmacy Technician Workforce Survey

all pharmacy chains have a BAN on stools and I cannot stress enough that simply being allowed to sit down while typing a prescription or assessing a patient's profile while on the phone with them would greatly reduce burnout and stress among coworkers and myself. I'm not an old person (25 years old), but I can already feel the stress that standing for 8 hours a day is doing to my leg joints and muscles. A 15-30 minute break is simply not enough to assuage this problem. Ask anyone in a pharmacy what the simplest item you could give them to reduce stress would be and it's a stool. Chains have a ban on these items from a false perception that patients care or take an active opinion on pharmacists/technicians sitting while on the job. It's not really up to the patients who gets to sit and if they have an opinion on that it doesn't matter. Allowing us to sit down while working would go great lengths to fix burnout and stress. I guarantee it.

337	Answering the phone constantly and typing medications for data entry is a huge hindrance to providing good customer care. Those responsibilities should be designated to an off site location or to an employee working from home, not the pharmacy.	11/19/2021 10:24 PM
338	The workload. It is absolutely ridiculous. We should have a technician solely dedicated to vaccinations.	11/19/2021 10:20 PM
339	The responsibilities that detract from job satisfaction are the ones that are added to my current workload, but not paid additional money to do.	11/19/2021 10:07 PM
340	Giving shots and doing covid tests	11/19/2021 9:57 PM
341	Staff vs pay	11/19/2021 9:56 PM
342	Short staffing for a busy store.	11/19/2021 9:44 PM
343	Pressure to meet (exceed) metrics/"scolding" if metrics aren't met	11/19/2021 9:29 PM
344	Making sure metrics are met even when the staffing is short, volume is way up and no extra hours are given	11/19/2021 9:27 PM
345	All these vaccines they are putting on us and a pharmacy isn't a place to vaccinate little kids.	11/19/2021 9:05 PM
346	Not getting paid enough	11/19/2021 9:04 PM
347	Covid test and Shots being every 10 minutes . The phone is always ringing , and everyday is short staffed .	11/19/2021 8:57 PM
348	Feel rushed to get work done. Feeling like we will never be caught up	11/19/2021 8:55 PM
349	Picking up slack from other co-workers. Lack of discipline and structure.	11/19/2021 8:53 PM
350	Tasks that take away from patient care,	11/19/2021 8:47 PM
351	Covid Testing, lack of staffing, completely unreasonable metrics driven by corporates greed. They do not care we have unsafe working conditions, they don't care if we're stretched out too thin, they don't care if customers are verbally abusive. They just want their metrics met. Outdated technology. And lack of oversight from the board of pharmacy, shame on you for letting these corporations get away with what they are doing.	11/19/2021 8:34 PM
352	Covid tests	11/19/2021 8:28 PM
353	Testing appointments, immunization appointments, Reduced staff, Backordered / unavailable drug stock.	11/19/2021 8:26 PM
354	Being understaffed and trying to do 10 things at a time. I've worked for Walgreens for 17 years and the first 13 years never took a lunch or breaks. We have an issue with our store manager who is NOT a pharmacist is in charge of the whole store even pharmacy. Telling our pharmacy manager what to do is so wrong	11/19/2021 8:23 PM
355	Not knowing or trained in all aspects of pharmacy technician role. Older technicians set in the old way and not following how the pharmacist's wants things done	11/19/2021 8:14 PM
356	Having to make phone calls to meet metrics	11/19/2021 8:11 PM
357	Difficult patients, pressures to push for digital in demographics that are generally resistant or slow to change in that regard (i.e. pressures from corporate).	11/19/2021 8:11 PM
358	Too much to do, no time to do it. You can't get stuff accomplished if you are constantly getting	11/19/2021 8:11 PM

Pharmacy Technician Workforce Survey

pulled in multiple directions.

359	Vaccines and covid testing. We barely have time and staff to fill prescriptions and now we have 100 vaccines per day and covid testing through the drive thru on top of still answering phones, filling prescriptions and checking out patients.	11/19/2021 7:09 PM
360	Feeling like your beneath the pharmacist especially when you're the one doing everything	11/19/2021 6:45 PM
361	Payment, rude customers, short staffed, inadequate training, meeting metrics while doing covid shots, tests, and other ancillaries	11/19/2021 6:41 PM
362	Being certified when the position has absolutely NO need for that requirement to do the job adequately and accurately, along with the time frame to get certified with the amount of overtime and lack of time to study to pass the test to benefit the company for you to be certified because that's what the BOP thinks that role needs.	11/19/2021 6:11 PM
363	Currently working with a pharmacist that is not knowledgeable at all and relies on the technician for everything (insurance problems, won't even attempt to type a new prescription, spends a ridiculous amount of time on Facebook while the technicians do all the work!	11/19/2021 6:00 PM
364	Clean up/trash.	11/19/2021 5:44 PM
365	Having to dispense, do data entry, and release to patient all at the same time due to lack of staff/overload of customers/basically becoming a doctors office with vaccines and blood pressure readings. Customers are getting more and more hostile due to medications not being filled on a timely manner because we're short staffed and have a line out the door unable to count let alone even use the bathroom.	11/19/2021 5:37 PM
366	Multi-tasking to the point of distraction.	11/19/2021 5:37 PM
367	We are going to be forced to do covid testing through the drive through and I don't believe this is right. We should not be forced to have to handle these tests. This should be done at a medical facility.	11/19/2021 5:16 PM
368	Basically being a cashier when we are trained and certified to do more!	11/19/2021 4:57 PM
369	Insurance companies are unnecessarily convoluted	11/19/2021 4:33 PM
370	The current stress at work is DIRECTLY related to COVID . I currently work in an area where less than half of the population are vaccinated or will EVER be vaccinated. The other stressor is inadequate internet service.	11/19/2021 4:31 PM
371	Na	11/19/2021 3:33 PM
372	Terminal clean	11/19/2021 3:26 PM
373	N/A	11/19/2021 3:21 PM
374	Not enough staffing, having to bother the pharmacist for mixes and compounds	11/19/2021 3:10 PM
375	Pressure to sell company products (company brands, credit cards, rewards program, subscription services, prescriptions saving cards/plans, etc.). The pressure to hit a certain number detracts from my ability to serve patient's individual needs. I feel pressured to go faster and sell them products versus caring for them	11/19/2021 3:07 PM
376	The nonstop expectations to vaccinate and run a clinic on top of a pharmacy. Not to mention the covid tests. All of this had been added with ZERO added staffing. How are we supposed to stay afloat and provide the appropriate care? Doctors offices are doing kess and less and we are doing more and more, with abysmal pay.	11/19/2021 2:52 PM
377	Dealing with impatient and rude patients	11/19/2021 2:47 PM
378	Too many responsibilities for one person.	11/19/2021 2:25 PM
379	from the phone constanley ringing to customers yelling to drive thru covid testing allll day long	11/19/2021 1:48 PM
380	The workload and lack of staff	11/19/2021 1:44 PM
381	USP797/800	11/19/2021 1:33 PM
382	The metrics and obscene expectations that come from CVS corporate (and I'm sure all of the big pharmacy chains) really make me hate my job environment sometimes. For example: CVS	11/19/2021 1:30 PM

Pharmacy Technician Workforce Survey

corporate has said that for this flu season they expect us to do over two thousand flu shots and they break that number down week by week. Some weeks they expect us to do over 200 shots on top of Covid shots and prescriptions. On top of that they expect us to take walk ins for vaccinations as well. Appointments can be scheduled as closely as every 10 minutes via the app or website, then also taking walk ins, and trying to recruit people to get flu shots has frequently resulted in multiple hour chunks where no prescriptions get filled because we still have all of our other normal job responsibilities such as patient pick up, answering phones, transfers, etc. Then as a result of no prescriptions being filled- patients will show up angry that their medications aren't ready when promised and we have to deal with deescalating these people when all of this could be avoided by having more quality personnel (which is attracted by higher wages).

383	Inventory management when we have a medication sourcing associate on site	11/19/2021 1:28 PM
384	Trying to communicate with customers thru a mask (especially at drive-thru) & running register with a full rx queue to deal with along with a onslaught of vaccinations.	11/19/2021 1:23 PM
385	Phone calls	11/19/2021 1:20 PM
386	Answering phone	11/19/2021 1:19 PM
387	The amount of vaccinations and tests we are responsible for providing and useless metrics we have to meet that take away from patient care	11/19/2021 12:34 PM
388	Having to pick other people's slack because they simply don't do their jobs. Had to find anyone with a decent work ethic.	11/19/2021 12:33 PM
389	Too much turnover to train people properly	11/19/2021 12:08 PM
390	Low pay standards	11/19/2021 11:59 AM
391	The unacceptable behavior of entitled pts. that expect miracles when it comes to insurance issues (example not having their information or cards) or impatience when medications are not available in 2 minutes time.	11/19/2021 11:56 AM
392	More responsibilities with less pay than the newly hired no experience employees	11/19/2021 11:52 AM
393	Covid testing/ Covid shots.	11/19/2021 11:48 AM
394	As a recently certified technician I am now expected to balance all of my normal tasks plus taking all of the doctor calls and transfers. I don't mind doing these things but sometimes it feels like I'm running the pharmacy on my own and all the rph is doing is verifying. Several pharmacists that I have worked with that seem to have this idea that because I am able to do something, its my job. I know my job exists to help the pharmacist, but I think they need to realize we are a team and need to both help each other. Even if that means they have to take over a register, count some pills, or take a phone call the techs are capable of taking. At the end of the day neither one of us can do everything.	11/19/2021 11:27 AM
395	A lack of willingness to push back against sales which are setting unrealistic expectations to the patient	11/19/2021 11:05 AM
396	Being so far behind and being yelled at or cussed out by customers	11/19/2021 10:58 AM
397	Expectations of tech staff not communicated; work ethic amongst tech staff varies greatly, management does not address; management does not take steps to mitigate issues that contribute to a stressful work environment; management ignores tech concerns through non-response or "I'll look into it" but no follow up. Management does not understand turnover rate or contributing factors that can be addressed to reduce turnover.	11/19/2021 10:52 AM
398	I cant get a break, even on our half hour break we're still working while eating because we're so behind. People have lost all mannerisms during covid. Insurance acts like everything is our fault even though they're the one rejecting the claim. The patients think were lazy even though we're barely walking out of our jobs because we're so drained. Upper management keeps giving us new tasks when we can't complete the old ones telling us the only way we get our raises is to complete them in time. So customers suffer.	11/19/2021 10:45 AM
399	The atmosphere of just taking any abuse from customers so as not to lose a 3 dollar sale (or free for public assistance people)	11/19/2021 10:45 AM
400	Upper management doesn't care.	11/19/2021 10:43 AM

Pharmacy Technician Workforce Survey

401	Call offs. Workload. Metrics. Lack of equipment and supplies. Rude associates. Pandemics.	11/19/2021 10:28 AM
402	Being so short staffed especially during holidays, covid sick leave, and constantly having techs quit	11/19/2021 10:27 AM
403	Doing testing and dealing with stupid questions	11/19/2021 10:13 AM
404	Pod stores	11/19/2021 10:11 AM
405	Helping patients find the medicine they need because our automated ordering system is terrible and doesn't work correctly. This takes much more time than it should.	11/19/2021 9:59 AM
406	Third party problems, GoodRX	11/19/2021 9:54 AM
407	Phone calls!! And so many vaccines!! The phone rings off the hook constantly, and we might have only two people to answer 5 lines, get the drive through, help a line of customers inside, and enter vaxes. God forbid we get to actually fill scripts as a PHARMACY is supposed to!!	11/19/2021 9:54 AM
408	Phone constantly ringing	11/19/2021 9:51 AM
409	dealing with the insurance companies	11/19/2021 9:48 AM
410	Not all outside pharmacies letting me transfer script back to my hospital	11/19/2021 9:48 AM
411	Dealing with incompetent/lazy pharmacist	11/19/2021 9:42 AM
412	All the covid billing	11/19/2021 9:26 AM
413	Pharmacists that treat technicians like they are beneath them	11/19/2021 9:22 AM
414	Co-workers who don't pull their weight.	11/19/2021 9:15 AM
415	Amount of work and time to complete it all	11/19/2021 9:14 AM
416	I am filling life threatening medication for people and DO NOT GET PAID WHAT IS NEEDED TO LET ME SURVIVE	11/19/2021 9:12 AM
417	Doing other peoples responsibilities with no acknowledgement from Superiors. Doing Pharmacist responsibilities on top of my own.	11/19/2021 9:11 AM
418	The pay technicians receive. Favoritism shown towards some technicians	11/19/2021 9:07 AM
419	Performing cleaning of the clean rooms seems like a job that could be done by Housekeeping instead of the technicians, that could free up more time for us to focus on what we specialize in more.	11/19/2021 9:02 AM
420	heavy workload, not enough compensation	11/19/2021 9:01 AM
421	Having to physically tag and file each prescription. This may be a company issue, but if the prescription is scanned in the computer it can always be found in case of audit. "Back tagging" as they call it is extremely time consuming and usually ends up falling on one person or gets to the point of no return, because nobody wants to do it. This used to be a pharmacist task but because of workflow changes rests on the technician...which in theory would be ok if there was enough staff, but when it is so busy and every customer wants to wait for their Rx, this task becomes an afterthought.	11/19/2021 8:57 AM
422	too many vaccines	11/19/2021 8:57 AM
423	Stress from not having enough staff, & can't take waiters (people waiting for there scripts) because of the overwhelming number of vaccines back to back. So then people are very rude and ignorant towards us.	11/19/2021 8:55 AM
424	Staffing issues and low pay	11/19/2021 8:53 AM
425	We just need more staffing to feel safe so we can take time and talk to her patients when they need it not always feel like we are in a hurry because we have to get some thing else done when there's only two technicians and an eight hour shift	11/19/2021 8:48 AM
426	N/a	11/19/2021 8:45 AM
427	Technology issues	11/19/2021 8:33 AM
428	Checking out the prescription at the counter and then ringing up their items like a cashier	11/19/2021 8:27 AM

Pharmacy Technician Workforce Survey

429	The amount of things being added on to pharmacies. We should be filling prescriptions but at least 50% of our daily work load is coming from vaccines (intake, processing, paperwork, etc) and covid testing (intake, processing, paperwork, running tests, filing, etc.) that we fall behind on our basic duties of filling prescriptions and helping patients with their medications.	11/19/2021 8:24 AM
430	Equipment/supplies to properly take care of patients & ourselves during this pandemic	11/19/2021 8:21 AM
431	Being treated unfairly by management. Being passed over for opportunities for growth due to my current position being hard to fill..oncology.	11/19/2021 8:13 AM
432	The responsibilities aren't so much a problem it's not having enough time to complete all of them and still give quality patient care.	11/19/2021 8:11 AM
433	Poorly trained staff , working with new pharmacy technicians who lack any experience	11/19/2021 8:07 AM
434	Scheduling COVID shot appointments, giving COVID Tests	11/19/2021 8:05 AM
435	The store manager is always in the pharmacy filling distracting and directing others interfering with immediate patient needs.	11/19/2021 7:50 AM
436	Other employee poor work ethic	11/19/2021 7:47 AM
437	cashiering	11/19/2021 7:44 AM
438	Lack of tech/pay	11/19/2021 7:42 AM
439	I switch jobs, and even though I came in to my new place of employment with 7+ years of experience, PTCB, CPR Cert, and Immunization trained, I'm still treated like a noob, and am basically put on production or register duties. Very rarely am I allowed to do drop off or any other pharmacy duties. I have never been given the opportunity to do immunizations at all.	11/19/2021 7:33 AM
440	insurance is a nightmare-	11/19/2021 7:30 AM
441	Covid testing through drive thru makes wait times longer resulting in angry customers	11/19/2021 7:25 AM
442	The amount of paperwork Covid shots require.	11/19/2021 7:17 AM
443	Decisions made from management	11/19/2021 7:11 AM
444	not rotating work stations on a given shift	11/19/2021 7:10 AM
445	We are short staffed and our equipment doesn't work and our building is falling apart. We don't get breaks. When we get a lunch we are chased down by customers wanting information and help so we actually get no lunch. So we work for free on our lunch. We are also expected to work off the clock for free because our manager gets in trouble because we go over hours. This is what CVS Pharmacy does	11/19/2021 6:53 AM
446	putting away all the morning prescriptions that are delivered, that keeps away from taking care of customers right away, and updating everything from the night before	11/19/2021 6:42 AM
447	Adding more responsibilities to the technicians role but not being paid adequately. Meeting crazy metrics in the middle of a pandemic.	11/19/2021 6:28 AM
448	CE requirements and the state not having a dedicated portal for healthcare workers to all sign into to complete them. If the state is going to require CE for renewed registration or licenses, they should set up a portal for us to complete CEs. This should include an integrated tracker to make sure everyone completes the required amount of CE credit hours before they must renew. Completing or worrying about CEs out of workflow detracts from the job/free time divide and increases anxiety for most workers.	11/19/2021 6:13 AM
449	Mostly pay, and disregard from other healthcare professionals due to the wide variance in the knowledge of techs	11/19/2021 6:08 AM
450	Having to answer the phone and run the cash register	11/19/2021 5:51 AM
451	Extreme patient care for technicians. I feel our pharmacists rarely interact with our patients unless they have to especially because of our work flow system. Also our pharmacy system is a complete mess and is constantly (at least once a day) going down!	11/19/2021 5:17 AM
452	Overload	11/19/2021 5:04 AM

Pharmacy Technician Workforce Survey

453	Corporate demands for the quantity of vaccinations per day (covid), is a huge additional workload along with customer rudeness regarding vaccinations.	11/19/2021 4:03 AM
454	n/a	11/19/2021 3:22 AM
455	How many people diagnosed with the Delta variety had previously had covid 19. Not tracked	11/19/2021 2:58 AM
456	Responsibilities to do directly with store management (schedule making, dealing with incompetent people, trying to meet metrics that aren't realistic, etc). Also, any interaction with patients usually gets painted in a bad light mostly because we don't have enough people/time to help them in a way that would make the patient happy or safe.	11/19/2021 2:55 AM
457	Being short staffed at the register and on pharmacy technicians. We as pharmacy technicians are giving vaccines, trying to keep up with scripts plus anything else that needs done. It's not safe.	11/19/2021 2:32 AM
458	Tasks unrelated to the pharmacy, like finding and ringing out store items.	11/19/2021 2:25 AM
459	Worrying about metrics. Did we give enough vaccines? Did we enroll enough people in automatic refills?	11/19/2021 2:03 AM
460	Metrics, phone calls, not being paid sufficiently for the amount of duties I'm expected to do on a daily basis. Being verbally abused by customers on a daily basis.	11/19/2021 1:56 AM
461	All the phone calls we have to make in between vaccines and everything else we're trying to get done	11/19/2021 1:38 AM
462	Responsibilities that Pharmacist should do such as consultations- they should not give Techs medication information to pass to patients especially if patients want to speak to a Pharmacist. Techs putting up with rude and obnoxious behavior from patients while Pharmacist allow it. Scheduling appointments for Dr's offices is ridiculous!	11/19/2021 1:20 AM
463	The amount of vaccines we are doing on a daily basis with short staff.	11/19/2021 1:07 AM
464	As far as being a technician, one of the worst responsibilities is processing prescriptions, on top of shots covid and flu, and dropped prescriptions, prescriptions being waited on, rebilling prescriptions to insurance, this position can be considered daunting and overwhelming when having large sums of people enter our pharmacy.	11/19/2021 1:00 AM
465	Metrics on top of the added workload from staffing shortages, vaccines and covid testing.	11/19/2021 12:52 AM
466	immunizations, covid testing, insurance, customer complaints regarding their insurance, metrics, short staffed	11/19/2021 12:48 AM
467	Giving extra task of injecting immunizations without salary increase, trying to do the work of several people at once	11/19/2021 12:45 AM
468	not having time to complete all responsibilities	11/19/2021 12:44 AM
469	Lack of staff and training.	11/19/2021 12:34 AM
470	Excessive requests for coverage of short staffing and being called in every on call	11/19/2021 12:27 AM
471	The pharmacists are too stressed by metrics, long hours, no breaks, lack of staff, and the additional workload of the Covid vaccines.	11/19/2021 12:20 AM
472	I am tired of dealing with Covid vaccines plus flu shots and trying to fill prescriptions only to be screamed at because we can't possibly get everything finished.	11/19/2021 12:13 AM
473	When leadership persons are highly insecure with their workers having excellent resumes, it causes problems.	11/18/2021 11:48 PM
474	COVID testing is becoming too much on top of everything else we are expected to do.	11/18/2021 11:44 PM
475	Short staffing. Current staff taking advantage of lack of consequences for calling off. Multiple changes in work flow	11/18/2021 11:43 PM
476	Sudafed, stocking otc	11/18/2021 11:36 PM
477	Racial and verbal abuse	11/18/2021 11:14 PM
478	The requirements for maintaining so many records for 10 years, filing of paper scripts and	11/18/2021 11:12 PM

Pharmacy Technician Workforce Survey

escripts is enough workload to hire multiple full time technicians just to file scripts for 8 hours a day and do nothing else, too much paper filing and not enough electronic filing

479	Picking up slack from coworkers	11/18/2021 11:09 PM
480	Insurance and coupons slow us down a lot and it's hard to learn for newbies	11/18/2021 10:57 PM
481	The expectation that the pharmacy must handle all the customer needs. we shouldn't be responsible for contacting their doctors for new refills or about prior authorizations	11/18/2021 10:57 PM
482	Dealing with insurance is always very stressful, and my job did not train me well on insurance before I started working in the Pharmacy.	11/18/2021 10:52 PM
483	Doing literally everything except pv1 and pv2 while answering calls, filling orders, doing prior authorizations, refill requests and so much more and still being expected to meet goals with a staff of 1-2 techs	11/18/2021 10:46 PM
484	1.RUDE OR AGGRESSIVE CUSTOMERS 2. NO WORK LIFE BALANCE 3. IMPOSSIBLE WORKLOADS 4. WORKING WITH UNQUALIFIED STAFF. 5. LITTLE OR NO PROTECTION FROM AGGRESSIVE/ ANGRY CUSTOMERS.	11/18/2021 10:45 PM
485	Doing transfers	11/18/2021 10:44 PM
486	Vaccination preparation and billing. Covid tests preparation	11/18/2021 10:42 PM
487	We should not have to take verbal prescriptions.	11/18/2021 10:31 PM
488	The phones. When the phone is constantly ringing we are not able to wait on customers, fill prescriptions, do drive thru & data.	11/18/2021 10:28 PM
489	Nothing really	11/18/2021 10:27 PM
490	workload poor planning for increased workload from shutting adjacent locations.	11/18/2021 10:19 PM
491	I love my work as a medication reconciliation technician however, I do not think the impact I make on a day to day basis with our patients correlates to my salary.	11/18/2021 10:16 PM
492	Constant staff shortage and no applicants for open jobs. Incentive pay from hospital taxed so highly that a lot of techs don't want to work OT even for that.	11/18/2021 10:15 PM
493	Script sync calling(It should be done automatically and the customer should have the option to opt out if they so choose instead of the opposite.)	11/18/2021 10:14 PM
494	Immunizations, Covid testing	11/18/2021 10:11 PM
495	Lack of computers to do job	11/18/2021 10:10 PM
496	Lack of help, lack of support, lack of being heard, corporate greed	11/18/2021 10:10 PM
497	Short staffed	11/18/2021 10:05 PM
498	A massive amount of immunizations due to COVID and the Flu with Pharm Tech unable to perform the shots themselves.	11/18/2021 10:02 PM
499	Being one of the most knowledgeable and most well trained technician in my pharmacy and then being stuck being a cashier for huge portions of my day. (Retail setting) Basically feeling like I'm not putting my skills to use.	11/18/2021 10:00 PM
500	being the middle man for refill requests/denials	11/18/2021 9:56 PM
501	Treatment by pharmacists-no respect	11/18/2021 9:49 PM
502	n/a	11/18/2021 9:48 PM
503	I have spent entire work days without filling a single prescription. Just covid shots and tests. I don't have time to get stuff done and I know that my company will continue to set us up to fail at each stage moving forward.	11/18/2021 9:46 PM
504	Too many COVID testing during the work day. 1 every 15 mins doesn't give us time to help others.	11/18/2021 9:44 PM
505	Short Staffed, rude patients, other techs not picking up their fair share of the daily work, having to come to work sick because there is no techs to cover, missing breAKs all together due to no	11/18/2021 9:44 PM

Pharmacy Technician Workforce Survey

	staff.	
506	Teamwork and staffing are the much needed responsibilities to complete our duties and a manager that does follow through.	11/18/2021 9:44 PM
507	Work load Work in an extremely busy Pharmacy	11/18/2021 9:44 PM
508	Not given the training to type the vaccine orders, data entry, and some insurance billing.	11/18/2021 9:44 PM
509	Co workers not being direct or up front with things that need to be done or things they'd want you to do. There is a lot of indirect things being said and it's very frustrating.	11/18/2021 9:38 PM
510	The every-ten-minute scheduling for vaccines; on top of drive thru Covid testing and every other work related tasks in the Pharmacy.	11/18/2021 9:28 PM
511	Covid 19 testing, vaccinations	11/18/2021 9:28 PM
512	good rx on every thing(small complain) no fast way to easily put in and get discounts....payments always different with person. End up taking off insurance put on good RX then...have the,m slap another price up... so much wasted time on this...smart ways to get rhem billed or just like a credit card...swipe at the computer and does the work for you...then sell it to insurace companies... so your not inpueteing insurance info several times, wasting valuable time for other things	11/18/2021 9:26 PM
513	Giving vaccinations	11/18/2021 9:26 PM
514	Inability to finish tasks in the pharmacy (trash, DPI, cleaning)	11/18/2021 9:24 PM
515	dealing with the pharmacist and how they treat patients	11/18/2021 9:20 PM
516	Low pay, store metrics, general unappreciation for pharmacy associates, patients who do not know what medications they take	11/18/2021 9:05 PM
517	Lack of staff. Inadequate pay.	11/18/2021 9:03 PM
518	Cleaning roles, responsibility for store maintenance	11/18/2021 9:02 PM
519	Being expected to do the work of two or three people at once going in several directions at once.	11/18/2021 8:57 PM
520	It's not the responsibilities that detract but the fact that we don't have enough allotted time to complete responsibilities.	11/18/2021 8:57 PM
521	I love my job but the amount of work that needs to be done in one day is just crazy. Dealing with doctors offices is really a pain. They seem to not care that they send scrips over that are incomplete. Who do you complain to about them? Or when they tell the customer it will be ready when they get there and how much it is. The impatient a customer has also been a problem. They treat us like a fast food place.	11/18/2021 8:53 PM
522	Covid19 testing through the drive thru all day long in addition to the usual drop off/pick up of scripts.	11/18/2021 8:51 PM
523	Being overworked, under appreciated, underpaid, and having a terrible holiday schedule. Cooperations have absolutely no need to be open on Christmas Day. They dispense no emergency medications.	11/18/2021 8:50 PM
524	Company metrics. No reason to have to make 200 cold calls every week about medication that hasn't been picked up in 6 months - there's usually a reason for it, and to get scores up, there were several unethical people who just filled the RXs without even asking the patients. The patients potentially could have picked up and taken medication that was stopped by a physician and/or taken double of certain types of medications.	11/18/2021 8:50 PM
525	The fact that others don't want to pick up some of your hours, but you are always willing to help them..	11/18/2021 8:47 PM
526	Generally trying to complete what upper management expects in a high volume store during a pandemic.	11/18/2021 8:45 PM
527	the sheer volume of work and the literal asinine treatment from corporate expecting us all; pharmacists included to work like dogs and keep up with the immensely increased workflow despite the fact that we are still working in a pandemic and nothing has improved overall. we	11/18/2021 8:44 PM

Pharmacy Technician Workforce Survey

are hemorrhaging people left and right and more and more customers are coming in due to being dissatisfied.

528	Covid testing. It has nothing to do with our patients medications which have always been the forefront of our job. It holds up our lines and prevents them from getting meds in a timely manner.	11/18/2021 8:42 PM
529	No MP	11/18/2021 8:42 PM
530	It's not the responsibilities it's the lack of help and lack of working equipment and the lack of praise and saying what we are doing is never good enough and they expect more, more, more when we are already burned out and the customers being rude because we aren't quick enough to satisfy them. The manager or whomever that doesn't actively work in a pharmacy but bark commands need to spend time working in the pharmacy to understand how stressful and unrealistic their demands are.	11/18/2021 8:39 PM
531	Amount of workload, prescriptions expected to process each day.	11/18/2021 8:36 PM
532	People talking about each other behind their backs and boss not sticking up for employees	11/18/2021 8:35 PM
533	Having to do doctors jobs for them; dosing, unclear sig texts and being told to "use the one that makes sense", having to fax/call 3+ times for a refill, having doctors not put all the required information on schedule II rx's, etc	11/18/2021 8:34 PM
534	Always having to run to the register. We need register trained associates to help.	11/18/2021 8:33 PM
535	Being screamed at and cussed at every single day because of other pharmacies. Calls from GoodRx	11/18/2021 8:26 PM
536	Lack of training. I feel that every one should get trained on 1 thing at a time not just being a cashier	11/18/2021 8:26 PM
537	Same work load with scripts. Less help. Throw 100 vaccines a day on top of that	11/18/2021 8:21 PM
538	Amount of shots to give everyday, amount of covid tests to do everyday, short staffing, hostile work environment, poor and rude management	11/18/2021 8:20 PM
539	We are short staffed, so I always feel I am doing 100 things and I'm the lead tech at work so I pick up everyone else's slack.	11/18/2021 8:16 PM
540	The constant phone calls. As soon as we open the phone starts ringing and it feels like it never stops. All day I have to repeat myself about Covid tests and shots. We rarely have questions about patient medication anymore and when we do we don't have time to give adequate care because of time constraints due to the overload of Covid tests and shots.	11/18/2021 8:13 PM
541	Insurance is complicated	11/18/2021 8:12 PM
542	Metric based duties	11/18/2021 8:11 PM
543	having to do jobs not related to pharmacy and not being compensated for this. also allowing those with no pharmacy experience left in charge of tasks/responsibilities because all they want is more product going out which means working at a faster and more hectic pace. This leads to burn-out and major room for error.	11/18/2021 8:09 PM
544	Having to work cash register so much on top of trying to complete all other job duties.	11/18/2021 8:08 PM
545	Chain pharmacies are turning into free clinics with little staff and little pay. We can't do our regular jobs because of the new work load.	11/18/2021 8:07 PM
546	System crashing, not enough staff for demand	11/18/2021 8:07 PM
547	Everything covid	11/18/2021 8:06 PM
548	None	11/18/2021 8:04 PM
549	Tasks that could easily be replaced by an automated report (waiting bin inventory, temperature logs and the 15,000 prompts at pick up)	11/18/2021 8:04 PM
550	Negative patient interactions.	11/18/2021 8:03 PM
551	Not enough task organization.	11/18/2021 8:00 PM

Pharmacy Technician Workforce Survey

552	Requiring too much balancing paperwork. Sometimes I feel like too much emphasis on otc items takes me away from pharmacy duties	11/18/2021 7:58 PM
553	Under staffing and poor pay	11/18/2021 7:57 PM
554	I do not want any part in dealing with covid vaccines. I strongly feel that this is wrong & no one should be forced into getting one. I would like to add that our pharmacy cannot take care of our actual patients who require medications because we have to focus so much on covid vaccines with less staff to do it.	11/18/2021 7:54 PM
555	Extreme lack of training.	11/18/2021 7:49 PM
556	Lack of staffing	11/18/2021 7:47 PM
557	No help	11/18/2021 7:47 PM
558	COVID tests and shots	11/18/2021 7:45 PM
559	N/A	11/18/2021 7:45 PM
560	Increase in giving vaccinations and decrease in staff.	11/18/2021 7:44 PM
561	The addition of COVID vaccine injections in the pharmacy setting has stretched the pharmacist very thin which puts a strain on rx workflow and upsets customers. Also, the young children cry and scream when receiving vaccines which upsets staff and customers	11/18/2021 7:43 PM
562	Extremely busy and under staffed	11/18/2021 7:42 PM
563	We need to take care of ALL customer care and the public is getting more nasty. It is not worth the nastiness every day. The pay for what we do all day is certainly not worth it.	11/18/2021 7:42 PM
564	Working on Star rating and MTM platforms	11/18/2021 7:42 PM
565	Pay and a possible work from home situation	11/18/2021 7:40 PM
566	Nothing I can think of at this exact time	11/18/2021 7:40 PM
567	If we can give free Covid vaccines why can't flu shots and other vaccines be free as well	11/18/2021 7:39 PM
568	peoples attitude or work ethic	11/18/2021 7:37 PM
569	None	11/18/2021 7:35 PM
570	Drive thru	11/18/2021 7:35 PM
571	Computer system is outdated. Too much time waiting for things to process.	11/18/2021 7:33 PM
572	The phone calls during short staffing and endless lines of in-store customers.	11/18/2021 7:29 PM
573	37 years experienced techs having to work the drive-thru. I feel that the benefits of seniority should be earned.	11/18/2021 7:26 PM
574	all the goes along with covid... the work has been tripled and the help not.. long waits, unhappy patients become very rude	11/18/2021 7:25 PM
575	Answering phones	11/18/2021 7:24 PM
576	Being a switchboard operator while entering scripts for patients.	11/18/2021 7:22 PM
577	Many responsibilities that are expected of pharmacy technicians are just ways to make the company more money but not it's employees. Responsibilities like Covid-19 testing and vaccinations are just a couple examples. Many daily responsibilities of pharmacy technicians go unfinished because there is simply not enough staff or time to complete them all. There have been many nights when I have personally stayed until the pharmacy closed to finish tasks that are required to be done at the end of every day but many of them still remain undone due to understaffing and there is not enough time in the day to complete them all.	11/18/2021 7:20 PM
578	It has become very hard to fill scripts with the demand to do boosters	11/18/2021 7:17 PM
579	Clean room maintenance: daily/monthly cleaning per USP 797. Would prefer if trained cleaning staff had this responsibility.	11/18/2021 7:16 PM
580	Vaccine clinics	11/18/2021 7:15 PM

Pharmacy Technician Workforce Survey

581	Vaccination expectations without compensation for increased workload	11/18/2021 7:14 PM
582	-malfunctioning technology - short staffed	11/18/2021 7:08 PM
583	Meeting ridiculous metrics. No one can control patients answering their phone or when they pick up their scripts	11/18/2021 7:07 PM
584	Not feeling like you belong and not wanted by your employer and fellow co workers.	11/18/2021 7:07 PM
585	Na	11/18/2021 7:07 PM
586	Co-workers lack of experience and lack of sufficient staff	11/18/2021 7:07 PM
587	MTM's	11/18/2021 7:05 PM
588	Just trying to take care of phones, filling, drive thru and registers all at same time is not easy - then add in shots. Makes for tons of stress and burn out.	11/18/2021 7:05 PM
589	Refilling insurance	11/18/2021 7:04 PM
590	Short Staffed	11/18/2021 7:04 PM
591	Covid testing and the expansive vaccine demands	11/18/2021 7:03 PM
592	Vaccinations being pushed onto the pharmacist for minors when a doctor should be involved.	11/18/2021 7:02 PM
593	There is no adequate staffing to properly and safely accomplish anything, our corporate wants us to administer 50+ shots a day all while completing 300+ prescriptions per day. It is practically impossible with 4 people	11/18/2021 7:01 PM
594	No breaks, lack of staff, no help from the little staff we do have, corporate not listening to our concerns as human beings, the harassment by customers, the lack of pay etc....	11/18/2021 7:01 PM
595	Metric systems	11/18/2021 6:59 PM
596	Lack of pay for all of our responsibilities	11/18/2021 6:59 PM
597	Being overworked	11/18/2021 6:55 PM
598	Meeting metrics	11/18/2021 6:55 PM
599	high expectations of speed	11/18/2021 6:54 PM
600	Since COVID, we have started doing COVID testing and vaccinations, which has added to our list responsibilities. Even though it seems like just a few more tasks to the workload, there are other small complications to both (I.e. patient dissatisfied with scheduling/longer wait times, etc) on top of filling scripts on tome. Even though we have been given lunch breaks recently, we often times don't even take the break just to catch up on production and other tasks.	11/18/2021 6:49 PM
601	workload. there are way too many think being put on use due to the shortcomings of the store, weather it be staff pharmacists or otherwise. i cannot handle this stress much longer	11/18/2021 6:48 PM
602	None	11/18/2021 6:46 PM
603	Covid testing and vaccinations	11/18/2021 6:42 PM
604	We don't have enough people to take on all the workload of covid vaccines and covid testing. I feel like I work in a clinic not a pharmacy. We don't have time or man power to stop and focus on filling prescriptions because we are constantly doing shots and tests. We are always at least a day behind on prescription orders...and that in my opinion is dangerous. We can't concentrate or think fully about what we are doing because we are being pulled into 5 directions at once and run around like crazy with out breaks or eating all day. And not getting paid enough while u are the only tech there your whole shift trying to juggle typing filling shots doing tests in drive thru waiting on drive thru pick up counter drop off counter answering phone calls and making phone calls putting drug orders away and much more all at once. It's extremely overwhelming and stressful.	11/18/2021 6:41 PM
605	None	11/18/2021 6:39 PM
606	Calling and urging pts to fill rx bc of star ratings and DIR fees. I can't make them pick them up or take them. The pharmacist can talk to them for days. Some people will always be nonadherent and it will always be an excuse to take money back or under reimburse.	11/18/2021 6:38 PM

Pharmacy Technician Workforce Survey

607	Overload of vaccinations and transfers due to pharmacy closings.	11/18/2021 6:38 PM
608	Covid billing, constant changing rules and procedures and additional tasks on the pharmacists end of the job. Like pediatric shots.	11/18/2021 6:35 PM
609	Poor management and no opportunity for advancement.	11/18/2021 6:35 PM
610	Curb side , mail outs , returns , flu events	11/18/2021 6:35 PM
611	With so many vaccinations of every sort going on, it becomes chaotic to schedule the walk INS, make copies of their info, enter in the insurances and keep up with the regular work flow and keep everyone satisfied.	11/18/2021 6:34 PM
612	Doing covid tests and shots	11/18/2021 6:33 PM
613	Inpatient /rude / screaming patients make it very difficult to do my job as a pharmacy technician.	11/18/2021 6:31 PM
614	Still learning it all	11/18/2021 6:29 PM
615	Metrics about adherence	11/18/2021 6:28 PM
616	1 pharmacist to do scripts, counsel patients, give vaccines. More phone lines, windows, and registers than people to take care of them.	11/18/2021 6:28 PM
617	Not enough staffing	11/18/2021 6:26 PM
618	Before covid I loved doing mtm and all, but now not enough time in the day to fill prescriptions and do vaccines. Feel like we give vaccines and fill prescriptions in between.	11/18/2021 6:25 PM
619	Having to do the stores job, doctors job, not getting the respect that nurses and doctors get.	11/18/2021 6:25 PM
620	Mtm's metrics outcomes, volume of vaccinations and testing. Sometimes we spend so much time and effort doing things that should be left for a doctor's office that it hurts the pharmacy part of things which is what we are first and foremost. We've lost focus of the role of a pharmacy. When we're so busy giving vaccines and making clinical calls that it effects wait times and quality of pharmacy work it's a problem. Spending a lot of time answering phones. We may have 4 people working and all of them on the phone at the same time. Or all 3 lines on hold and 2 more ringing that can't be answered because there's no lines left to place them on hold. I feel like an operator instead of a pharm tech or like I work in a call center.	11/18/2021 6:25 PM
621	Overwhelming work load, often due to short staffed	11/18/2021 6:24 PM
622	Solely being a clerk for 8-9 hours a day	11/18/2021 6:21 PM
623	Lack of breaks. Need to have a PAID minimum of one hour lunch (currently is unpaid 30 minute and that is HIGHLY unfair), and 2 MANDATORY PAID 15 minute breaks per 8 hour shift.	11/18/2021 6:17 PM
624	The pharmacy technician is assigned every task that comes up, techs do most of the work, pharmacists make all of the money, and accrue more vacation time!	11/18/2021 6:16 PM
625	Answering the phones nonstop for questions that could easily be answered through automation.	11/18/2021 6:15 PM
626	Covid testing	11/18/2021 6:15 PM
627	The worst part is the difficulty and confusing insurances. They're constantly changing and they do not communicate that to anyone. Patients constantly believe that is in the pharmacy had pick the prices.	11/18/2021 6:13 PM
628	Having to manage programs that SHOULD improve patient maintenance med compliance but don't actually work and create more customer dissatisfaction than anything	11/18/2021 6:12 PM
629	we do most of the work in the pharmacy, so all of it	11/18/2021 6:11 PM
630	The amount of work per employee. More staff would be nice.	11/18/2021 6:10 PM
631	The stress and workload. I know I am literally sweating running around every day I am at work while some coworkers don't care and go about their day as if they have nothing to do.	11/18/2021 6:09 PM
632	Having a drive through.	11/18/2021 6:09 PM

Pharmacy Technician Workforce Survey

633	Pay	11/18/2021 6:06 PM
634	Mostly work setting. Working in a telepharmacy that does not do any dispensing or orders offers limited opportunities for a technician to get the most out of their full scope of practice compared to one who works in a retail setting.	11/18/2021 6:06 PM
635	Having 3 different Covid shots plus the PEDI shot. It's a lot to keep track of. We are also the only or one of the only stores around the area that are even giving boosters.	11/18/2021 6:05 PM
636	The constant overload of work that comes late in the day is affecting our patients who receive these deliveries late at night.	11/18/2021 6:04 PM
637	n/a	11/18/2021 6:04 PM
638	Just the way we are treated by our chief pharmacist and customers.	11/18/2021 6:04 PM
639	We are so understaffed that there I am constantly releasing to patients. I might as well have just stayed a cashier.	11/18/2021 6:04 PM
640	Immunization scheduling and lack of control the pharmacist has to create a safe working environment. It's all pushed down from the top should be managed at store level.	11/18/2021 6:02 PM
641	Not enough staff and company not allowing enough time or staff to complete task in a safe manner	11/18/2021 6:01 PM
642	Due to covid, being short staffed has been a 16 month ride, in our case. You have no choice (if dedicated) but to jump into many shoes to get the job done.	11/18/2021 6:01 PM
643	Doing a managers job for lesser pay.	11/18/2021 6:00 PM
644	Not enough time for training allowed me for completing company learning Modules due to an outside job injury to my right foot. Modification Recommendations of Duty needed to complete my training presently.	11/18/2021 5:59 PM
645	Increased workload due to vaccinations & Covid testing.	11/18/2021 5:57 PM
646	shots and covid testing that is not a pharmacy tech jobs and should not be pharmacists job either this is not a clinic.	11/18/2021 5:55 PM
647	We should have plain cashiers and the techs do fill.	11/18/2021 5:54 PM
648	More money	11/18/2021 5:51 PM
649	Inability for other employees to do their jobs effectively so the workload falls on the people who DO all the work while the rest play on their phones	11/18/2021 5:51 PM
650	Not being paid to do -additional- work from a completely different title.	11/18/2021 5:51 PM
651	Overwhelming metrics from corporate such as being forced to prioritize vaccines, not just Covid shots. Metrics that dampen the customer experience because we will be cut hours if we don't meet metrics, the pod system which drives up wait times is horrible.	11/18/2021 5:49 PM
652	Having to help new employees that are under trained	11/18/2021 5:45 PM
653	N/A	11/18/2021 5:44 PM
654	The responsibilities of pharmacy technicians are usually very fair. The only issue tends to be a heavy workload.	11/18/2021 5:43 PM
655	Waiting on rude impatient patients and no one backs us up	11/18/2021 5:42 PM
656	COVID TESTS ARE VERY DISTRACTING.	11/18/2021 5:42 PM
657	I feel in light of the current climate, pharmacy has become more a game of who can get the most vaccinations and less customer care. Our patients are suffering waiting on medications that are taking us longer than 3 hours sometimes to fill because we're expected to drop everything to be some quota of vaccinations. Our pharmacists are ran as ragged as the technicians are and we're dropping like flies.	11/18/2021 5:42 PM
658	What detracts from job satisfaction is getting paid nothing for a hard days work. Example: I understand the pharmacists go to school to do what they do, not all of us are able to do that, we aren't all that lucky. We are the gerbils that spin the wheel. Pay us more, pay us what we	11/18/2021 5:41 PM

Pharmacy Technician Workforce Survey

are worth, which is more than what we currently get. I know pharmacists that make 90-120 thousand dollars a year, I make half of 90 thousand, and I have been a pharmacy tech for almost 23 years. I'm not saying pay us like them, but pay us better.

659	Workload is insane!	11/18/2021 5:40 PM
660	Cashiering. The inability of my company to hire pharmacy cashiers. I spend most of my day ringing out prescriptions and not enough time me doing pharmacy tech duties.	11/18/2021 5:40 PM
661	Schedule conflicts	11/18/2021 5:39 PM
662	Lack of advancement	11/18/2021 5:39 PM
663	Not enough employees and too much mandatory overtime	11/18/2021 5:39 PM
664	Slow technology	11/18/2021 5:37 PM
665	Short staffing	11/18/2021 5:37 PM
666	Third party interactions with payers . Customer satisfaction surveys have an outweighed affect on job that detracts from necessary time to ensure accuracy on prescriptions	11/18/2021 5:36 PM
667	DRUG SHORTAGES, recalls and too much technology that is NOT working as it was meant to be. It is causing more work than it solved.	11/18/2021 5:33 PM
668	Vaccines.	11/18/2021 5:33 PM
669	Unable to control work load	11/18/2021 5:31 PM
670	Immunizations	11/18/2021 5:30 PM
671	Making phone calls about things that do not matter	11/18/2021 5:29 PM
672	Patients being ill informed about their care or their insurance plans. Patients also believe throwing around the words goodrx and discount cards will magically make their meds have almost no cost. Also caresource Patients feeling entitled due to most things in life being handed to them.	11/18/2021 5:28 PM
673	Lack of access to necessary information especially for senior clinical technicians performing important emergent reconciliatory data mining. Lack of autonomy from our peers. Physicians seem believe we are very vital and trust our word but not our licensing board.	11/18/2021 5:28 PM
674	Rude patients. The sense of entitlement is ridiculous. Patients would never treat their doctors the way the treat pharmacy staff. We are seen as bottom feeders. Drive thru pharmacy exacerbates this kind of thinking. Pharmacy is still a medical field. Not burgers and fries.	11/18/2021 5:28 PM
675	Pharmacists having to give vaccines or take verbal scripts or transfers. Oars	11/18/2021 5:26 PM
676	Understaffing is a big issue	11/18/2021 5:26 PM
677	Having to do the job of multiple technicians due to staff shortage. I feel rushed and not able to perform my best.	11/18/2021 5:26 PM
678	Not being able to answer questions because we supposedly have no knowledge of the drugs	11/18/2021 5:26 PM
679	The one and only pharmacist having to constantly stop what they are doing to give vaccines.	11/18/2021 5:24 PM
680	Answering multiple/repeat demands from nursing staff	11/18/2021 5:23 PM
681	Same as above They just expect us to do more with the same amount of time and pay	11/18/2021 5:22 PM
682	Inputting any script that is e-scripted or done it would clear at least two more hands.	11/18/2021 5:20 PM
683	At my pharmacy, the pharmacy manager plays favorites. She will give a new tech that has only been in this line of work for 6 months, full time hours when a 2-year hard working employee has been asking for full time ever since being hired. They don't properly train you and just throw you in wherever expecting you to understand what you're doing on day 1. The other pharmacist is verbally abusive to employees and some patients just because he's overwhelmed which is very unprofessional and he sometimes makes inappropriate remarks to women employees. At my pharmacy, we don't go by a flow chart/workstation. The same employees do the same thing every single day. I don't agree with that. I think a flow chart is sensible and fair and to my knowledge, we're the only pharmacy that doesn't abide by it. They	11/18/2021 5:19 PM

Pharmacy Technician Workforce Survey

always put the new tech hires on drive thru and covid testing while the lead tech will always do production. I think everybody should do a little bit of everything to get a feel for it and not have to do the same thing day after day. I'm in the middle of transferring to a different store because of my current pharmacy's antics. I'm just tired of it of the staff there. My manager was purposely delaying my transfer because she cited short staff as a reason but after she hired someone to replace me, she still wasn't transferring me. And we're the only store in the district that is fully staffed so that explanation was ludicrous to me. The store I wish to be transferred at is much closer to where I live and their store desperately needs employees, so I was confused by her delaying my request. I was fed up with it and so unhappy at my current location that I was thinking about quitting but then I talked with the manager at the store I would be transferring and the DM and they agreed to go above my current managers head and get me transferred. Overall, I love my career. I love being a pharmacy technician. I love the patients and I like the fact that I'm helping others. It's just my store and my coworkers who make my time there miserable and stressful. Nobody should be treated the way I'm treated there. Nobody.

684	Giving more of the pharmacist's responsibilities to the technician without increasing their pay but increasing workload and risks.	11/18/2021 5:18 PM
685	Third party insurance issues	11/18/2021 5:17 PM
686	Being forced to be at the same station (drive thru) all day	11/18/2021 5:17 PM
687	Having to do insane amounts of vaccines and dealing with a minimum 7 person line at all hours of the work day.	11/18/2021 5:17 PM
688	N/a	11/18/2021 5:16 PM
689	Answering the phone all the time!	11/18/2021 5:16 PM
690	Having to do my job and someone else's job	11/18/2021 5:14 PM
691	Answering the phone constantly without being able to complete scripts and get any production accomplished.	11/18/2021 5:14 PM
692	POOR COMPENSATION	11/18/2021 5:13 PM
693	Constantly training new technicians due to turnover between institutions	11/18/2021 5:11 PM
694	The constant calls about prior authorization status from patients, copay issues from changing insurance policies / formularies, or even not being able to fill at the pharmacy anymore that they have been going to for years.	11/18/2021 5:10 PM
695	COVID testing/vaccines	11/18/2021 5:10 PM
696	Covid testing, coworker gossip, pick up lane	11/18/2021 5:09 PM
697	Continually being expected to have more work added to job responsibilities without added pay. Being mandated to work overtime because we are so understaffed and there is no incentive to work.	11/18/2021 5:09 PM
698	Too small of a work space.	11/18/2021 5:07 PM
699	N/a	11/18/2021 5:07 PM
700	Patient calls over covid anything. There is no clear message or direction and everything changes every day. Doctors not filling out script correctly, missing signatures, missing strength of drug.	11/18/2021 5:05 PM
701	Training new employees who make barely less than I do after 12 years of employment	11/18/2021 5:05 PM
702	Cleaning, trash removal, faxing, being given quotas to meet when there is too many other duties we are expected to complete. We can't do it all.	11/18/2021 5:04 PM
703	If we have to go back to the office and would not be able to work from home permanently. I would definitely change careers to anything that I could work from home.	11/18/2021 5:01 PM
704	Wanting to add the responsibilities of vaccinations but corporate not paying extra to become certified to do vaccinations or to pay extra to someone who is certified for vaccinations. The biggest dissatisfaction is not enough staffing. There needs to be laws in place to state how	11/18/2021 5:00 PM

Pharmacy Technician Workforce Survey

many technicians and pharmacists need to be in place for safe working conditions. Staffing should not a criteria of you meeting or not meeting a metrix.

705	Injections	11/18/2021 5:00 PM
706	Tech shortage	11/18/2021 5:00 PM
707	Running our refills and not having a automatic refill system takes away from me being able to adequately serve patients	11/18/2021 5:00 PM
708	Short staffed and management will not help.	11/18/2021 5:00 PM
709	Various programs developed by employer (medication synchronization, clinical opportunities, unnecessary statistical goals)	11/18/2021 4:58 PM
710	Pay fast food makes more	11/18/2021 4:58 PM
711	Clinical responsibilities they are trying to push on technicians. We can't even counsel about a bottle of mixed amoxicillin but they want us to do other clinical work. We are not staffed, nor trained, nor paid for clinical duties	11/18/2021 4:57 PM
712	N/A	11/18/2021 4:57 PM
713	Covid Testing takes away from my role as a Pharmacy Technician. Meaning, I spend more time Testing then processing prescriptions...	11/18/2021 4:57 PM
714	Cashiering, not having permissions (in software) to complete tasks without the rph credentials.	11/18/2021 4:57 PM
715	Having Covid-19 vaccines added to our already overly busy schedules. There are not enough hours in the day to perform the work we were already doing, but now we're expected to vaccinate everyone as well. The State Board keeps piling more responsibilities on pharmacies without mandating companies provide sufficient help. We are going without breaks and days off to keep our heads above water...but nobody cares.	11/18/2021 4:57 PM
716	No breaks, standing the whole time, understaffed, rude customers/patients, slow/uncooperative computers or the like, unfair division of work between technicians	11/18/2021 4:56 PM
717	Not enough pharmacist overlap no time for breaks	11/18/2021 4:56 PM
718	Customer Service.	11/18/2021 4:55 PM
719	Customer Service	11/18/2021 4:55 PM
720	Being required to do extras that aren't directly and immediately needed like mtm and getting patients to do surveys	11/18/2021 4:55 PM
721	Shots and scheduling	11/18/2021 4:54 PM
722	I enjoy every aspect of my career choice but management and poor division of job Tasks is exhausting and not realistic	11/18/2021 4:54 PM
723	Short staffing	11/18/2021 4:54 PM
724	Retail pharmacies are completely overloaded with vaccines. We barely have enough time to do our primary responsibility, to fill prescriptions. Patient safety is at risk when a single pharmacist is having to fill all the prescriptions and give all vaccines. Some days we do 50 to 60 vaccines with one pharmacist and three techs. Corporate pushes meeting metrics and is not concerned about patient/staff safety. Techs are completely underpaid and have to fight for raises. We leave work each day exhausted and overwhelmed.	11/18/2021 4:54 PM
725	Poor pay no real benefits, rude customers, insurance not covering meds,	11/18/2021 4:54 PM
726	No inventory person ordering drug, techs expected to order drugs, hence continued lack of appropriate inventory. NDC changes constantly not matching what order entry tech picked. Poor inventory control. Fly by the seat of the pants scenario.	11/18/2021 4:52 PM
727	Need a higher base rate of pay. I can make just as much working at a grocery store without having to be around the sickest people in my city.	11/18/2021 4:52 PM
728	The amount of volume, the time And the constant short staffing Of trying to get done and the pressure of it having to be done. And knowing a mistake could kill some some. Dealing with a angry public. We are not safe.	11/18/2021 4:52 PM

Pharmacy Technician Workforce Survey

729	Changes to policies and processes that are poorly roll-out. Lack of communication. Lack of support. Too little time to complete tasks accurately	11/18/2021 4:52 PM
730	Retail Rx. Stocking drugs	11/18/2021 4:51 PM
731	Being pulled in so many directions	11/18/2021 4:51 PM
732	Vaccines	11/18/2021 4:51 PM
733	Pay Scale, being part time, not having benefits if part time,	11/18/2021 4:51 PM
734	Cleaning up after my coworkers	11/18/2021 4:50 PM
735	Overworked, long hours for bad pay, coworkers who make constant mistakes, horrible management	11/18/2021 4:50 PM
736	Doing the Pharmacist's job. Admin duties. Taking care of the companies duties by having to look for sign painters...the list could go on.	11/18/2021 4:50 PM
737	Covid testing	11/18/2021 4:50 PM
738	Having to do the job of 3 people while being paid for 1	11/18/2021 4:50 PM
739	Constant pressure from corporate to increase volume of prescriptions, sign up patients for different programs, and increase vaccines given.	11/18/2021 4:49 PM
740	Lack of staff, only 1 pharmacist for a 12 hour day is absurd and dangerous	11/18/2021 4:49 PM
741	The telephone ringing all day long	11/18/2021 4:49 PM
742	Lack of pay from employers, unwillingness to add career opportunities, no incentive to add credentials from PTCB	11/18/2021 4:49 PM
743	Coworkers not showing up. Stress from manufacturers on missing info to process PAP applications	11/18/2021 4:48 PM
744	Understaffed overworked and underpaid with someones life at stake	11/18/2021 4:48 PM
745	PBMs are the worst thing that has happened to pharmacy aside from big pharma companies and insurance complications.	11/18/2021 4:48 PM
746	Pay	11/18/2021 4:47 PM
747	Having to deal with rude/impatient customers and lead pharmacist	11/18/2021 4:47 PM
748	The amount of patients I have to get done	11/18/2021 4:46 PM
749	Vaccinations	11/18/2021 4:46 PM
750	Lack of pay yet more and more to do everyday.	11/18/2021 4:46 PM
751	The amount of shots and covid tests we have to do. We cannot prioritize the primary function of a pharmacy because we are doing the stuff patients doctors should be doing and we have no control on limited these things to where we can manage perscription	11/18/2021 4:45 PM
752	Offering pay less than McDonald's, people that DO apply have to wait a month to start because of registration/background tests. So by the time they finally are able to HELP, they quit with a new higher paying job.	11/18/2021 4:44 PM
753	Running the cash register constantly or drive thru	11/18/2021 4:43 PM
754	The customer volume and not being adequately staffed. The amount of covid tests and vaccines take away from filling prescriptions, leaving a mess that just keeps piling up.	11/18/2021 4:43 PM
755	High work load not enough staff and impatient patients or customers	11/18/2021 4:42 PM
756	None	11/18/2021 4:42 PM
757	Overworked underpaid under staffed expectations from you are ridiculously unattainable	11/18/2021 4:42 PM
758	Work load and staffing	11/18/2021 4:42 PM
759	Covid testing in drive thru.	11/18/2021 4:42 PM

Pharmacy Technician Workforce Survey

760	My work overload as a customer service rep is excruciating. I currently service 5000 beds in 20 locations, and my boss does not give me ample time to complete med exchanges and audits. Its a joke.	11/18/2021 4:42 PM
761	Having to ring up non pharmacy items and the constant interruptions of patients not being more responsible for their own health and insurance.	11/18/2021 4:42 PM
762	Pharmacy technicians have to take the brunt of customer complaints. In 30 years as a retail tech, I have been yelled at and cursed at by customers more that I can count.	11/18/2021 4:42 PM
763	Short staff	11/18/2021 4:41 PM
764	Dealing with insurances. And thee amount of rude, inconsiderate, entitled patients. Even rude offices sometimes about mistakes that weren't the pharmacy fault.	11/18/2021 4:41 PM
765	Last of help	11/18/2021 4:40 PM
766	Cashier	11/18/2021 4:39 PM
767	that we immunize and do more work but don't get an up in pay	11/18/2021 4:38 PM
768	Constantly standing with no accommodation for my medical condition.	11/18/2021 4:38 PM
769	Covid testing on top of vaccine and filling scripts answering the phone is too much. Get rid of covid testing in pharmacies	11/18/2021 4:38 PM
770	Our productivity is measured by the number of prescriptions we can pump out with no regards for patient safety.	11/18/2021 4:37 PM
771	Poor work flow.	11/18/2021 4:36 PM
772	the volume of responsibilities, the lack of support, and the demands to keep doing more and more with literally nothing in it for the technicians.	11/18/2021 4:36 PM
773	Ridiculously understaffed, high volume.	11/18/2021 4:36 PM
774	Outside noises since working from home	11/18/2021 4:36 PM
775	Constantly being pulled in different directions when others are just doing nothing to help	11/18/2021 4:35 PM
776	Technicians doing vaccines.	11/18/2021 4:34 PM
777	Drama	11/18/2021 4:34 PM

**Q21 What other factors would allow you to grow as a pharmacy technician throughout your career, and minimize your chances of changing careers?
REMINDER: Do not include your name or other information that would identify you in the comments.**

Answered: 954 Skipped: 1,606

#	RESPONSES	DATE
1	Better pay	12/3/2021 9:18 AM
2	No	12/2/2021 6:21 PM
3	Higher pay, better policies that protect pharmacy members from harm, free therapy and or covered mental health days	12/2/2021 4:01 PM
4	Retail pharmacy schedules need to be made by PIC of pharmacy not the store manager who has no idea what running a pharmacy is like.	12/2/2021 11:18 AM
5	Treat us with respect. Pay us like you value our contribution. Don't make us feel inferior for being techs. Hire enough of us to do the job without getting burned out. Treat us like human beings. Treat us the way you treat the pharmacists. We're as valuable and necessary a part of this profession as they are.	12/2/2021 11:00 AM
6	N/A	12/2/2021 10:30 AM
7	Being able to voice opinions and share feedback.	12/2/2021 10:14 AM
8	Minimal questions tech should be able to answer specially if they have been working a long time.	12/2/2021 10:04 AM
9	Higher pay especially since other field have increased because of the pandemic	12/2/2021 6:54 AM
10	Pay pharmacy technicians more and fairly increase their wages. I have been a tech for 9 years and make the same as my coworkers who have just gotten certified and been employed 1 year. When the ceiling is raised, my employer, Walmart, puts us at the floor regardless of seniority. More pay is great but it makes senior techs feel taken advantage of because what's the point of staying if seniority is meaningless? Also treat technicians better. My employer treats techs as inferior to pharmacists and we frequently are belittled or made to feel less than the pharmacists by the pharmacists themselves, our employer, and even patients because patients do not respect anyone without the "white coat". But it frustrates me to be forced to go use the public restroom and made to keep personal items all the way in the back of the store (big box chain) when the pharmacists get their own little restroom, can bring as much stuff as they want in and out of the pharmacy, and are able to eat and drink freely. We are registered and certified with the BoP for the sake of increasing ramifications for theft/diversion so it feels belittling. We do not need opportunities for advancement; there isn't much growth possible in retail pharmacy. But what we do need to prevent more technicians from leaving the field are BETTER WORKING CONDITIONS and BETTER PAY.	12/2/2021 4:36 AM
11	Recognition from dept lead	12/1/2021 10:56 PM
12	Less stress. Better work flow. Beret equipment to do my job.	12/1/2021 9:56 PM
13	Better training	12/1/2021 8:32 PM
14	Better pay	12/1/2021 8:16 PM
15	Pay increase is needed! Especially with how many clinical service roles technicians do now!	12/1/2021 8:07 PM
16	Everyday we deal with vaccines, we are not longer a pharmacy, we try our best to make everyone happy but we are truly not just filling scripts anymore and taking care of our patients in a timely manner.	12/1/2021 7:53 PM

Pharmacy Technician Workforce Survey

17	Unfortunately, where I work, coming in as scheduled- and having good work ethics means very little. Other Techs call off and shown favoritism from those in charge. And it makes it twice as bad, when the supervision goes along with the behavior. This also includes the lack of communication with each other. I don't like asking questions and rarely getting answers needed to correctly perform my duties. All of this aggravation makes it very hard to work at peak performance. I believe, the ones showing up when scheduled should be recognized for their dedication. It's sad to feel that probably won't happen during my time as a Technician.	12/1/2021 7:37 PM
18	All Pharmacy Technicians should be making more then \$20 an hour. It's ridiculous the amount of work, responsibilities, and stress that we deal with and we are compensated extremely poorly.	12/1/2021 5:42 PM
19	Allow me to be just a pharmacy technician.	12/1/2021 4:43 PM
20	More support and understanding from leadership when metrics are difficult to reach due to workload and staffing levels, including dips in customer service scores when wait times balloon due to staffing and increases in vaccines and testing. Annual merit raises that correlate with the increases in cost of living and overall workload. Scheduling that is provided in a more timely manner so that plans can be made for a better work-life balance. Uninterrupted time to complete mandatory computer training instead of being forced to quickly complete training after upper leadership becomes unhappy with the amount overdue.	12/1/2021 3:36 PM
21	More pay, better working conditions. Also PAY PHARMACIST WHAT THEY ARE WORTH! Walgreens pharmacist have not gotten raises in 7 years!! The amount of work and responsibility that has been added to their plates is ridiculous! They deserve better!	12/1/2021 3:28 PM
22	Nothing. Get me out of this pharmacy. I'm not happy, and 8 months ago I took a promotion to get out of the pharmacy. I'm still acting as a tech. I'm miserable. We're understaffed.	12/1/2021 3:14 PM
23	Be responsible for your own roles, and not being held accountable for others role.	12/1/2021 3:03 PM
24	A friendly team.	12/1/2021 2:25 PM
25	Mandatory breaks. Mandatory closure periods to allow Pharmacists an Technicians to take breaks. Mandatory minimum staffing to ensure patient safety.	12/1/2021 1:22 PM
26	Completing more of my skilled training	12/1/2021 10:54 AM
27	Good work environment	12/1/2021 10:28 AM
28	training in different area for pharmacy technician responsibilities	12/1/2021 8:52 AM
29	Reimburse techs for furthering their education. With advanced certifications coming out there needs to be an incentive. More money. Value our opinion. Implement change. Give more training to new employees at the hospital level. Train new pharmacists on all aspects of the pharmacy such as Pyxis machines and invest in yearly refresher courses.	12/1/2021 2:47 AM
30	better technology and more organized work space	11/30/2021 11:41 PM
31	Just being able to grow with the company and not have new techs starting at the same wage as techs that have been there for multiple years.	11/30/2021 9:24 PM
32	Helping other employees and patients	11/30/2021 9:15 PM
33	Continuing education written expressly for technicians. The more we know, the more we can help the pharmacist.	11/30/2021 8:45 PM
34	Fair treatment, better workflow, respect from pharmacists to technicians, better work/life balance	11/30/2021 7:51 PM
35	More clinical responsibilities	11/30/2021 7:00 PM
36	Being able to mentally counsel patients if you are qualified and licensed as a mental health counselor	11/30/2021 5:57 PM
37	maybe providing classes for the ones who would like to become certified technicians.	11/30/2021 5:55 PM
38	I would like to have more time to finish some training.	11/30/2021 3:31 PM
39	Currently, it's very overwhelming in the Healthcare industry. People aren't kind anymore, they want things their way, right away!	11/30/2021 3:00 PM

Pharmacy Technician Workforce Survey

40	Being treated like a member of an actual team	11/30/2021 2:40 PM
41	Salary pay	11/30/2021 1:55 PM
42	Better tech staffing, better equipment, update the computer system	11/30/2021 11:40 AM
43	If you want technicians to start taking on parts of the pharmacist's job, that we weren't able to do before, and are now having to do, have a better pay standard. Room for more staffing or hours to provide better service to patients.	11/30/2021 11:34 AM
44	Higher pay would make me consider staying longer. I feel as though we don't get enough appreciation either. Patients act like we're a fast food restaurant and are so demanding and rude. This past year has been awful with patients acting entitled. More respect in the healthcare field might help with that as well.	11/30/2021 11:34 AM
45	Pay increase. As a single mom I need a higher paying career. I love my job, but its barely enough to support me and my 2 kids. At this rate I will never be able to purchase a house, I will always have to rent, unless I get married again and have a second income in my household.	11/30/2021 11:33 AM
46	More staff	11/30/2021 11:16 AM
47	n/a	11/30/2021 11:15 AM
48	Support from techs, training that actually applies to the job (specifically insurance training that teaches you how to bill/rebill)	11/30/2021 10:35 AM
49	A requirement for how much staff is needed to fill every 200 prescriptions. So if a store fills 600 prescriptions per day they need 3 Rphs and 5 techs. Stores have been ran way understaffed for way to many years! Everyone is BURNT OUT!	11/30/2021 10:34 AM
50	More clinical responsibilities	11/30/2021 10:07 AM
51	Less regulations	11/30/2021 9:35 AM
52	More pay.	11/30/2021 9:25 AM
53	More staff members and higher pay	11/30/2021 9:15 AM
54	proper training	11/30/2021 9:04 AM
55	Getting to actually count or data entry.	11/30/2021 7:58 AM
56	Better pay	11/30/2021 7:36 AM
57	Access to training and development during working hours and not having to seek this during off hours	11/30/2021 5:34 AM
58	More staff. Better staff. So I do not have another panic attack which everyone thought was a heart attack and being rushed to the hospital bc I've been working 70 hours a week with no help and the patients are unbelievable angry bc of their wait times for their meds.	11/30/2021 4:02 AM
59	Pharmacy Technicians need a pay raise and treated with respect.	11/30/2021 1:24 AM
60	Simplification of insurance. Especially Medicaid and the new laws on diabetic testing on Medicare.	11/30/2021 1:20 AM
61	Better pay	11/29/2021 11:24 PM
62	Lead tech needs to not make the schedule it is unfair and she/he gets whatever hours they want	11/29/2021 11:06 PM
63	I would like courses made easier and available to be able to learn compounding and other medication benefits. I started this career thinking I would finally be able to take care of myself and stand on my own two feet and not have to live paycheck to paycheck but it is harder with the prices of everything now and days and I can't afford thousands of dollars in education debt to grow. So I do very much appreciate the hands on learning but would love to be able to sit down and just learn and retain information like compounding	11/29/2021 10:44 PM
64	minimum standards for future technicians to prevent hiring people that are unable to do the full range of work a technician should do. Maybe State of Ohio conferences for technicians with training seminars that count for CE units, vendors, and job / hiring companies.	11/29/2021 10:22 PM

Pharmacy Technician Workforce Survey

65	Pharmacists being able to find time to get technicians to the next level for pay raises.	11/29/2021 10:10 PM
66	higher pay, I feel like we don't get paid enough to deal with all we have to deal with on the day to day bases of being a pharmacy tech especially with the add stress of covid.	11/29/2021 9:57 PM
67	Higher pay, stipend for scrubs/better quality scrubs, more educational opportunities, more training opportunities/exam prep	11/29/2021 9:56 PM
68	Better pay for technicians as they take the grunt of the emotions from sick, angry customers.	11/29/2021 9:34 PM
69	Money	11/29/2021 9:13 PM
70	Better pay, less work load, more employees	11/29/2021 8:43 PM
71	Pay raise, different operating hours	11/29/2021 7:26 PM
72	More training in other areas	11/29/2021 7:24 PM
73	Pay increase	11/29/2021 7:23 PM
74	I wanna be a tech but the pay is terrible	11/29/2021 6:48 PM
75	Ding vaccines	11/29/2021 6:30 PM
76	More responsibility	11/29/2021 6:28 PM
77	More money.	11/29/2021 6:22 PM
78	Not my chosen career. We are being forced by the company to be Tech's when we don't process RX in the department I work in.	11/29/2021 6:05 PM
79	Better pay and benefits. We are responsible for so much, but get paid too little.	11/29/2021 5:55 PM
80	Better wages	11/29/2021 5:37 PM
81	Something has to give. We do vaccines, fill, dispense, wait on 3 registers, deliveries, clinical, day to day tasks, helping with open enrollment technicians do not get paid enough to meet metrics	11/29/2021 5:01 PM
82	Increased pay, increased staffing	11/29/2021 4:33 PM
83	Making it not such a pain to get the certificates necessary for the CPhT-Adv Certification.	11/29/2021 3:10 PM
84	Again, work from home laws becoming permanent would greatly increase my willingness to stay in this career choice. I'm far less stressed at home. The office is too chaotic and distracting. Minimum pay increase for techs would be good too. We barely make more than fast food workers.	11/29/2021 3:02 PM
85	higher pay and more staff	11/29/2021 2:19 PM
86	Better hours, better pay, less bullshit, standardized Medicare and the people in corporate actually working in a pharmacy a couple days a month to stay clued in to what really goes on and how it feels.	11/29/2021 2:17 PM
87	Train everyone on billing and give others a chance to get off the phones for a day.	11/29/2021 2:06 PM
88	There is no growth in this career.	11/29/2021 2:06 PM
89	The workload is only stressful because of the lack of help. When we get new people they often quit because of the nature of the job (fast-paced, unreasonable quotas, insurance companies are impossible, customers are hateful, if you mess up it slows the entire team etc)	11/29/2021 2:01 PM
90	Better support against being forced to run a drive thru, counter, and data entry scripts and vaccines all at once. Corporate retail demands all that and making dozens of patient calls.	11/29/2021 1:58 PM
91	Improved pay based on experience. Lessened workload. Better training opportunities all around. Incentive programs, which I understand maybe a more employer based issue.	11/29/2021 1:56 PM
92	Better hands on training. Big companies pay employees a fair wage for the work expected to fit their profit margins. Enough staff. Management PIC to actually care about patient level care and not fitting corporate demands on numbers. To take away vaccines from pharmacy level as it puts to much extra work on all staff and when you don't have enough pharmacist in the	11/29/2021 1:51 PM

Pharmacy Technician Workforce Survey

building to walk away for 60 to 100 shifts a day on top of doing what a pharmacist should be doing in a safe manner and them to be able to focus on medication verification script verification would make a much safer environment. As well as take away the hundreds of phone calls and questions about shots that pull technicians away from in the middle of counting would make a safer environment. So much more that could be changed with big corporate pharmacy to make it a more desirable place to work.

93	Give me appropriate training when I start. Not having to "just figure it out", not making me responsible for 4 stations at once (lack of tech hours) have my pharmacist have adequate time to mentor me (lack of rph hours and overlap)	11/29/2021 1:50 PM
94	There's really not many	11/29/2021 1:45 PM
95	Better pay for Pharmacy Technicians . I feel we work really hard and our responsible for alot . We don't get the pay that reflects that .	11/29/2021 1:41 PM
96	More training and better pay. more staff	11/29/2021 1:31 PM
97	#pizzaisnotworking #shewaited	11/29/2021 1:20 PM
98	Having more of a clinical role.	11/29/2021 1:19 PM
99	Having the opportunity to do more or say more about working conditions as a Technician	11/29/2021 1:16 PM
100	N/A	11/29/2021 1:07 PM
101	Better pay and better staffing	11/29/2021 1:00 PM
102	Paid time and Education.	11/29/2021 12:57 PM
103	Technicians are grossly underpaid for the amount of responsibility we have. I personally compound chemo medications and feel a high level of responsibility and my pay does not reflect the amount of responsibility I have, not even close. Pay rates should vary much more for levels of responsibility not years of work. After 8yrs I make less than \$23 per/hr for the things I am responsible for. Fast food pays \$15-\$18 per/hr.	11/29/2021 12:56 PM
104	NA	11/29/2021 12:55 PM
105	Had my workplace not been a terrible place to be and not willing to work with a single mom on scheduling then I may have stay in the pharmacy	11/29/2021 12:49 PM
106	I wish pharmacy techs could have bigger management type of rolls,	11/29/2021 12:49 PM
107	More staff that actually work!!!!!!	11/29/2021 12:42 PM
108	More money!	11/29/2021 12:40 PM
109	Pay that is appropriate for the responsibilities of the job. Just because techs didn't go to college and have school loan debt doesn't mean we don't deserve better pay especially when we have taken on what used to be pharmacist responsibilities	11/29/2021 12:34 PM
110	Refer to #19. The pay for technicians has been historically poor. Pharmacists are continually frustrated from the available talent due to low pay volumes. If there are good technicians employed, they don't stay long in the industry for this exact reason unless they happen to come upon other benefits of the positions they hold that keep them around. It certainly isn't the pay though. This has to change across the board!!	11/29/2021 12:31 PM
111	More staff especially now with pharmacies giving covid vaccines on top of all the others already given. Special attention/training needed for pediatric vaccines.	11/29/2021 12:25 PM
112	I've worked as a Pharmacy Technician for over 35 years. I will probably leave my current position due to the management. There is alot of bullying and belittling by the director. Absolutely no chance for advancement.	11/29/2021 12:22 PM
113	Na	11/29/2021 12:19 PM
114	MUCH BETTER PAY, THE ABILITY TO MOVE UP BASED ON EXPERIENCE AND ABILITIES	11/29/2021 12:15 PM
115	Compensation	11/29/2021 12:09 PM
116	respect of the profession and inclusion for decisions that provide patient care. We do the work,	11/29/2021 12:08 PM

Pharmacy Technician Workforce Survey

it should be our opportunity to provide work flow

117	As I mentioned before there needs to be other levels of techs so that people with more skills or better work ethics can advance within a pharmacy. As it is now people that are there for one year or 30 years are doing the same jobs it makes no difference and people have no motivation.	11/29/2021 12:01 PM
118	Career development	11/29/2021 11:59 AM
119	Definitely need alot more pay, and it would be nice to get yearly bonuses when our pharmacists receive theirs in March. Certified techs deserve a bonus as well.	11/29/2021 11:54 AM
120	I have been able to advance from no experience at all to a technician supervisor. I have been fortunate in that sense	11/29/2021 11:53 AM
121	Better pay. We do A LOT of the work. I understand that we don't have as much in the line, but we have more with us being registered then we used to. I wish pay would reflect that.	11/29/2021 11:50 AM
122	Immunizations, MTM (Im certified)	11/29/2021 11:50 AM
123	Pharmacist/technician gap. Pharmacists ordering techs around with little respect.	11/29/2021 11:47 AM
124	Better pay, adequate staffing, and fair training amongst other employees. Or, those who are trained to do more work, example compounding hazardous drugs, to be paid more money.	11/29/2021 11:45 AM
125	pay and staffing concerns	11/29/2021 11:38 AM
126	n/a	11/29/2021 11:38 AM
127	More money	11/29/2021 11:35 AM
128	More clinical responsibilities and less clerical work. Higher compensation for those higher-clinically trained technicians. A greater appreciation and respect within the pharmacy and medical community.	11/29/2021 11:25 AM
129	More opportunities to advance/raises	11/28/2021 9:45 PM
130	Pay rates	11/28/2021 9:31 PM
131	Higher pay	11/28/2021 8:45 PM
132	I am very disappointed & leaving the industry due to my negative experiences in pharmacies in Ohio. 1. From the Hiring process being up to an 8 week length wait to start job 2. to being harassed to attend first day of work when management stated background / drug screening results are not even in yet, after letting store management know under quarantine due to covid positive, company stated covid protocol is 10 days after first symptoms to return, told I'm not contagious, that irresponsible & rude store manager treatment forced me to decline job offer to this company. 3. having to retest drug screening bc of company short staff & clerical errors. 4. from the treatment from store & pharmacist management not being empathetic, insensitive, pushy to work during a reported Covid positive diagnosis, 5. short-staff to pharmacist / tech 1:1 ratio on full day shift, 6. pharmacist not willing to hands on train & add to team schedule to gain full time work, after being hired to be full time,7. unprofessional & gossipy management. More importantly, the stress of fast paced environment, not enough tech support to production fill scripts, fixing repeated errors of bagged medicine unready for patient care.	11/28/2021 7:32 PM
133	At this point, every aspect of retail pharmacy would have to be completely revolutionized for me to remain the field. Every part of it would have to improve and in my many years in the field, I have seen zero improvement. After many years, conditions for technicians have only declined.	11/28/2021 4:13 PM
134	More money	11/28/2021 2:02 PM
135	Having more staff on board so I can continue to give excellent patient care and my full attention	11/28/2021 7:12 AM
136	Pharmacist overlap. My pharmacists are stretched so thin there is no time to talk about career advancement.	11/27/2021 5:25 PM
137	I would actually like my job if it weren't for everything (and more) I just talked about. We need to get back to actually serving our patients and meeting their needs - not the company's. We need more respect for the pharmacy profession. We are dispensing medications, not french	11/27/2021 3:45 PM

Pharmacy Technician Workforce Survey

fries. The pharmacy staff needs more control as opposed to the micromanagement that we're under. We need to be able to turn scripts away when we don't have time to fill them safely without fear of reprisal. We need to operate like a medical facility, even those of us in retail. The big chains have ruined this profession and part of me wants to just leave and spill my guts to the media. Conditions are NOT safe.

138	feeling more involved in patient care and more pay	11/27/2021 2:38 PM
139	more techs in stores	11/27/2021 2:16 PM
140	If we had more space, more trained people, better pay, more things for people even if they're just part time.	11/27/2021 12:02 PM
141	If we had more help, its hard doing all that we do now with Covid, we do testing for covid and do shots, we are just overloading with no help, which opens up for errors and customers are so unhappy and dont understand all that we do now. Patient saftey is number one to me as customer service and to be honest we cant give what they need and deserve as a customer. We are overwhelmed and over worked because we are short on pharmacy techs.	11/27/2021 9:31 AM
142	Pay increase! People making cakes and stocking selves on night shift make more than technicians. Shorter work days especially on the weekends when we aren't busy and that way we could have more help during the week when we are busy. Holiday pay. More days off around the holidays or shorter work days. If doctors offices aren't open then pharmacy is slow so we should either be closed or work a shorter day and by short day I don't mean 9-6 I mean 9 to 2 or 3.	11/27/2021 7:27 AM
143	I truly believe that helping the customers is more important than anything else. If I am too busy, I'll stay in the pharmacy, but if I can help a customer without troubling my crew, I will do it. I am no better or worse than my coworkers. We need to support each other whenever possible.	11/27/2021 3:08 AM
144	Learning to give immunizations would lighten the load on an already exhausted pharmacist.	11/27/2021 12:24 AM
145	Free/low cost continuing education towards additional certifications	11/26/2021 8:48 PM
146	More staffing. Too many floater pharmacist from all over the state.	11/26/2021 8:35 PM
147	Better pay...we are the lowest paid in the area	11/26/2021 6:24 PM
148	A more tiered training path with added abilities/pay similar to that of of the nursing STNA/LPN/RN/BSN path	11/26/2021 2:05 PM
149	Have dedicated cashiers and also dedicated personnel to take care of drive-thru.	11/26/2021 10:49 AM
150	the cost of education not being covered by employers	11/26/2021 10:26 AM
151	Management and accountability.	11/26/2021 6:22 AM
152	Higher pay	11/25/2021 7:00 PM
153	I am retiring February 2022.	11/25/2021 6:43 PM
154	managers that actually know how to fairly manage a pharmacy and treat all techs the same, no favoritism or avoiding conflict by ignoring behavior instead of addressing issues	11/25/2021 2:19 PM
155	None	11/25/2021 9:35 AM
156	Ability to show off skills in hopes of career advancement	11/25/2021 8:24 AM
157	Respect from my employer. Treated like a person and not property/a slave.	11/25/2021 8:00 AM
158	Getting out of retail. If corporate would change retail pharmacy, treating us more as the professionals they want. Corporate has RIDICULOUS METRICS!!! Also, corporate just does not care about us employees at all. They say they do, but they don't. If somebody drops dead, they're just replaced without a second thought, but we're still grieving!	11/25/2021 12:25 AM
159	Providing higher pay as we are all burned out. I feel very much disrespected. A Mitchell's Ice Cream employee has a higher wage than us. Provide a 30 min lunch break for all employees. Provide more employee/pharmacist help. Have the office help with Priorities. Coming up with a more efficient system to run scripts and check them.	11/24/2021 11:56 PM
160	Adequate salary for the workload that we are expected to complete	11/24/2021 10:54 PM

Pharmacy Technician Workforce Survey

161	More pharmacists...We need more than 1 pharmacist a day.	11/24/2021 10:23 PM
162	Keeping my good benefits (ex: medical/dental/vision) and generous vacation/paid time off accrual. Strong 401k match and good pay is very important to me. I am a career lead tech here to stay. Love my job but will admit there are obstacles-inpatient/entitled customers, heavy workload with not enough new techs hired on in a timely manner, etc. Covid has changed pharmacy so much. The Covid vaccines should be given at vaccine clinics. It's too much on the pharmacy staff to give good patient care, safely fill precriptions and give hundreds of vaccines a week. The Covid vaccines are pulling us away from managing filling prescriptions in a timely manner. Plus all of the questions, phone calls, interruptions with the vaccines. We tell our patients please make your appointment online they complain, argue, and try to break the rules constantly asking do you have any extra doses? Did someone cancel their appointment? This interrupts the pharmacy workflow and frustrates the staff.	11/24/2021 9:57 PM
163	nothing.	11/24/2021 8:24 PM
164	Higher pay for the amount for work load to stress ration. We are expected to do everything in pharmacy and all the stress that comes with it and barely make a living from it.	11/24/2021 7:36 PM
165	Pay adequate to justify the abuse and intricate understanding of multiple systems required by this career. Also any chance of advancement past the position I was hired into over a decade ago. As it stands this is a dead end job that demands far more than similarly paying jobs that college students work till they sink or swim on their way to a PharmD. You can't hire people for this position because nobody wants to deal with the public while also having to learn dozens of intricacies for this low of pay. Even if they want to try to stick it out for some outlandish reason the staffing issue almost ensures their failure because nobody can show them how to do their job and still keep the pharmacy running. If things don't change soon I'm getting out of here as soon as possible.	11/24/2021 7:18 PM
166	More opportunities to gain certification in other areas	11/24/2021 5:51 PM
167	Greater pay, less micromanagement, not having to take the verbal abuse from pts and enough staff to get things done in a timely manner	11/24/2021 12:51 PM
168	Better pay, more staffing to feel confident and safe, more growth opportunities	11/24/2021 11:46 AM
169	I think the pharmacy techs salary should be increased due to the amount of workload we have.	11/24/2021 11:01 AM
170	Adequate staffing and breaks. Being treated as a human being and not a slave	11/24/2021 10:41 AM
171	Having more staff, that are capable of doing their job, so that everyone else isn't forced to pick up all the slack on top of their already to large work load.	11/24/2021 10:20 AM
172	Pay that matches the work, skills, education, and value of our work. Adequate staffing and training.	11/24/2021 8:16 AM
173	A position to grow into. Day lead tech, lead tech trainer anything besides being just a certified tech and the only job forward is a Pharmacist	11/24/2021 8:04 AM
174	Better pay and more staff	11/24/2021 5:49 AM
175	Better pay	11/24/2021 12:39 AM
176	More training for above	11/23/2021 11:32 PM
177	Making minimum wage with the amount of retail pharmacy work required and expected is a disappointing situation. Making the same amount of money that a McDonald's employee makes —	11/23/2021 11:28 PM
178	Honestly, there is nothing that would ever change my mind to consider remaining a pharmacy technician. Everyone higher up in these retails chains has done so much damage that I could NEVER stay in this field. Not a chance.	11/23/2021 11:18 PM
179	Better pay. The pase of the job. It's so hurry hurry. I love my job but the last year has made it hard to care for my patients. I cut corners trying to get everything done. I have found myself not wanted to get up and go into work. I'm literally talking myself into it anymore. And that isn't the way I want to live my life.	11/23/2021 10:09 PM
180	Fair pay based on experience, knowledge and performance. Kroger raised starting pay to more than I make with 9 years experience. My knowledge and expertise has no value to my	11/23/2021 10:07 PM

Pharmacy Technician Workforce Survey

	employer.	
181	I wish we weren't pressured to get so much done in such a short amount of time. It feels like we are a fast food restaurant instead of a healthcare facility.	11/23/2021 10:01 PM
182	I've been doing this for over 10 years already. And in the last 18 months I have experienced more stress and less job satisfaction than any other time in my life. The burnout is real. No one wants platitudes or to be called a 'hero' because we couldn't afford to quit our jobs. What we want are the tools and the staffing to do our jobs well. We like helping people. We don't like being rushed to complete something in a slovenly fashion and getting yelled at by people who think we 'just slap a label on it'. It would just be nice for someone, anyone, to recognize the hard work we do. To let us know it's worth it.	11/23/2021 9:30 PM
183	Be recognized as a medical professional and be paid as such.	11/23/2021 9:27 PM
184	Pay	11/23/2021 2:28 PM
185	Na	11/23/2021 1:12 PM
186	Better pay and better management, big chain pharmacies are less concerned about patient and staff safety and more concerned with making a profit.	11/23/2021 12:53 PM
187	Pay raises, opportunity for advancement, more help	11/23/2021 12:18 PM
188	There needs to be a greater chance of advancement in both career and pay. The lack of these has left me completely dissatisfied to the point that I have gone back to school in order to find something better.	11/23/2021 12:01 PM
189	To make enough money to financially support me and my family and to receive the recognition I feel I've earned over the past 5 years	11/23/2021 12:01 PM
190	The ability to do my job with constantly being undermined and thrown extra work by a certain pharmacist who is a bundle of nerves.	11/23/2021 11:58 AM
191	Better pay. More responsibilities and ways to help the pharmacist run the pharmacy. Like taking prescriptions over the phone and giving more immunizations.	11/23/2021 11:05 AM
192	Expanding operations and opportunities.	11/23/2021 9:39 AM
193	OSU is a very good employer; I am excited by the idea of taking classes to further my development of skills in the medical field.	11/23/2021 9:34 AM
194	Adequate staffing would allow us time to learn and grow	11/23/2021 8:49 AM
195	PROPER TRAINING no matter what experience you have; each job is different. Having dedicated trainers is a must. STAFF to fit the need, not getting it under a number on a piece of paper that some high-up people dictate yet have no clue what the need actually is. PAY. We shouldn't be killing ourselves to more work than a pharmacist, yet get paid a fraction of what they do. PLENTY of times a technician has saved a pharmacist's behind because they made a mistake... I know I have and have even had to argue with a few to show that what they were doing was a mistake and could cause HARM to a patient, but because the pride of them would not take the word of a technician and they thought I was "beneath" them, some did it their way and another pharmacist had to correct them. This isn't a one-time instance... I'm SURE most techs can say they saved a pharmacist more than once or twice. WE GO THROUGH A LOT... please keep that in mind. A pharmacy wouldn't run on pharmacists alone. We are the ones that take hard hits, we are the face of the pharmacy while the pharmacists sit in the back in a lot of places. I have worked in mail-order, retail, hospital in-pt, pediatric hospital in-patient, and more. Everywhere I go, I see techs stressed out so much more than those around them.	11/23/2021 8:41 AM
196	Pharmacists need to get over their "I am Pharmacist, hear me roar" mentality that makes experienced techs feel as though they are too stupid to do anything.	11/23/2021 8:23 AM
197	Pay! I'm not being valued when my 16 year old son makes more money at McDonald's than I do to make sure people live their best lives!	11/23/2021 7:06 AM
198	More training, since I started right before the pandemic. Accommodations that allow time for rest/breaks. Fair wages that compensate for skills learned and having the workload of 2-3 technicians.	11/23/2021 6:46 AM
199	Better management of workflow- allowing the hours to staff more techs.	11/23/2021 5:55 AM

Pharmacy Technician Workforce Survey

200	A decent pay increase and respect as professionals.	11/23/2021 5:37 AM
201	Beter pay and benefits I can go work at target and get way better pay and benefits and not have to have a license through the board of pharmacy that I have to keep paying for not the company I work for. Things need to change pharmacy techs and pharmacists are leaving left and right because of everything and we are severely under staffed and exhausted from working so much over the past year with no problems getting fixed such as better pay, more hours , better benefits, it makes it very hard to love your job anymore	11/23/2021 5:27 AM
202	MORE PAY PERIOD. WE ARE DEALING WITH LIVES. I ALSO WORK AT A HOSPITAL THE PAY IS BETTER HOWEVER NOT ENOUGH. WE ARE CONSIDERED AUXILARY STAFF. WE ARE UNDER VALUED FOR WHAT WE DO AS A PROFESSION.	11/23/2021 4:37 AM
203	You can't move up as a tech, even in a big city at a downtown hospital, you can be fully committed to learning or getting any qualifications (but there isn't anything for us). Maybe have techs lead techs through the work flow. Staff pharmacist do not know or have the time to manage techs to make sure techs are doing their jobs to completion. pay. any tech serious about this career quickly get discourage by the pay. it's not even a living wage and with tech shortages popping up more and more. It's sad.	11/23/2021 1:20 AM
204	No COVID test scheduling from 2-3 during the walk in period. That option or making the COVID test schedule appointment go with the schedule appointment with shots, to make it so we aren't overflowed with all tasks at a single time.	11/23/2021 12:07 AM
205	Salary pay, job stability, better benefits	11/22/2021 11:55 PM
206	In my and all of the pharmacy technician opinion, now we as a technician administering vaccines, taking and processing covid testing technician role has grown so much but we get payed no more than a cashier in the grocery store. Most of us have collage degree and very much qualified to do this job . The only problem is very little pay.	11/22/2021 11:53 PM
207	MORE PAY LESS ADDED JOBS! Our pharmacy gave us a dollar raise couple weeks ago. That was all fine untill they dropped the bomb shell of having to covid tests thru the drive thru. Between vaccines every 10 minutes, covid test being administered, on top of us filling 700+ prescriptions a day. We are not able to take care of our patients the way we used to. The amount of errors and mistakes that have happen in pharmacies in the last year and a half is completely ridiculous! It's only going to be happening more as the pharmacies are faced with more and more added jobs! WAKE UP pharmacy board! Get out from behind your desks and visit pharmacies.	11/22/2021 11:30 PM
208	We have a system that should work but we have never had the appropriate amount of help to fill all stations. To be able to actually give each patient the appropriate time without having to finish up another's order who is waiting or answer the phone or someother thing that's waiting in the wing would be great.	11/22/2021 9:42 PM
209	Pharmacists showing respect for my certification. Pharmacist allows techs who are not certified doing tasks they are not legally allowed to do	11/22/2021 9:37 PM
210	I like the increase in oppotunities for pharmacy technicians, I think given the opportunity to grow would make me want to stay.	11/22/2021 8:41 PM
211	Better pay. More staffing.	11/22/2021 8:03 PM
212	Any use of clinical knowledge, within the scope we are able to demonstrate it of course	11/22/2021 8:02 PM
213	Ohio board of pharmacy recognizing Advanced PTCB certifications and allowing senior techs the chance to relieve the pharmacist	11/22/2021 7:48 PM
214	Increase in pay, less phone calls, increase time between vaccine appointments. Increase in experienced staff. Other alternates for dealing with rude customers, such as how to protect ourself as an individual(the main factor for change career).	11/22/2021 7:40 PM
215	Adequate staffing in order to get other pharmacy stuff done.	11/22/2021 7:26 PM
216	More staff or higher pay. The level of stress we incur (both retail and hospital) is insane. With COVID, everybody is much more busy and our patients (customers and nurses on floors) are becoming more and more impatient.	11/22/2021 7:23 PM
217	Mentoring by RPh's and ongoing education/training.	11/22/2021 7:17 PM

Pharmacy Technician Workforce Survey

218	Better pay. More vacation time.	11/22/2021 6:45 PM
219	I would like to be paid fairly. My job has increased demands and added Covid shots and testing without any pay increase. We received one bonus for becoming immunizers but not an increase in pay for it. We now have Covid testing in the drive through scheduled every 15 minutes until 5pm and immunizations scheduled every 10 minutes until 8pm. This added testing and health services had made it impossible to focus on patients prescriptions. The filling process is rushed and we risking making mistakes. My bonus this next year is 35% based on filling prescriptions by a set time. Why are we still tracking this? Why are we being made to track metrics on the time we fill prescriptions when we are being pulled in 3 different directions all day? This is my 21st year as a pharmacy tech and I've never experienced the amount of stress in all years total as I have in the last year. We hire new techs but it takes time to train them and get them up to speed. We're drowning. The pharmacists are drowning. We've added more techs but are still limited in computers, phones, registers. We need more equipment to train these techs.	11/22/2021 6:45 PM
220	Tech pay is poor	11/22/2021 6:41 PM
221	Something being done about the work load. My pharmacy does about 800-1000 scripts a day and we used to be able to keep up. Over the last few months we have sank, we are now 4 days behind and mostly on working expedited scripts when customers come in. Having someone listen to our concerns and ideas to help us such as shortening our hours but we still work and so we can finish scripts or closing the drive thru at certain times. We have 4 to 5 technicians for 7 days worth of work so that means we all work about 6 days and only have 2 techs after 5 but need to be in 4 places. We just need something to give in our favor	11/22/2021 6:40 PM
222	First we deserve more money. Cashier ringing groceries make as much as the pharmacy technicians. We have to register our names and lives with the state board. We can be fired for Hippa violations, Ringing up the wrong medications, filling the medications in bottles. We have peoples lives and information in our hands. Ringing groceries you don't have that kind of responsibilities, but yet we make maybe a dollar more than them. We should be paid at least 25.00 and hour maybe more. If you plan on making technicians give shots then we defiantly deserve more money and better benefits.	11/22/2021 6:40 PM
223	Everyone continuing to grow as a whole and get the work done and make some money	11/22/2021 6:29 PM
224	More training on computer to feel more confident in the pharmacy and how the systems work	11/22/2021 6:00 PM
225	More clinical based decision making	11/22/2021 5:55 PM
226	Na	11/22/2021 5:17 PM
227	Better compensation for the ever increasing tasks/responsibilities. I do believe technicians are beyond capable to take on more work load but would not be successful doing so without more adequate staffing and better compensation.	11/22/2021 5:15 PM
228	Hire more staff, even out the work load for the floor technicians and change the work hours. let first shift be first shift only. (Take away the one week of second shift per month	11/22/2021 4:48 PM
229	Increase pay	11/22/2021 4:35 PM
230	Immunization administration	11/22/2021 4:27 PM
231	Being easy, at my speed.	11/22/2021 4:15 PM
232	Increasing pay and adding paid leave for part timers	11/22/2021 4:01 PM
233	Pay increase to match what's going on in the world	11/22/2021 3:59 PM
234	More staff, higher wages	11/22/2021 3:44 PM
235	Better training	11/22/2021 3:44 PM
236	Having our pay rate increased and having more technicians to run the pharmacy properly	11/22/2021 3:41 PM
237	Proper staffing, safe work environment	11/22/2021 3:17 PM
238	Appropriately compensated	11/22/2021 3:03 PM
239	pay increases on merit as well as time worked	11/22/2021 2:50 PM

Pharmacy Technician Workforce Survey

240	I don't need to grow I just need to do my dam job and ensure I do it safely. I don't need or desire to do immunization, clinical services or script transfers. If you would allow proper pharmacist coverage these things could be done by individuals more suited for such tasks while me and my fellow technicians can perform necessary tasks to assist and ensure smooth and safe pharmacy operations.	11/22/2021 2:39 PM
241	Better pay. Better working conditions. Enough staff	11/22/2021 2:37 PM
242	Simply, enough help and managers that see that	11/22/2021 2:35 PM
243	Adequate staff, less clinical responsibility.	11/22/2021 2:27 PM
244	More room for advancement and higher pay. Extremely underrated and underpaid profession.	11/22/2021 2:01 PM
245	None	11/22/2021 1:54 PM
246	I worked as a pharmacy technician with the same company and same location for 10 years. Of course the job itself comes with a particular amount of stress built into it. I can say that I LOVED my job. The company I worked for, CVS, was never a great company to work for, but my pharmacist and co workers made up for the lack of care and concern that CVS as a company failed to provide. This past year was overwhelming the worst year I had ever experienced. CVS has drastically cut back tech hours while increasing tech and pharmacist responsibilities. We have submitted our grievances with our district managers and through surveys completed by CVS, all these grievances have fallen on deaf ears. The only response ever given is, this is what it is and deal with it. Our pharmacists are completely overwhelmed and stressed and it carries over into their family time, as CVS has direct access to cellphones and require pharmacist to be in calls even during their days off. There is also the atmosphere of hiring people who have zero ambition. At my particular pharmacy there was always 2 techs who would work like dogs to make sure everyone was being taken care of and scripts were being filled, while the other few made a career out of looking busy. This is unacceptable when there is so much work to be done. Combine all of this with the out of control public this year, as people in general are meaner, less patient and feel they have the right to scream at and degrade anyone who they please, is just too much! In my opinion it has taken too long for the pharmacy board to get involved and help those among us who can't help themselves. I ended my career as a pharmacy technician 1 month ago. I can say that it truly saddens me, as I stated before, I loved that job. Not many people can say that, but no one should have to work in these conditions.	11/22/2021 1:46 PM
247	Being able to do more in the role. Freeing up the pharmacist to do other things that we can not do.	11/22/2021 1:45 PM
248	Training, a focused, follow through training for daily tasks	11/22/2021 1:42 PM
249	MUCH better pay.	11/22/2021 1:33 PM
250	better pay	11/22/2021 1:29 PM
251	More pay.	11/22/2021 1:28 PM
252	Better pay, two pharmacists on duty at a time or at least some overlap	11/22/2021 1:25 PM
253	Wages could be better for techs.	11/22/2021 1:06 PM
254	Time management, training	11/22/2021 1:06 PM
255	If our management didn't suck and actually cared about us little people.	11/22/2021 1:02 PM
256	Pay needs to increase across the board.	11/22/2021 12:50 PM
257	money	11/22/2021 12:40 PM
258	MORE COOPERATION FROM PHYSICIAN OFFICES AND STAFF	11/22/2021 12:38 PM
259	Recognition from management. Pay increases. Advancement opportunities. Things that even though short staffing is a huge issue that my hard work is recognized.	11/22/2021 12:37 PM
260	Proper training; having up-to-date software in the workplace and working with an efficient company, staff and management.	11/22/2021 12:33 PM
261	More leadership	11/22/2021 12:32 PM

Pharmacy Technician Workforce Survey

262	Increase in pay	11/22/2021 12:32 PM
263	better pay and staffing	11/22/2021 12:27 PM
264	Nothing I am currently getting a nursing degree	11/22/2021 12:24 PM
265	Look back at question 20	11/22/2021 12:12 PM
266	Being able to vaccinate, and possibly even take prescriptions from prescribers.	11/22/2021 12:07 PM
267	Being paid fairly. There should be a difference in pay for years of experience, not just a cap after x amount of years. Especially to those who have stayed through the pandemic, and continued to stay in such poor working conditions.	11/22/2021 11:54 AM
268	Pharmacists being held to same expectations as technicians in regards to workflow/workplace policies. Better pay. Less nickel and diming by the state just to work the job in the first place.	11/22/2021 11:40 AM
269	A comprehensive program that encourages techs to obtain their PTCB certification and gives them resources to do so Easy access to training resources from home, not just within the store Alloted time specifically for further training each month, to ensure it is completed consistently and on time	11/22/2021 11:38 AM
270	CE credits	11/22/2021 11:23 AM
271	Compensation, benefits, opportunity for advancement	11/22/2021 11:23 AM
272	I am retiring this year after 41 years.	11/22/2021 11:17 AM
273	Less government involvement in patient care	11/22/2021 11:15 AM
274	Proper staffing pharmacist and technicians	11/22/2021 11:11 AM
275	Better staffing upgrading equipment	11/22/2021 11:08 AM
276	additional pharmacy tech opportunities in specialty fields such as drug diversion or at state pharmacy board level	11/22/2021 11:07 AM
277	A company that cares about their employees and their customers equally.	11/22/2021 11:02 AM
278	Na	11/22/2021 10:59 AM
279	My company caring more about pharmacy employees. My company actually trying to get us more help in the pharmacy.	11/22/2021 10:48 AM
280	HIGHER PAY	11/22/2021 10:48 AM
281	Better pay. Better staffing. Less stress.	11/22/2021 10:45 AM
282	The pay matching the hard work	11/22/2021 10:45 AM
283	More pay	11/22/2021 10:41 AM
284	Higher pay for this bullshit scam job.	11/22/2021 10:39 AM
285	I've been a pharmacy technician for 16 years. Over the past 5 years the treatment of pharmacy staff has gone downhill. We're treated as if were some fast food restaurant and no regard of us being educated healthcare workers.	11/22/2021 10:37 AM
286	Better pay to accommodate the workload, especially now with all the vaccines.	11/22/2021 10:33 AM
287	More employees	11/22/2021 10:28 AM
288	More pay for all of the extra work I do now IE- vaccinations and tests.	11/22/2021 10:25 AM
289	Cost of achieving additional certifications that are offered at ASHP.	11/22/2021 10:24 AM
290	Pay	11/22/2021 10:24 AM
291	More staff, less responsibilities on the individual, less overtime, more time to actually learn how to do things	11/22/2021 10:23 AM
292	Increase in pay and different levels of certified pharmacy Technician	11/22/2021 10:22 AM
293	Better training and equipment.	11/22/2021 10:20 AM

Pharmacy Technician Workforce Survey

294	More time for organizing and task completion for patient safety	11/22/2021 10:19 AM
295	MORE STAFF AND HIGHER PAY THAN \$13 AN HOUR	11/22/2021 10:18 AM
296	The factor preventing me from being certified or moving forward in this carrier , even though I passed my State exams with very good grade is the Toefl exams. I am a foreigner I can communicate very well with customers and co workers. I could have been certified by now and perform some duties at my work place to help decrease work load. At first you could get certified or registered without Toefl but because of the Toefl so many people are leaving the profession.	11/22/2021 10:14 AM
297	Leaving the whole entire career or PAID MORE!!! I would be a pharmacist because the pay and workload is equal.	11/22/2021 10:13 AM
298	Compensation, breaks, using my earned time off	11/22/2021 10:11 AM
299	.	11/22/2021 10:08 AM
300	being paid appropriately for my work, but i know that will never happen because corporations don't care about us, only money :) technicians deserve at least 20/hr for all the things we have to do and deal with. the amount of stress is insane and the pharmacy would not stand without us.	11/22/2021 10:07 AM
301	I think it is too far gone. I have already changed full time careers and will no longer be a technician part time either.	11/22/2021 10:06 AM
302	I would like to see companies and pharmacists take a stronger stand for technicians when it comes to patients verbally berating them or threatening physical harm. I've personally been threatened several times yet those patients continued to fill with my pharmacy afterwards. I understand it's a business and we can't kick out every disgruntled patient, but when they cross that line the safety of the staff should come first and foremost.	11/22/2021 10:05 AM
303	higher pay	11/22/2021 10:04 AM
304	Having more staff/rph on staff so if we need to teach new ppl we can, or get ordering doing n put away in a timely manner. Store managers not running the pharmacy out of not only patience but employees with thing tht arent their concern. Store managers thinking they are untouchable n can verbally abuse pharmacy staff including rph.	11/22/2021 10:02 AM
305	I hope that I am able to do the required training because we are very short staffed	11/22/2021 10:00 AM
306	If we were more staffed and I were able to actually get a chance to learn more. We are barely keeping it afloat and j haven't been able to take a lunch break in months	11/22/2021 9:59 AM
307	Better work schedule, better pay, and a respectful working environment.	11/22/2021 9:59 AM
308	I am a Pharmacy Reimbursement Specialist, CPhT for the last 10 years and have certified for 22 years. I would like to grow to a management position but I don't have a PharmD. I think personal this needs to change.	11/22/2021 9:57 AM
309	Having a fully-staffed team that would allow us to not have to push ourselves to get things done.	11/22/2021 9:55 AM
310	?	11/22/2021 9:55 AM
311	Allowing us to do just a little more counseling with otc meds and such	11/22/2021 9:54 AM
312	Much better pay and real benefits even for part time techs, removal of high and extra fees for CEU's, place pharmacist responsibilities back on the pharmacist.	11/22/2021 9:51 AM
313	None	11/22/2021 9:50 AM
314	Higher pay	11/22/2021 9:49 AM
315	Work with a good group of employees that do their job correctly and efficiently!	11/22/2021 9:49 AM
316	Adequate pay	11/22/2021 9:48 AM
317	PAY, pay us a living wage! skills help techs foster good skills training, don't allow companies to simply train a tech for a few shifts and then leave the, with little support and yes the PAY, pay people a fair wage for their labor!	11/22/2021 9:48 AM

Pharmacy Technician Workforce Survey

318	Minimal chances of changing my career overall, in school for pharmacy.	11/22/2021 9:47 AM
319	.	11/22/2021 9:46 AM
320	N/a	11/22/2021 9:46 AM
321	Pay increase. Benefits. Hours.	11/22/2021 9:45 AM
322	Raises are obviously a huge motivator but also being able to get more certificates and more chances to advance and be able to preform more skills/tasks	11/22/2021 9:43 AM
323	More training for higher levels of being a Tech	11/22/2021 9:39 AM
324	Empathetic and hands-on training rather than on the spot learning, respectful pharmacists, equitable pay/compensation for added roles, enforced lunch breaks, etc. Patients have bad days and that can be mitigated, but the training efforts and respect/positivity level within the pharmacy itself is what led me to find another job.	11/22/2021 9:05 AM
325	Further education in Pharmacy.	11/22/2021 8:15 AM
326	Consistent raises. More responsibility to aid pharmacists. I.e. data entry verification, compounding	11/22/2021 3:44 AM
327	If only we were treated and respected by management like human beings instead of over-worked robots. A lot of concerns we voiced aren't always being heard. The shortages are putting everyone on edge as well, which made matters worst!	11/21/2021 11:48 PM
328	I feel I am at the top of my CPhT career. I work as a Medication Reconciliationist. Med Rec for short, in our local hospital's Emergency Department. I love my job. It is the best pharmacy position I have ever worked in. The only complaint I have is my hourly wage. I have a very important role but the pay does not meet or match my responsibilities. My responsibilities to the patients, to our physicians, to the hospital. I am good at what I do and I spare patient harm and I save millions of dollars in lawsuits from medication errors.	11/21/2021 11:27 PM
329	To be able to sit on some job duties to take some of the wear off the legs and feet.	11/21/2021 10:36 PM
330	increase pay	11/21/2021 10:29 PM
331	Allowing continuing education in person.	11/21/2021 10:26 PM
332	Better organization of resources to study for national certification to become a certified technician	11/21/2021 9:55 PM
333	Pay increases/ better benefits/ better staffing	11/21/2021 9:09 PM
334	Better pay.	11/21/2021 9:09 PM
335	Higher pay and more room for advancement	11/21/2021 9:02 PM
336	A pay raise for a livable wage to compensate for the workload I've had to pick up due to the staffing shortage. Im doing the job of 2 pharmacy technicians for a wage that's barely above minimum wage pay. I have to resort to applying for government assistance for food stamps because I can't comfortably pay my bills and live off of the income for such a hard job.	11/21/2021 8:46 PM
337	Adequate understanding from upper management in any area whether retail or hospital that we are vastly underpaid and underappreciated for the amount of work that we	11/21/2021 7:44 PM
338	Pay increase. For the amount of work and the responsibilities that we have we do not get paid accordingly. Meat cutters, retail supervisors make more money than us and if they make a mistake they do not have the risk of harming/killing someone. They do not have to have any certification register with a board of any sort pass an FBI or BCI background check.	11/21/2021 7:14 PM
339	Better pay. Technology that works like its supposed to.	11/21/2021 6:30 PM
340	Better pay and better respect from management and customers. I understand vaccines are crucial to us helping end the pandemic, but they completely interrupt workflow by taking our only pharmacists attention. If there was a way to have one technician and one pharmacist do just vaccines, it might improve. Or if we were allowed to close for just vaccines for certain hours or vice versa. It would also be helpful if we were not bombarded with clinical metrics to meet daily with pharmacists making phone calls for adherence and 90 day conversions and	11/21/2021 6:12 PM

Pharmacy Technician Workforce Survey

such. Some of those should be doctor office calls or insurance calls, not just the pharmacy making these calls

341	Better training, they (the pharmacists) always say they don't have time for that. Not having to be the cashier and longer breaks. At our pharmacy you only get 15 minutes for 6 HOURS, that is not enough time to refresh and clear your head a minute, you step out only to turn right around and go back, not even enough time to eat something hot! As far as time to train their technicians properly on all positions they would have more time if we(technicians) weren't also required to be cashiers. Let me just say.. I'm not an 18 year old, I've owned my own business for thirty years, and I know how important proper training is, and training for some positions as a tech SHOULD not be rushed thru ! Its not productive and they don't retain the information, because it's to much info to fast.	11/21/2021 4:53 PM
342	Employer paying fees for registration and certification	11/21/2021 4:52 PM
343	if the pay allowed the position to be a career. This is a job, it has always been treated as a job, no employer is actively taking steps towards improving pharmacy technicians. They are only trying to fill positions and pretend to be "competitive".	11/21/2021 4:47 PM
344	Training, either away from place of employment; at home or classroom.	11/21/2021 12:34 PM
345	Fair pay.	11/21/2021 11:35 AM
346	adequate staffing	11/21/2021 11:28 AM
347	Raise in pay	11/21/2021 11:01 AM
348	Opportunity for advancement. I love to learn but I'm hands on. You show me something new, give me 5 minutes and I have it figured out. I've went back to school twice but working and my adhd prevent me from succeeding with "book work" I would love to be able to learn new things and take on more responsibility, with a pay increase. My Pharmacists bust their butts and stick up for the technicians and their workload is absolutely ridiculous right now. I would love to be able to help them.	11/21/2021 9:53 AM
349	Pay structure based on our responsibilities and abilities. Our pay is now almost neck and neck with fast food and grocery stockers. I'm expected to be knowledgeable and experienced to put a needle in someone's arm, or recognize a drug interaction, understand insurance and government programs and laws, but paid as if I'm putting cereal on a shelf.	11/21/2021 8:48 AM
350	More money and more staff. We are under payed. Not enough staff.	11/21/2021 8:05 AM
351	There is no Advancement. Pharmacy tech is as high as you can go at my company. If there were different levels of certification or goals to work towards then there might be incentives to achieve them. At the moment it's all one level, and new responsibilities and tasks are constantly assigned without increased compensation.	11/21/2021 7:50 AM
352	Management talks around technicians and about technicians but does not talk to technicians about their needs and yet continues to shift workload responsibilities from pharmacists & cashiers to technicians. Technicians become the depository for any increased job assignment in the pharmacy with the pay scale being set up to reward only those technicians who will do the clinical responsibilities. Technicians choosing not to give immunizations don't have less work to do but are not valued as highly - yet they do everything those techs do except for the actual immunization. Techs in general are undervalued and underappreciated - not surprising that many are choosing other positions!!!!!!	11/21/2021 5:22 AM
353	Nothing	11/20/2021 11:03 PM
354	Fair treaty	11/20/2021 10:17 PM
355	More help and pay wage.	11/20/2021 9:51 PM
356	Recognition of my accumulated years of pharmacy experience and knowledge.	11/20/2021 8:49 PM
357	None	11/20/2021 8:38 PM
358	Not doing Covid vaccines. More tech help Closing for lunch	11/20/2021 8:35 PM
359	Help moving forward in school as a pharmacist, tuition.	11/20/2021 7:46 PM
360	Less stress and a pay scale that reflects the duties and responsibilities of the job	11/20/2021 7:00 PM

Pharmacy Technician Workforce Survey

361	More help and quicker turn around time on the hiring and training of new technicians.	11/20/2021 6:46 PM
362	Better pay! We are losing staff to pay increases for jobs such as Taco Bell!	11/20/2021 5:58 PM
363	Being able to actually complete my PTU. i have been with my company for over a year and are not even 1/4 done with my classes. I would like to actually get certified. I feel like I am being held back from advancing.	11/20/2021 5:00 PM
364	increased pay. adequate staffing. proper training of new hires.	11/20/2021 4:17 PM
365	STAFFING is the worst issue!!! Provide more classes for the PTCB that are also accepted by the Ohio state board and we'll get more qualified techs in the field!!!	11/20/2021 3:25 PM
366	Once all of the dedicated employees are gone these companies will not survive. We are ready to walk . Good luck pharmacy world .	11/20/2021 2:03 PM
367	Reducing the amount of vaccinations and covid tests that we're administering, even for only a couple days a week, would allow us to do a significantly better job at fulfilling pharmacy duties like filling prescriptions and taking the time to speak with customers.	11/20/2021 1:47 PM
368	pay for years and experience	11/20/2021 1:35 PM
369	I have zero complaints about my coworkers or my job itself. I love them both. But we do over 300 orders per day and only have 3 certified pharmacy technicians hired and one technician trainee. In order for us to get two days a week off that means we only have three technicians scheduled throughout the whole day. Which means that one technician is by themselves for three or four hours in the morning and one technician ends up being by themselves for a few hours in the evening. Not to mention we only have two staff pharmacists and they are completely overwhelmed with the high influx of shots and orders to check and call in prescriptions. It's impossible to stay caught up. It is impossible to give adequate time for each patient and their questions and concerns. It is impossible to guarantee patient safety. We have people constantly upset with us because their orders aren't completed. The phones ring off the hook, literally nonstop. We have no one to answer them. Honestly at this point we would benefit from some sort of call center that can weed out the simple questions about covid vaccines, testing, and scheduling. All in all we are so stressed and burnt out. We have lost four employees in six months. We aren't getting anybody hired in because our position doesn't pay nearly enough. It isn't worth the stress that comes with it. I believe paying 14 an hour starting out could really change things, get people hired in, and act as an incentive to keep them here. At least. Please help us. We are drowning.	11/20/2021 12:18 PM
370	I am will be not changing careers, but i will go to a different company. And hopefully still will work a couple days at Walgreens	11/20/2021 11:50 AM
371	I would be more likely to stay in the my current position if the stress level is decreased, the work load is reevaluated, there is significant increase in pay and more growth opportunities as a career. The job becomes extremely mundane; as it is currently structured, 4+ hours of my day is spent at a register ringing people out while I have so many other tasks that need to be done and done well. Meanwhile, the phone just rings and rings non stop. There is inherent undo stress as there is not enough help or time to complete the needed daily tasks. Currently, every task we do is compromised, as well as patient safety.	11/20/2021 11:22 AM
372	PAY INCREASES!! BETTER TRAINING. Warehouse workers get paid double what we get paid and receive a \$1,000 bonus after training. Right now I'm not worried about adding to our workload, we need to fix our current problems. However, giving vaccine would help the pharmacists and in turn help the technicians but it will also increase our workload at the same time.	11/20/2021 11:22 AM
373	Licensing and training CE or opportunities being sponsored by my company, better pay, better staffing, time given for breaks, better appreciation and recognition given by supervisors and administration, more voice given in decision making processes, acknowledgement of my training and expertise in my daily work.	11/20/2021 10:54 AM
374	N/A	11/20/2021 10:50 AM
375	During the pandemic our pharmacy only had 3 technicians working, that was extremely stressful and took a toll on my physical health as well as my mental health. We were recently able to hire 2 new techs which has helped tremendously. The booster shots have been the biggest overwhelming thing to do on top of regular pharmacy.	11/20/2021 10:49 AM

Pharmacy Technician Workforce Survey

376	I have been a pharmacy technician my entire adult life. It has been an excellent career and provider for my family. I plan to retire in 2022 but if I were younger I would explore some new and exciting things happening with techs.	11/20/2021 10:41 AM
377	Not to be mandated to get the vaccine. Or to be tested weekly. We weren't tested at all in 2020.	11/20/2021 10:36 AM
378	Better pay and better training for new hires	11/20/2021 10:34 AM
379	Make the license longer before renewal	11/20/2021 10:32 AM
380	More opportunities for advancement in the role regardless of practice setting, standardized education, more pay, more appreciation from pharmacists, managers and the state board, more clinical responsibility - this should be focused as a career and not a stepping stone as it has in the past - the industry needs to stop treating us like "just" technicians - individuals are bright, have degrees and don't want to leave pharmacy - start rewarding the loyal.	11/20/2021 10:04 AM
381	Better pay & adequate staffing to start. Pharmacy has become a very stressful job especially over the past 2 years. I have developed health issues because of it. I used to love my job but it has become a negative force in my life. I am in my 19th year with the company and I'm not sure how much longer I can remain in this profession. Sadly, a lot of really good employees have left because of the stress and work conditions.	11/20/2021 9:12 AM
382	Being able to go over courses at work rather than take away from my work life balance which has been decreased by the pandemic	11/20/2021 7:50 AM
383	with the company i'm with they make it easy and affordable to get the continuing education but not sure other companies to that	11/20/2021 7:45 AM
384	Adequate staff, my employer paying for me to train for and obtain additional ptcb certifications such as insurance, med rec, compounding.	11/20/2021 7:29 AM
385	Better rate of pay, more time when training for new tasks. Better staffing.	11/20/2021 7:24 AM
386	More money for the amount of stress and responsibilities we are already taking care of	11/20/2021 6:56 AM
387	Regular raises that keep up with inflation. A higher beginning wage for trainees to be competitive. Paid time outside of patient workflow in order to complete necessary trainings and reviews. Time at the start or end of the workday outside of patient engagement to complete necessary duties such as inventory control and waste management. Hours allotted for one-on-one training.	11/20/2021 3:28 AM
388	More clinical responsibilities and patient interactions	11/20/2021 3:21 AM
389	More staff so we can complete all task and take care of our customers the way we are suppose to.	11/20/2021 2:22 AM
390	Pay. More staff.	11/20/2021 1:13 AM
391	Rotating sections for a chance to keep from burning out stuck in one place. Thank you for allowing us to have a voice	11/20/2021 12:22 AM
392	Pharmacy technician wages need to increase substantially considering the responsibilities we have taken on during this pandemic. This profession needs to be respected as much as a pharmacist. Pharmacist cannot do there job without technicians. This will allow us to grow in the pharmacy world.	11/19/2021 11:46 PM
393	Higher pay, additional resources, more support, and being able to do more preventative vaccines such as other preventative vaccines ex: pneumonia shingles tdap ect	11/19/2021 11:27 PM
394	I am in my last year of college for chemistry so I don't see myself staying as a pharmacy technician for much longer	11/19/2021 11:07 PM
395	Higher wages. Harder workers should get better raises, we should not ALL be making EXACTLY the same amount where I work, that's degrading. I work EXTREMELY hard to get as much done as I can and deserve more than the person talking and wondering around.	11/19/2021 10:48 PM
396	Not being talked down to by other technicians	11/19/2021 10:45 PM
397	The profession of retail pharmacy technicians is sufficient to attract those who then want to do something else with their lives, but have high enough self-esteem to not work in the food	11/19/2021 10:33 PM

Pharmacy Technician Workforce Survey

service industry. Most co-workers at my location and at other in our chain are younger 18-30 years old using the profession as a springboard to others (pharmacist, medical school, other professions). Increasing pay sufficiently (with increases in responsibility to help balance) would bring the profession closer to a permanent workforce. Also the stools.

398	Adequate pharmacist and technician staffing would make me feel more inclined to stay. It is very very dangerous and unsafe working conditions when you have one technician running the in and out window, answering the phone, doing data entry, filling prescriptions, and doing vaccines. Fatal mistakes can be made when staffing is not adequate, and I don't want to have that on my license or my conscience. I try to ask my management and district manager that I do not feel safe working a high volume store by myself and all I am told to do is suck it up. It's very very stressful and overwhelming.	11/19/2021 10:24 PM
399	Higher pay, I can barely afford to live.	11/19/2021 10:20 PM
400	More Money and Better work-home life balance. Living in the pharmacy and only making enough to pay bills is VERY WRONG.	11/19/2021 10:15 PM
401	Stress caused by lack of staff and burnout. I don't want to grow in this field, because this field has become toxic. I specifically left the retail environment because of the excessive workload from corporate companies, without any pay and without any help. Additionally, the workload and metrics pharmacists are forced to make is dangerous for patient safety. The alternative for not meeting these metrics is termination. That is unacceptable and is disgracefully to the field. The board needs to take a hard and brutal stance against corporate retail pharmacy metrics. Working in the hospital field has been better, but is plagued with staffing issues causing burnout. Hospital patients can't just, "go anywhere else," so hospital technicians need to step up everyday to get the job done.	11/19/2021 10:07 PM
402	Better pay (why should we make the same as fast food workers), better staffing, less hours such as closing at 7 in stead of 9 and no more weekends, and more training.	11/19/2021 9:57 PM
403	Pay	11/19/2021 9:56 PM
404	More pay	11/19/2021 9:04 PM
405	Pay rate increase , better staffing .	11/19/2021 8:57 PM
406	More education	11/19/2021 8:55 PM
407	Better pay and individualized one on one training.	11/19/2021 8:53 PM
408	Better pay	11/19/2021 8:47 PM
409	Reduce the fee to get licensed and registered. Maybe put the pharmacy staff first by requiring mandatory staffing, breaks and lunches, reducing pharmacy hours when the pharmacy is short staffed. YOU and your organization have the power to change this abusive retail pharmacy culture	11/19/2021 8:34 PM
410	Time to properly train	11/19/2021 8:28 PM
411	Merit and performance based raises that are above the rate of inflation to accommodate an actual increase in my lifestyle. A 2% raise when costs gonupn4% and no cap on pay.	11/19/2021 8:26 PM
412	I'm not changing careers because I'll Almost 60	11/19/2021 8:23 PM
413	Proper Staffing.	11/19/2021 8:21 PM
414	Better way to organize the prescriptions and the medications to pull, put away.	11/19/2021 8:14 PM
415	Clear educational pathways, incentives or grants to further grow that pathway or make it more accessible to folks.	11/19/2021 8:11 PM
416	I love my job and helping people. However we are constantly gaining responsibility and and no additional time to accomplish it. Too many new rules and restrictions and laws you can't enjoy your job and customers. The stress makes you wonder if you wouldn't be better off elsewhere.	11/19/2021 8:11 PM
417	Advanced certifications	11/19/2021 7:38 PM
418	None this is not a career anymore. It's a job that requires no training before hand and customers think we just stick a label on it. Goodrx has made life impossible because of the commercials making customers think we just push a button to change the price. We don't	11/19/2021 7:09 PM

Pharmacy Technician Workforce Survey

have the time and most staff start with zero knowledge. Not to mention that cashiers at target make more per hour than someone who has to learn how insurance works, 200+ medications both brand and generic, sig code, cashiering is ridiculous. One of the most challenging fields with the least respect from everyone but fellow technicians and the occasional pharmacist.

419	Pay	11/19/2021 6:59 PM
420	Pay increase. More staff.	11/19/2021 6:51 PM
421	Being able to advance and to make more money.... Pharmacy Technicians when they enter a job there is really no advancements for higher pay. You are just stuck in the same place basically unless you find somewhere else that's gonna at \$1 or \$2 more but then your stuck there afterwards.	11/19/2021 6:45 PM
422	Pay. The job we do is not equal to what we are paid.	11/19/2021 6:41 PM
423	Not being mandated a Vaccine that I personally don't want to receive; better resources to continue medication reconciliation;	11/19/2021 6:41 PM
424	Increase in hourly pay and better benefits. We work in healthcare and our health benefits are frankly pathetic.	11/19/2021 6:39 PM
425	Pharmacy techs do not get compensated enough. Our rolls/responsibilities keep expanding yet the pay does not reflect this. There is also no incentive to obtain additional certifications (ex: sterile compounding, immunizations, medication reconciliation). Pharmacy technicians keep absorbing many of the responsibilities that have historically belonged to the pharmacist. My local chik fil a is advertising a starting pay that is more than what I make an hour. It's a bit degrading at this point. I have been a certification pharmacy technician for over 10 years and I am very proud to say so. But the lack of pay is the worst part. We are the backbone of the pharmacy and I wish we were compensated as such.	11/19/2021 6:36 PM
426	I am currently retired from a hospital pharmacy after almost 32 years of service! Didn't like being retired so I re-entered the work force in retail pharmacy! Love my job, just hate that there is one pharmacist who refuses to learn anything & has very limited knowledge of how insurance works/medicare/medicaid! Very frustrating but she is near retirement being 66 years of age!	11/19/2021 6:00 PM
427	Compensation for stress levels during busy times	11/19/2021 5:44 PM
428	I would love to have more pharmacists on staff- techs can only do so much and it falls on the pharmacists to do two work flow items like pre verification and verification, counseling, vaccines, answering questions, etc At "full staff", we have one person at each tech station. I believe at least one more technician would be all the difference, to help take the back flow. Automated systems that don't confuse customers- we changed automated systems and customers will "call in" meds and not have them ready because the automated system failed or didn't understand	11/19/2021 5:37 PM
429	Increased pay equivalent to the amount of responsibility we bear.	11/19/2021 5:37 PM
430	having adequate staffing, time to train new employees who and able to take extra time if needed so the new employees don't get overwhelmed and just leave. some of the new employees have only stayed a couple of months. very frustrating to train for people to leave.	11/19/2021 4:59 PM
431	Scheduling better suited shifts and not being constantly a glorified cashier!	11/19/2021 4:57 PM
432	Better pay, I feel that pharmacy technicians are underpaid and I work at the hospital. The smaller and corporate pharmacies around my area are making at starting 20 dollars but at the hospital, we are either making 16 or maxing at 20 dollars that is even being certified and registered too. The trainees make 11.90 starting out but at CVS they are starting at 16 and other places have even raised to match it but SOMC refuses to raise our wages.	11/19/2021 4:37 PM
433	A larger staff and a simpler way for dealing with insurance companies	11/19/2021 4:33 PM
434	A desk job would be nice. I am nearing retirement and I'm tired.	11/19/2021 3:34 PM
435	Na	11/19/2021 3:33 PM
436	Better pay!	11/19/2021 3:21 PM
437	We need more staff (techs and rphs) and certified techs should have more responsibilities like	11/19/2021 3:10 PM

Pharmacy Technician Workforce Survey

	immunizations, mixing reconstitutions and compounding.	
438	Mandatory breaks, ample staff, fair pay, better benefits, paid time off, chances for advancement and further education, more support from management	11/19/2021 3:07 PM
439	Increase pay and growth opportunity. Work from home processing possibly. My boss received an email from his boss showing pay rates for someone with my experience and credentials. I wasn't even at the minimal with q0 years experience in the company and a few years experience after that. They gave me \$1. I'm still below the minimal. When addressed about this my district managers response was "we will wait and see". Basicly let's see if more people quit before we decide to actually pay our techs what they deserve. We are doing more than ever and to know that we aren't being paid at least average, is unacceptable. There needs to be a higher standard for not just certified techs like myself. But all techs. We do more and more clinical work than ever. Nurses make appropriate pay to do alot less than we do now. This is unacceptable. Let certified techs vaccinate. Limit how many vaccines we are forced to do a day by these greedy companies. And force them to pay us better. Or your profession will continue to fall apart. Your people are drowning and suffering in the pharmacy profession. It's become a joke monetized by greedy corporations.	11/19/2021 2:52 PM
440	Adequate staffing to allow for proper breaks and less stress	11/19/2021 2:47 PM
441	paid online education to get further into career	11/19/2021 2:10 PM
442	major overhall of how to run a pharmacy	11/19/2021 1:48 PM
443	Adding a teared pharmacy tech role at my place of employment.	11/19/2021 1:33 PM
444	Pay is a big factor. 20 years in tjis profession and can't hit \$20.00 per hour in retail pharmacy.	11/19/2021 1:31 PM
445	I have been a technician for 6 years and it only seems to stay the same or get worse so at this point the only factors that would keep me in pharmacy long term are better pay, opportunities for advancement, and a less stressful environment. I am currently looking to leave the profession entirely due to these same reasons.	11/19/2021 1:30 PM
446	More advanced roles	11/19/2021 1:28 PM
447	I would like for the upper management (not my immediate supervisor who is great but also overwhelmed) to at least acknowledge that the business models they keep advocating have set our profession up for the difficulties we are having to deal with now. Their indifference to concerns about the very subjects that are a part of this survey are the main reason so many pharmacy employees are reconsidering and/or regretting (especially pharmacists) their career choices.	11/19/2021 1:23 PM
448	We need to be paid more for dealing with the stress we do. Metrics are also a huge problem. The numbers we have to reach while also trying to keep up with filling prescriptions is ridiculous. Everyone is trying to get things done quickly and the pharmacy is suffering things are constantly being lost because we don't have time to put things away correctly	11/19/2021 12:56 PM
449	Proper training and compensation for new techs so they will actually stay with the company	11/19/2021 12:34 PM
450	Certified Sterile Prep Tech program offered to all of us at our workplace	11/19/2021 12:08 PM
451	Pay and ample room for advancement. Roles currently ear marked for technicians are disappearing and are now PharmD required, with the same tasks previously done by technicians.	11/19/2021 11:59 AM
452	More qualified staff would certainly help. Regulations or standards of behavior for patients that outline acceptable and unacceptable actions or language and therefore also outline consequences of unacceptable behavior.	11/19/2021 11:56 AM
453	Take on more supervision role	11/19/2021 11:55 AM
454	Payyyyyyy us more	11/19/2021 11:54 AM
455	We need raises	11/19/2021 11:52 AM
456	Different levels of technicians. Example: tech 1,2,3,4 or junior tech senior tech.	11/19/2021 11:32 AM
457	Consistent protocols through the industry	11/19/2021 11:05 AM
458	More chances for growth and advancement and quicker movement within the companies	11/19/2021 10:58 AM

Pharmacy Technician Workforce Survey

459	Create a balanced atmosphere with clear expectations and accountability to perform; provide tools / resources to successfully complete the job; provide training during during slower times of day instead of in the heat of the battle.	11/19/2021 10:52 AM
460	not sure	11/19/2021 10:50 AM
461	I would like some advancement. Something beyond lead tech. Give us options to further our careers without becoming pharmacist. Make a new branch of pharmacy.	11/19/2021 10:45 AM
462	Compensation reflective of the professional skills and liabilities that are required.	11/19/2021 10:45 AM
463	The pharmacist I work with is wonderful. He is training me well. His manager could care less about how things go..we are understaffed with no breaks	11/19/2021 10:43 AM
464	Money. Advancement. Money. A techs starting pay is \$14-16. Here is what Amazon starting pay is. No way I would want to be a tech with all the responsibilities and stress. \$17-45/Hr - Hiring Immediately Amazon Jobs Now Hiring	11/19/2021 10:28 AM
465	In addition to job advancement and more chances of pay increase. Most techs barely make above minimum wage it's complete and utter bullshit for the amount of responsibilities we ensure. Speaking from my work experience the pharmacists are lazy and aren't technologically savvy. The pharmacists at my pharmacy primarily just check prescriptions, counsel some patients, and take care of controlled substances that's about it. The techs do all the cycle counts, data entry, pill counting, waiting on customers, answer the phones, etc. I think chains and independent pharmacies should value their technicians more and find ways to keep them.	11/19/2021 10:27 AM
466	I am currently studying to get my certification but do not have time to take the classes to complete training due to lack of help and other employees not finishing their tasks.	11/19/2021 10:13 AM
467	Yearly raises. I haven't had a raise in over 5 years.	11/19/2021 9:59 AM
468	Support from employer by providing educational tools and classes for state certification . Better raises and bonus incentives for employees.	11/19/2021 9:58 AM
469	More timely classroom training.	11/19/2021 9:54 AM
470	N/A	11/19/2021 9:51 AM
471	education and recognition from management.	11/19/2021 9:48 AM
472	The pharmacist/ technician relationship has always been cloudy. We are not valued because we lack the degree to gain recognition from the pharmacists. Until that changes we will always be treated like gum stuck to their shoes.	11/19/2021 9:48 AM
473	Practice Certified Pharmacy Technician test through hired job	11/19/2021 9:36 AM
474	The pharmacist to tech ratio there has been barely any pharmacist overlap which I can tell stresses not only us techs out but the pharmacists	11/19/2021 9:26 AM
475	Ability to do more to help with patient care, but also training from the board to show the particular technician is qualified/competent to do the task at hand.	11/19/2021 9:22 AM
476	Allowing me more time to interact with my patients and be able to provide more help rather than rushing because we are so busy all the time.	11/19/2021 9:20 AM
477	Greater pay, we are making the same amount as fast food employees, that should never happen with health care workers. We don't get paid enough at all for what we do and they keep adding responsibilities with lesser pay...not very encouraging.	11/19/2021 9:15 AM
478	More money	11/19/2021 9:14 AM
479	Increase pay and moral at all pharmacies. People do not understand the stress but love for the job at the same time.	11/19/2021 9:12 AM
480	More Education on billing especially Medicare. Further education on specialty drugs	11/19/2021 9:11 AM
481	More certificate programs and recognition of extra certifications in the workplace, ie sterile compounding certified and other PTCB credentials being offered currently.	11/19/2021 9:02 AM
482	additional staffing, additional compensation	11/19/2021 9:01 AM
483	Regular pay increases or performance- based raises. I have not heard of anyone making as	11/19/2021 8:57 AM

Pharmacy Technician Workforce Survey

	much money as they deserve in this profession.	
484	more staff and more pay	11/19/2021 8:57 AM
485	Maybe pay me more money an hour, offer me a better position, hiring more technicians, not having people schedule vaccines every 10 minutes. It takes at least 15-20 minutes to complete the process because the people don't have their right information or vaccine card. Not enough time In between patients. Not good patient safety. My pharmacist are stressed out because they have to give covid vaccine and flu . Every 10 minutes. Then I don't have anyone to check my prescriptions and then my drive thru gets backed up etc. People are piled up in the waiting area. Not practicing social distancing. So very bad at store level makes me want to go get a different job altogether because we are overwhelmed, overworked, under paid, & not appreciated by patients or the company. Sadly. Me & 2 other co-workers had to take leaves due to mental health / physical issues and the relationship with our job & its high demand, of pulling us each & every direction. We are dropping like Flys.	11/19/2021 8:55 AM
486	Increased pay and working computers	11/19/2021 8:53 AM
487	N/a	11/19/2021 8:45 AM
488	Our compensation needs to increase significantly. Our role has expanded so much in the last 20 years, but compensation has not grown to reflect this.	11/19/2021 8:32 AM
489	Salary/better pay	11/19/2021 8:28 AM
490	Better pay and hours. I'm getting \$18/hour to get kicked in the gut every single day. I'm working 12 hour days, 6 day weeks with a single half hour lunch break that I work through every day. and that's just to keep us afloat, not even get us ahead. It's simply not sustainable and I'm going to lose my mind and burnout so fast.	11/19/2021 8:24 AM
491	All co workers helping each other & not taking a back seat to work needing done. This is a big part of why I want to leave this position	11/19/2021 8:21 AM
492	To be able to finish my training.	11/19/2021 8:19 AM
493	More training before customer interaction. Bulleted lists/workplace maps/step-by-step guidelines for common processes.	11/19/2021 8:16 AM
494	More respect and fair treatment from management and staff. Increased pay.	11/19/2021 8:13 AM
495	A larger pharmacy, it's too crowded to work in such a small space with other workers, always bumping into each other, no space to unload and sort drug shipments, more counter space for bagging, compounding and an area specifically for vaccinations, updated drive-thru equipment and automated prescription refill systems.	11/19/2021 8:11 AM
496	Continuing education in a clinical setting , perhaps even an associate type degree for better pay .	11/19/2021 8:07 AM
497	I would like to see the public treat us the in the same manner of their physicians and other health care professionals, instead of like fast food drive through workers.	11/19/2021 8:05 AM
498	I would like to advance to production	11/19/2021 8:03 AM
499	I am retired - this is a just a part time job - I like being busy, which it is.	11/19/2021 7:53 AM
500	Favoritism has been an issue within the pharmacy by the store manager. Therefore it is difficult to grow. The pharmacy mgr and store mgr do not agree on patient care and the metrics are unrealistic!!! The metrics do not focus on quality and have a large margin of error. This entire reporting structure and the number of techs per pharmacists needs to change. There is no way a store manager should oversee or have the pharmacy report to a store manager. The district manager is also not a pharmacist and it definitely alters to way we have to treat our patients. Unfortunately the patients suffer big time and all errors are not reported in an effort make the metrics better. Overall the entire big box pharmacy is dangerous.	11/19/2021 7:50 AM
501	No vaccine mandate	11/19/2021 7:43 AM
502	Pay and more co workers	11/19/2021 7:42 AM
503	I would be more likely to stay in the career if the continuing education was offered free as it is to the pharmacist. I would be more likely to stay in the career if the pay scales match the responsibilities of the job.	11/19/2021 7:38 AM

Pharmacy Technician Workforce Survey

504	None. While at my new place of employment, things are much different then when I worked for CVS, just the elite-ism from the staff that has been there for years is rubbing me the wrong way. It like, I got myself out of a completely horrible place that I couldn't even take a break to go to the bathroom, now I'm being treated as if I don't even know what I'm doing, or worthy of doing the full scope of my abilities because those with seniority look down on me. The things we tolerate.	11/19/2021 7:33 AM
505	proper staffing and investing in current technology. CVS hires staff for flu shot season and then removes all the extra hours and leaves staff the fight over meager hours.	11/19/2021 7:30 AM
506	I want what I have worked so hard for but keep getting told it's not going to happen	11/19/2021 7:27 AM
507	Less testing or no testing. Not doing children for the Covid vaccine. Nicer customers, and a set schedule/ knowing what days you'll have off, also having the staff to help	11/19/2021 7:25 AM
508	Yearly raises based on our performance	11/19/2021 7:20 AM
509	Higher pay scale.	11/19/2021 7:17 AM
510	Continue learning new technology	11/19/2021 7:11 AM
511	better pay, better training	11/19/2021 7:10 AM
512	Better pay!!	11/19/2021 7:05 AM
513	Pay increases. We all have to be Certified by more than one entity and currently I'm seeing kids getting jobs & getting paid more than I am currently. Makes one become discouraged. I feel we play an important roll in this industry but are not compensated.	11/19/2021 6:58 AM
514	The challenge of a pharmacy technician career as that there is very limited upward mobility. In truth, it is more of a job, than a career - with no options to grow beyond the basic job of a tech.	11/19/2021 6:54 AM
515	easier training in all the areas	11/19/2021 6:42 AM
516	Just a chance to eat and sit once in a 12 hour shift. Maybe drink some water without feeling guilty.	11/19/2021 6:39 AM
517	Better pay.	11/19/2021 6:39 AM
518	Better pay, more training opportunities	11/19/2021 6:28 AM
519	Being able to serve the customer more through MTM and more Clinical responsibility.	11/19/2021 6:26 AM
520	get paid more for being state certified and current	11/19/2021 6:21 AM
521	It would be nice if pharmacy technicians were treated like real healthcare workers and not baggers or cashier's at most retail chains. Most technicians pay tops out only marginally higher than a store clerk, but often much less than management or customer service advocates. It just doesn't make sense. These are the people working and helping fill thousands of scripts per week that could not be safely done without the training and experience to do so. Feeling like you have an insurmountable workload, high stress, and receiving little pay in return doesn't really entice people to stay. The people that do, have to deal with high turnover rate of new hires. They quit when they realize getting paid a paltry sum for the amount of work required isn't worth it. Working at a gas station is more lucrative for most new people. This situation increases stress and burns out the senior technicians with lots of experience. Some quit, some do not. But the talent pool is limited for replacement and workloads shift dramatically when a senior tech is lost. Watching entire stores fall apart due to losing technicians should show you how important our job is.	11/19/2021 6:13 AM
522	Better pay, protection from verbal and physical harassment or violence, adequate staffing	11/19/2021 6:10 AM
523	Different opportunities, so many settings to work in , mail order , hospital , retail , etc	11/19/2021 6:03 AM
524	I'm tired of being pushed by corporate and non pharmacy managers to sell programs. I am here to dispense medication safely	11/19/2021 5:51 AM
525	More pay. If we have more duties we should be closer to pharmacists in pay not making a fourth of what they do.	11/19/2021 5:42 AM
526	Pay scale!	11/19/2021 5:35 AM

Pharmacy Technician Workforce Survey

527	Better pay. Feeling like I was appreciated by my employer and customers.Sufficient staffing and division of work load management. Sufficient software and ability to focus on one task at a time.	11/19/2021 5:17 AM
528	N/a	11/19/2021 5:04 AM
529	NA	11/19/2021 4:23 AM
530	Lack of time due to additional workload from vaccinations prevents better on the job training.	11/19/2021 4:03 AM
531	I think there should some courses for us to do in order to advance our career to other level.	11/19/2021 3:58 AM
532	n/a	11/19/2021 3:22 AM
533	All states having reciprocity with each other if technicians are nationally certified.	11/19/2021 2:58 AM
534	Being able to move up with higher pay is a big necessity. Also being given opportunities to manage pharmacy organizations (a pharmacist is not always necessary for business management side). Pay right now is trash compared to the stress we have to deal with, and there is really no realistic upward projection. That's why I've decided I'm going back to school to leave the technician field. Having rules that requires more people or adequate staffing would also help, because my chain is bleeding people due to low pay/management choices and it doesn't seem like they care because they are saving money on wages.	11/19/2021 2:55 AM
535	At this point I'm so stressed it's becoming hazard to my health not to mention the patients. Fast food chains are paying more than technicians make.	11/19/2021 2:32 AM
536	Higher pay, standardized workflow, staffing requirements, explicit prioritization of pharmacy-related tasks in retail pharmacies (no more ringing out people's chips while my queue turns red), mandatory breaks (leave no room for being peer-pressured and guilted into not eating for eight hours), and a standard of up-to-date technology.	11/19/2021 2:25 AM
537	More money.	11/19/2021 2:03 AM
538	Corporate pulling their fucking heads out of their asses and sending people down to store level to actually help!! But they would rather sit up in their fucking offices, bitching and complaining about how we're not doing our jobs, when we're the ones that are busting our asses to the point of exhaustion, so they can take their yearly fucking trip to Fiji!!!'	11/19/2021 1:56 AM
539	Micromanagement and Pharmacist feeling as though they're above doing Technician duties makes me want to get out. Of course, better compensation for Techs especially Certified now Registered Techs would be motivation for remaining in the field.	11/19/2021 1:20 AM
540	N/A	11/19/2021 1:00 AM
541	Better pay and benefits. More hands on training in addition to the individual online training at the start of the job.	11/19/2021 12:52 AM
542	better pay-we have to maintain a license and a certification and most places start at less than \$15-I can make burritos at Chipotle with less stress, no education and the same pay. demand a better pharmacist to tech ratio-example: 1 pharmacist has to have 2 techs, technician hours a company has to give is based on scripts per hour, I personally left retail due to hostile conditions, moved to hospital and LOVE it.	11/19/2021 12:48 AM
543	Better pay Opportunity for advancement	11/19/2021 12:46 AM
544	More reward systems, pay increase, chances of role advancement.	11/19/2021 12:45 AM
545	not having a salary cap	11/19/2021 12:44 AM
546	Being able to focus and improve in a line of responsibilities and be more specialized rather than work on everything at the same time	11/19/2021 12:27 AM
547	Increase in pay, paid time off, feeling valued by the company. Having a less stressful work environment. What is it going to take for pharmacist to be allowed to have a break? Why are pharmacist working without overlap checking over 400 scripts and Covid shots, flu shots, required counseling, answering questions and taking verbal orders. What other profession is worked like this? This is not safe for patients not the pharmacist.	11/19/2021 12:13 AM
548	Having the right amount of training and staffing to do the job effectively and efficiently.	11/19/2021 12:08 AM

Pharmacy Technician Workforce Survey

549	Being able to be trained on the things that I still don't know, insurance, third party etc...	11/18/2021 11:51 PM
550	Better/more training	11/18/2021 11:50 PM
551	Peaceful and fun climate of active listeners from all walks of life, caring and sharing the work load with cultural sensitivity.	11/18/2021 11:48 PM
552	I would like to see technician to pharmacist staffing ratios as a requirement and not a suggestion. With the workload increasing and staff becoming slimmer I feel a mandatory pharmacist to technician ratio is required. Working 12+ hours with one technician and one pharmacist is not safe. This would incentivize large corporations to allow us to schedule our staff appropriately and not based on "how much the budget says we can". This will reduce medication errors, improve patient satisfaction, allow us to properly train new staff members as well as preventing current ones from burnout. I love working in pharmacy, but without mandatory staffing ratios drugs will continue to expire within the pharmacy walls since we have no staff to pull the outdated medication. Patients will continue going without their medication since I currently do not have the staff to call their doctor/insurance company. Corporate will continue to push metrics and not patient safety. Staff will continue to become burnt out and choose new careers.	11/18/2021 11:44 PM
553	Specializations, such as OR or Cancer Center that you can work specifically for rather than being bounced around from main pharmacy to other areas for coverage.	11/18/2021 11:43 PM
554	More trust	11/18/2021 11:36 PM
555	Becoming lead technician	11/18/2021 11:14 PM
556	Increase the pay to make it an option to make a living off of. You can literally go flip burgers for more money and pharmacy is part of the health care team so it should be similar pay to other health care professions. Creation of programs to where you can work and advance to become a pharmacist or senior pharmacy technician with more responsibilities using on the job experience instead of traditional PharmD programs through universities.	11/18/2021 11:12 PM
557	Better pay, more help, shorter hours of operation, closing for lunch breaks	11/18/2021 11:12 PM
558	None. I refuse to continue working as a pharmacy technician in a retail setting. Hospital settings are not easy but at least the expectations are realistic. CVS has made me a very angry person. It has gotten to the point that I immediately have a drink the moment I get home from every shift. The workload is too high, and continuously increasing, while they continue cutting technician hours because we're unable to meet their metrics demand. This is counterintuitive. We're not meeting them because we don't have enough help. There is no respect given to technicians and the pay is not even close to being enough to be worth put up with these issues. It is barely enough to survive, forcing us to work more hours. We cannot live like this.	11/18/2021 11:10 PM
559	Incentives for training	11/18/2021 11:09 PM
560	The ability to factor in mine and my coworkers safety from harassing/threatening/violent patients; ie. firing them as patients. Increased pay, better benefits, not treating patients like customers. There is a difference because patients are not always right and do not necessarily understand or comprehend what is going on behind the scenes. Having corporate give them a \$25 gift card whenever we refuse their early C2 fill is hurting us! Get rid of big chain District Managers from BOP that are influencing decisions.	11/18/2021 11:04 PM
561	Being paid more. Because honestly I love my job. I hate what it's become. I dont feel like I'm helping the patients anymore, I feel like I'm only helping the company and that feels wrong.	11/18/2021 10:57 PM
562	higher wages, career advancement within the pharmacy are two main reasons for me wanting no longer be a tech	11/18/2021 10:57 PM
563	Higher pay is the biggest thing that would help me grow as a Pharmacy Technician. Currently fast food workers are making substantially more than Pharmacy Techs and I think that it is very unfair since we go through a lot more, and harder training. We deal with people's personal health information and essential medications, but someone who flips burgers makes more than us.	11/18/2021 10:52 PM
564	Pay bump for all the techs that stuck through the pandemic and worked a large amount of overtime to make up for the lack in help.	11/18/2021 10:48 PM

Pharmacy Technician Workforce Survey

565	More opportunities to be certified in specific areas (adherence/compliance, immunosuppressives, cgrp, cancer) in addition to our CPHT license.	11/18/2021 10:46 PM
566	In general, technicians are paid too little given the great responsibility in dealing with medications (not to mention the large number of medication errors that occur every year). Technicians do not have any career advancement opportunities and are worn down in having to deal with deplorable expectations. The high turnover of technicians and the burnout of retail pharmacists is an embarrassment to the profession of pharmacy. They should be paid a minimum given the specialized training and pharmacies need an established number of required personnel to be able to function given how busy a location is whether that be on number of scripts processed or otherwise. A large chain pharmacy for a period of time (and likely will again) expect one person to staff 2 drive thru lanes alternating between each lane. Practices like this in healthcare are wrong and do lead to medication errors. Pharmacists are well trained and have the ability to exercise judgment whether that be to take extra time to look up drug information before performing a drug utilization review regardless of metrics (to some extent). However, ever increasing workplace pressures on technicians (who are high school graduates and are not trained to think so much as to just do) is a safety concern which the board has failed to address thus far and should take action. The first step in solving any problem is realizing there is one.... even if it is late in the process.	11/18/2021 10:46 PM
567	THE OPPORTUNITY TO INVESTIGATE OTHER PHARMACY SETTINGS BY FLOATING TO FILL IN GAPS AT PHARMACY LOCATIONS THAT NEED EXTRA SUPPORT ON HEAVY DEMAND DAYS.	11/18/2021 10:45 PM
568	Better pay/benefits, being a respected part of the team esp by pharmacists	11/18/2021 10:44 PM
569	Better pay	11/18/2021 10:42 PM
570	More staff and staff that want work not make excuses	11/18/2021 10:36 PM
571	Pay us better. We are stressed, overworked, understaffed, yelled at in a daily basis. Pay us better than \$11 an hour	11/18/2021 10:28 PM
572	Starting the process of certified technician and vaccinator	11/18/2021 10:27 PM
573	Paying the technicians what they deserve and stop paying the higher up corporate people all of the money when they are not the ones doing any of the work.	11/18/2021 10:26 PM
574	i have quit my job at Walgreens and am retiring. my experience at this profession has been good when i worked at a non profit but horrible at this retail branch. serious under staffing at the pharmacist position in most stores.	11/18/2021 10:19 PM
575	Proper/adequate staffing. More hours means more help and the ability to accomplish more tasks and training.	11/18/2021 10:16 PM
576	Advancement opportunities and incentives & overall higher pay. We are currently suffering a technician shortage and higher pay would drive retention.	11/18/2021 10:16 PM
577	We. Need. More. TECHS. Hospital seems to base our allowance of staff based on the number of orders verified, which is a completely ridiculous metric to base technician staff upon. Staffed less at night due to supposed less work, which isn't true. Many open positions, cannot fill them. Just feels like no help is coming. Retail technician pay rates are ridiculously low, based on the harassment they get, especially during the pandemic.	11/18/2021 10:15 PM
578	Higher pay due to the intense work load we are taking on with the little amount of people we have employed. More learning opportunities - Paid of course! Better vacation time offers, bonuses because we work HARD and that should reflect in the willingness to allow for downtime and mental health breaks.	11/18/2021 10:14 PM
579	Better pay	11/18/2021 10:10 PM
580	Increase pay. There are people making as much as technicians working at fast food restaurants. I'll go make French fries for equal or greater pay with a lot less stress. More staffing. Less work drowning the pharmacists and technicians.	11/18/2021 10:10 PM
581	Better pay and better advancement opportunities	11/18/2021 10:08 PM
582	Better work environment. Staffing has to be better. The amount of work place mistreatment that goes unnoticed because of understaffing issues, is awful.	11/18/2021 10:06 PM

Pharmacy Technician Workforce Survey

583	Pay increase. Without that I'm likely to leave this career.	11/18/2021 10:03 PM
584	Higher pay	11/18/2021 10:02 PM
585	I love this field and I've been a technician since I was 18 years old. I want more responsibilities and want to continue to help people in new ways like giving vaccinations and anything else I can do.	11/18/2021 10:00 PM
586	Having duties rotated more regularly: data entry, dispensing, releasing, etc. It would be nice to do more than releasing to patients each shift.	11/18/2021 10:00 PM
587	greater autonomy, pay increases, opportunity for clinical advancement other than pharm-intern	11/18/2021 9:56 PM
588	Chances for growth and adequate pay increases.	11/18/2021 9:56 PM
589	Allow me to grow: none Minimize my chance of leaving: increase in labor budget THEN increase in pay	11/18/2021 9:55 PM
590	pay increase	11/18/2021 9:54 PM
591	n/a	11/18/2021 9:48 PM
592	Company that cares to grow us and incentivizes us to not change careers.	11/18/2021 9:46 PM
593	On hand class that allows us to understand better then watching something on a computer.	11/18/2021 9:44 PM
594	Having more higher paying rolls	11/18/2021 9:44 PM
595	Really am interested in a dispensary setting however benefits are lacking in that area of pharmacy. Years ago started out basic wages and now at same point that new hires are coming in at. Tenure and experience should offset wage as well as incentive to keep people from leaving. We should have higher wages than new hires especially for a large company.	11/18/2021 9:44 PM
596	Increased pay and benefits	11/18/2021 9:44 PM
597	Training, Training, training.	11/18/2021 9:44 PM
598	Having a team that can communicate with each other and have respect for one another. People who train the new hires, act as if they don't want to be bothered with questions.	11/18/2021 9:38 PM
599	Pay raise, adequate staffing	11/18/2021 9:36 PM
600	The average pay does not reflect the time, continuing education, and responsibility required as a pharmacy technician.	11/18/2021 9:36 PM
601	More pay(\$18 +/hr), longer lunch breaks (longer than thirty minutes), and the scheduling for faccines to at least every fifteen to twenty minutes.	11/18/2021 9:28 PM
602	Higher increase in pay!! More staffing hours for pharmacists and technicians!!	11/18/2021 9:27 PM
603	it is getting better. how ever cost of staffing is getting higher. Its harder to get people qualified, evan getting people.... pharماسist... we run short staff... when one person is sick... we often run short staffed. i feel the environment has gotton so difficult that people wont call in(expecially pharماسist) when there sick. the enviornment doesnt suite well for peoples vacation....EXMP.... I have been there so long...I get 3 weeks for vacation...lucky if i get 1 week a yea. I have done this last three years	11/18/2021 9:26 PM
604	More training	11/18/2021 9:25 PM
605	More PTCB classes (through Walgreens)	11/18/2021 9:24 PM
606	better pay, benefits, and better management that doesn't belittle and harass technicians	11/18/2021 9:20 PM
607	Better pay, better staffing.	11/18/2021 9:19 PM
608	Better pay to compensate the level of responsibility that a technician such as myself with 27 years and I'm Also certified to immunize has to carry.	11/18/2021 9:18 PM
609	Not being mandated to wear a mask or get any vaccines and to be treated equally amongst coworkers for any personal health choices I may make.	11/18/2021 9:12 PM
610	A raise.... Please	11/18/2021 9:09 PM

Pharmacy Technician Workforce Survey

611	Increased pay, opportunities for advancement, clinical knowledge	11/18/2021 9:05 PM
612	Pay increase and more staff.	11/18/2021 9:03 PM
613	More management opportunities, a role that bridges the clinical role between a Pharmacist and Technician. More money / scholarship available for Pharmacy Technicians to go to Pharmacy school.	11/18/2021 9:02 PM
614	A chair. I'm dead serious.	11/18/2021 8:59 PM
615	Higher pay. More support from corporate level.	11/18/2021 8:59 PM
616	More staff to do the large amount of work. Also a pay increase since we have such a large amount of responsibilities and we give Covid and flu shots. The amount of profit pharmacies bring in is largely because of technicians and they deserve more.	11/18/2021 8:57 PM
617	Whenever I receive training (due to the current work load and lack of staff) it is done fast and furiously and I don't feel that I am able to properly absorb and thus retain the info I've learned.	11/18/2021 8:57 PM
618	Pay and clinical work.	11/18/2021 8:54 PM
619	An increase in pay would be a good start. Better training on even the little thing would be great. More staff and overlap for our pharmacists. They are stressed to the max also.	11/18/2021 8:53 PM
620	Better pay, better schedule for having worked with the same employer for over 12 years=seniority,	11/18/2021 8:51 PM
621	Not having family members of management working with us. There is definite favoritism, which is the only downfall to my place of employment	11/18/2021 8:50 PM
622	Working together more as co-workers and being on each other's side. Teamwork needs to be practiced more. Pharmacy Technicians need to have a higher salary, more appreciation, and better schedule.	11/18/2021 8:50 PM
623	Training on new medications and various other tasks (medication management, tech check tech, INR/anticoag, etc).	11/18/2021 8:50 PM
624	Better staffing. It is too difficult to hire and properly train new employees.	11/18/2021 8:45 PM
625	Pay rate should be upgraded	11/18/2021 8:45 PM
626	having chairs, a larger workspace, more staff, updated technology that actually works	11/18/2021 8:44 PM
627	Being able to train on the job to become a pharmacist would increase my interest in staying in this field of work	11/18/2021 8:43 PM
628	Adequate staffing and better technology that is actually reliable enough to properly do our jobs.	11/18/2021 8:42 PM
629	Same as question 20 it's not the job.	11/18/2021 8:39 PM
630	The recognition that the pharmacy technician role really has become an actual profession and the proper pay to reflect that. Day in and day out we are responsible for handling medications; something that if done incorrectly, can be a matter of life or death. We have to maintain CE, register with the state board, and continue to evolve our role in the pharmacy; yet the majority of us live paycheck to paycheck. Would you like to be a certified technician making less an hour than the high school kid across the street working the fast food joint? The recognition and pay needs to change. The level of responsibility now, it's getting to the point that it's just about not worth it anymore.	11/18/2021 8:39 PM
631	Pay increase	11/18/2021 8:38 PM
632	Higher pay, commensurate to the CEO - he received a 6 million bonus last year!	11/18/2021 8:36 PM
633	Require technician to have take mandated breaks when working more than a certain amount of hours.	11/18/2021 8:35 PM
634	I'm going to school to be a nurse, so nothing	11/18/2021 8:35 PM
635	More tech staff in general especially those able to work in hospitals. The board of pharmacy registration has caused a shortage in the work force that created some of the stress we have today.	11/18/2021 8:34 PM

Pharmacy Technician Workforce Survey

636	More technician help	11/18/2021 8:33 PM
637	More clinical	11/18/2021 8:32 PM
638	Competitive pay. Overall pharmacy technician deserves better pay. At least 1/3 of what pharmacist makes. Min \$25 at retail.	11/18/2021 8:29 PM
639	Better pay	11/18/2021 8:26 PM
640	Better training	11/18/2021 8:26 PM
641	More help	11/18/2021 8:24 PM
642	Having more boundaries set at retail pharmacy level. Patients are often harassing and are disrespectful about the time it takes to keep up with our volume	11/18/2021 8:24 PM
643	More money	11/18/2021 8:22 PM
644	Not working 60 hrs a week and having the ability to actually go back to school	11/18/2021 8:21 PM
645	More appreciation for technicians, pay raises that match the amount of work we do, more competent management, more staffing, less workload in each day (such as 40 phone calls per day or scheduling shots every 5 minutes)	11/18/2021 8:20 PM
646	Better pay	11/18/2021 8:20 PM
647	Better training	11/18/2021 8:20 PM
648	Pay	11/18/2021 8:18 PM
649	It would be nice to be rewarded for the the abundant amount of work we do. We make sure the pharmacy runs and functions. With little pay, rude customers yelling and cussing at you. Especially since the Corona virus, thee amount of vaccinating and covid testing going on, on top of running a pharmacy and being short staffed is very upsetting.	11/18/2021 8:16 PM
650	More time for training	11/18/2021 8:14 PM
651	We need more pharmacists and technicians so we can actually look forward to coming to work. The burn out is constantly growing and taking its toll on all of us.	11/18/2021 8:13 PM
652	More pharmacies to divide the growing patient base	11/18/2021 8:12 PM
653	Get certified sooner 6 months	11/18/2021 8:12 PM
654	More money	11/18/2021 8:11 PM
655	Better compensation for all the work we do. We have to be certified in the state of Ohio (which isn't free to acquire) and our jobs are far more serious and strenuous than being a cashier at some random retail store. there is a lot of stress in the role of a pharmacy technician, especially retail pharmacy. why should i stay in this field if I could go flip burgers or scan things for more money than I make now and less stress? Without techs, all the work falls on pharmacists who, to be quite frank, just stand there and make sure what meds we put in the vial match the meds displayed on a computer screen yet they make 6 figures while i'm living less than paycheck to paycheck. i can easily google drug interactions and learn about a drug and honestly, have had several pharmacy managers do just that.	11/18/2021 8:09 PM
656	More pay. More responsibility should come with more pay. Have been approved to do vaccines & haven't gotten any permanent pay increase. Our job requires maintaining licenses, patient safety, clinical care, making sure patients receive accurate medications. A lot goes into what we do , yet we are paid equal to or sometimes less than other jobs that require less training & don't require professional license to maintain the job. The pharmacy world is changing & there are so many things that need re-evaluated.	11/18/2021 8:08 PM
657	I have completed nursing school, waiting to take my state boards . Love my job as a pharmacy technician but the workload now is overwhelming!!	11/18/2021 8:07 PM
658	Better pay, more respect from patients and pharmacists	11/18/2021 8:07 PM
659	Increased salary	11/18/2021 8:06 PM
660	Respectful non micromanaging managers would be nice and way better pay and benefits. There are people in retail making as much or more per hour than a "certified pharmacy	11/18/2021 8:04 PM

Pharmacy Technician Workforce Survey

technician” with the amount of stress that technicians endure that is very frustrating.

661	Respect from corporate & being able to provide feedback that our employer actually does something about.	11/18/2021 8:04 PM
662	Being more appreciated by patients/the public for the outstanding amount of work our industry has done during the pandemic.	11/18/2021 8:03 PM
663	Better pay	11/18/2021 8:03 PM
664	The pay just is not up to par with the duties required. In the past two years I received a 0.25 cent raise. Very short staffed all the time. We can't keep any new hires cause we don't earn enough or have enough training time.	11/18/2021 8:02 PM
665	I'm in school for another career.	11/18/2021 8:00 PM
666	The entire healthcare system would need to change its focus. Too much emphasis on medication and “quick fixes” like vaccines and not enough on quality food, sleep, and movement.	11/18/2021 7:59 PM
667	More pay to match current responsibilities and certification	11/18/2021 7:59 PM
668	Better pay, recognition, better hours for more family time. We help the community and put ourselves at risk everyday and nobody appreciates or recognizes anything we do.	11/18/2021 7:58 PM
669	Pharmacists need to be more willing to except our roles in the pharmacy besides just having us ring up customers all the time. Customers enjoy pharmacists interacting with them, not just technicians	11/18/2021 7:58 PM
670	Room for growth and opportunities for increased pay without having to go back to school for another 4-7 years for a doctorate.	11/18/2021 7:58 PM
671	Rate of pay to low for the responsibility of this job! Fast food workers and store clerks making the same or sometimes more, not acceptable.	11/18/2021 7:58 PM
672	Better wages for the amount of work that we do.	11/18/2021 7:57 PM
673	Adequate staffing. Each position has taken on more and more work over the last two years with no extra help. We are compounding more narcotics than we ever have. Many drugs are on back order and have had start compounding those are well.	11/18/2021 7:55 PM
674	Just better pay. I can make more at McDonald's	11/18/2021 7:54 PM
675	Better pay, better benefits! We as technicians do a great deal of the work of daily operations and I feel it's a kick in the face for the pay we receive	11/18/2021 7:52 PM
676	Better pay, more room to move up into higher positions, and job benefits	11/18/2021 7:52 PM
677	I'd like to see technicians rise to a more respected position in the eyes of the general public. We are educated, capable, and just as essential to patient safety as a pharmacist is. We are literally on the front lines of the pharmacy and are responsible for many tasks - often at once, and should be compensated as such. We are long overdue as a society to recognize that this is not an entry level position serving as a stepping stone to something bigger and better. I believe there is an incredible unrealized value if career technicians become the norm. I'd like to see more pharmacies incentivise this and draw out the full potential a technician has.	11/18/2021 7:51 PM
678	An absolute massive pay raise. More actual sick days, better benefits, more flexibility from employers on time off.	11/18/2021 7:49 PM
679	People who actually want to do their job and care more than just about themselves	11/18/2021 7:45 PM
680	Being fully staffed and better pay	11/18/2021 7:42 PM
681	For a employer to have more benefits and pay raise for tech doing vaccines and covid testing	11/18/2021 7:42 PM
682	Work from home opportunity	11/18/2021 7:40 PM
683	More money without the need to have more certification in order to advance at my career.	11/18/2021 7:40 PM
684	More places to train and teach Pharmacy Techs for today's workforce	11/18/2021 7:39 PM
685	More responsibilities and better pay rate	11/18/2021 7:39 PM

Pharmacy Technician Workforce Survey

686	Proper training and incentive for advancing and receiving more pay	11/18/2021 7:38 PM
687	None	11/18/2021 7:35 PM
688	Training, civility of patients, pharmacy closed on holidays	11/18/2021 7:35 PM
689	Need to set how many prescriptions in the state of Ohio a pharmacist can verify. Need to have more technicians in the store instead of bear minimum. To many other duties to do, and pressured by management if not done. I could go on and on.	11/18/2021 7:34 PM
690	Off site training opportunities. 95% of my training was hands on, during the start and height of the pandemic. There was no time to do computer learning activities and programs efficiently. If you were physically present in the pharmacy you were pulled into "working" even when scheduled to do ELearning.	11/18/2021 7:33 PM
691	Work-place stability and consistency.	11/18/2021 7:29 PM
692	I feel employers should take advantage of employees' individual skills and personalities instead of expecting everyone to be the same. The benefits would be surprising!	11/18/2021 7:26 PM
693	staffing increase technicians and pharmacists	11/18/2021 7:25 PM
694	Higher pay and way way more coworkers on each shift	11/18/2021 7:24 PM
695	Management who was willing to listen to ideas and implement them. Management who treated all associates the same with no favoritism.	11/18/2021 7:23 PM
696	Having responsible and strong Lead technicians, fair work practices, Being trained and able to advance	11/18/2021 7:21 PM
697	Reduced workload and better pay	11/18/2021 7:17 PM
698	I'm going to retire!	11/18/2021 7:16 PM
699	Compensation absolutely needs to keep up with the current rate of inflation and increasing cost of living. Currently it is not. I am making plans to switch career paths as a result.	11/18/2021 7:16 PM
700	Competitive wages and benefits	11/18/2021 7:15 PM
701	Treat pharmacy technicians like nursing programs where there are multiple levels and room to be promoted within retail and hospital environments. Give a clear path of steps toward becoming a pharmacist instead of the major education gap	11/18/2021 7:14 PM
702	Higher staffing and higher pay for the job we have to do	11/18/2021 7:13 PM
703	Adequate compensation for the amount of time and knowledge put into this career on a consistent basis. I feel an individual that is responsible for peoples lives should be able to live a comfortable life. We as certified technicians are responsible for almost as much as a pharmacist, but have an enormous gap in our rate of compensation. Putting your entire life into a career and never getting anywhere is not a boost for one's morale.	11/18/2021 7:12 PM
704	Competitive wages would be a major factor. I on the whole enjoy the work and the patient interaction but knowing that an increasing range of jobs are paying more without the kind of responsibilities attached to them make me question continuing in field long term.	11/18/2021 7:09 PM
705	Better pay, and somewhere else to work. I hate it here and wish I could find a better job as a tech	11/18/2021 7:07 PM
706	Na	11/18/2021 7:07 PM
707	Being a pharmacy instead of a immunization clinic so we can provide adequate service for people waiting on medication instead of them waiting for someone to get an immunization.	11/18/2021 7:07 PM
708	Better pay. Management that enforces the rules that they have in place.	11/18/2021 7:05 PM
709	Getting the help you need in training without feeling like you are a pain	11/18/2021 7:05 PM
710	Better training	11/18/2021 7:04 PM
711	Appreciation	11/18/2021 7:04 PM
712	The stress from all the vaccination requirements being pushed back to doctors and clinics.	11/18/2021 7:02 PM

Pharmacy Technician Workforce Survey

713	Nothing, I started college 6 years after graduating high school because I knew I needed out. What started as a wonderful fulfilling job has turned into a day time nightmare	11/18/2021 7:01 PM
714	Being treated as an actual person and not just a body. This is the ultimate torture.	11/18/2021 7:01 PM
715	Better pay considering the responsibilities of the position	11/18/2021 7:00 PM
716	I've been going pharmacy for 13 years , not going anywhere . In order to bring more people to this career it would be nice to have a pharmacy technician board or organization . And increase pay if there are multiple licensure and certificates need as workload increased	11/18/2021 6:59 PM
717	Raise in pay - More training and help	11/18/2021 6:59 PM
718	They is no higher position available in retail other than CPHT or Lead Tech which doesn't pay much	11/18/2021 6:56 PM
719	Having enough support staff. We are always short.	11/18/2021 6:55 PM
720	Better training, less emphasis on metrics	11/18/2021 6:55 PM
721	increased pay	11/18/2021 6:54 PM
722	two pharmacists all day and a tech at every station. that would help.	11/18/2021 6:48 PM
723	Better pay	11/18/2021 6:46 PM
724	None	11/18/2021 6:46 PM
725	Fair pay related to our strong knowledge base. We may not have a degree but our knowledge is critical.	11/18/2021 6:44 PM
726	The ability to move up in the industry would keep me in my role	11/18/2021 6:44 PM
727	More money	11/18/2021 6:43 PM
728	Just let us be a pharmacy not a health care clinic	11/18/2021 6:42 PM
729	It is hard to grow as a pharmacy technician when no one ever teachers or explains things to you when you ask questions. When I was hired I was not trained at all. I shadowed someone for one day and then was left on my own. When I had questions people would help me but never explain how they solved the problem. My pharmacy is always understaffed that it causes so much stress on everyone and everyone is in a bad mood and mean to each other. Technicians are simply underpaid and unhappy.	11/18/2021 6:41 PM
730	I've invested 17 years to this field. So I'm not starting over but I truly hate the direction it has gone.	11/18/2021 6:41 PM
731	Suitable working conditions that do not put patients at risk of medication errors and lower are risk of violence or harassment from frustrated patients.	11/18/2021 6:39 PM
732	Going to inpatient pharmacy. Unless something big changes with PBMs and reimbursement and DIR fees which could enable independents to stay alive. My pharmacy closes their door for the last time in eleven months. I love my job and patients. Hate the money factors that keep me from helping them. It's impossible to stay alive when you're paid \$0.35 for aspirin and \$150,000 is clawed back on the back end.	11/18/2021 6:38 PM
733	Higher pay, better coverage to allow accurate script fills, and better coverage for mental health care.	11/18/2021 6:38 PM
734	The pay grade should be higher with every certification you achieve.	11/18/2021 6:37 PM
735	A minimizing of additional tasks. Better pay. Better staffing. Removal of many vaccine metrics from the work place.	11/18/2021 6:35 PM
736	Better management and better teamwork amongst different shifts, as oppose to, making it a competition amongst the shifts.	11/18/2021 6:35 PM
737	Work from home , have worked from home for around 2 years , I feel my quality and quantity, and patient care are among the highest they have been in my 30 year career	11/18/2021 6:33 PM
738	Better pay abs more support	11/18/2021 6:33 PM

Pharmacy Technician Workforce Survey

739	Higher wages	11/18/2021 6:32 PM
740	Being patient is key when your new in it	11/18/2021 6:29 PM
741	competitive pay	11/18/2021 6:28 PM
742	More opportunities to move into different areas of pharmacy, maybe certification options for additional duties	11/18/2021 6:26 PM
743	Getting paid the same as an RN because they have a college degree and still don't know what the fuck they're doing. Require a 4 year degree for technicians and pay them \$30 to start and maybe you'd get some qualified workers in the field.	11/18/2021 6:25 PM
744	More tiered technician roles and also if my company would pay for more training and/tests beyond CPHT	11/18/2021 6:25 PM
745	Increased pay	11/18/2021 6:24 PM
746	Training	11/18/2021 6:22 PM
747	Increase in staffing and hours, increase in pay, increase in benefits, increase in pharmacist hours, and decrease in patient entitlement.	11/18/2021 6:21 PM
748	Need to have a PAID minimum of one hour lunch (currently is unpaid 30 minute and that is HIGHLY unfair), and 2 MANDATORY PAID 15 minute breaks per 8 hour shift.	11/18/2021 6:17 PM
749	Follow up training. And having those who make the guidelines actually step foot into a pharmacy.	11/18/2021 6:15 PM
750	More respect for the amount and kind of work we do. Pay to reflect that.	11/18/2021 6:15 PM
751	Being able to work towards with classes and such to further education. As a tech to like intern. If there was seminars or classes and jazz that techs could get a certificate for further education.	11/18/2021 6:13 PM
752	Basically the entire industry would have to change to actually benefit patients and their Healthcare. Without a major systematic or upper level management change, the stress is going to keep building towards a system wide, universal collapse of the industry and the people who work in it.	11/18/2021 6:12 PM
753	Adequate staffing and a livable wage	11/18/2021 6:12 PM
754	I love working as a pharmacy tech... when I'm not trying to do three people's worth of work because we're so understaffed and the new techs are extremely undertrained because we just don't have the experienced staff to adequately train them	11/18/2021 6:12 PM
755	More positions to advance without requiring a degree	11/18/2021 6:10 PM
756	Salary higher	11/18/2021 6:10 PM
757	Higher pay.	11/18/2021 6:10 PM
758	Compensation	11/18/2021 6:09 PM
759	NA	11/18/2021 6:09 PM
760	Training to become certified	11/18/2021 6:08 PM
761	More pay. They just gave everyone a raise but my work load also has went up.	11/18/2021 6:07 PM
762	Quit paying for all the extra certifications	11/18/2021 6:06 PM
763	n/a	11/18/2021 6:04 PM
764	If there were proper treatment and a little less work load.	11/18/2021 6:04 PM
765	My pay is only 11 dollars, so an increase in pay would be nice. Also being able to do other things than just sit at the register.	11/18/2021 6:04 PM
766	Putting a pharmacist to tech ratio into place and a cap on how many prescriptions in a day can be checked by one pharmacist.	11/18/2021 6:02 PM
767	More support in form of more technicians per shift- it's essentially impossible to focus on	11/18/2021 6:02 PM

Pharmacy Technician Workforce Survey

	future goals if it's just me and a pharmacist.	
768	Higher pay	11/18/2021 6:01 PM
769	38 years in this business, I'm not going any where.	11/18/2021 6:01 PM
770	Career opportunity placement.	11/18/2021 5:59 PM
771	Modification of Recommendation of Job Duty for me personally. I need a Work At Home Pharmacy Technician position at this time.	11/18/2021 5:59 PM
772	This has become a toxic environment everyone is dissatisfied, over worked and under paid and for the amount of training should be paid better than fast food. People are rude and angry and impatient and it makes for an awful workplace.	11/18/2021 5:55 PM
773	Better pay.	11/18/2021 5:54 PM
774	I love it except third party is so annoying and stresses me out and makes customers angry	11/18/2021 5:54 PM
775	Higher pay	11/18/2021 5:52 PM
776	More money	11/18/2021 5:51 PM
777	If technicians were held to the same level of respect as pharmacists.	11/18/2021 5:51 PM
778	Being recognized for the hard work over completely different tasks not included in my job duties.	11/18/2021 5:51 PM
779	Pay..... we are not nearly compensated enough compared to pharmacists and we are constantly taking on more as well and trying to lessen their work as they take on more	11/18/2021 5:50 PM
780	More help, better hours, maybe a 15 m break sometime before or after lunch instead of just a 30m lunch or a hour lunch	11/18/2021 5:49 PM
781	Less work load so I can actually learn new or study higher level aspects or my job	11/18/2021 5:49 PM
782	better pay	11/18/2021 5:48 PM
783	Reliable co workers	11/18/2021 5:46 PM
784	Getting certified may help me expand what I am able to do in my job if I worked else where. Not much for advancements in my current job	11/18/2021 5:45 PM
785	Fair pay and raises based on actual merit instead of favoritism. Many pharmacies boast cliques that rival any high school. Favorites get the good schedule, etc.	11/18/2021 5:44 PM
786	The lack of leadership positions and ability to "move up" is discouraging as a pharmacy technician. Also, the pay for pharmacy technicians is not equal to the responsibility, workload, and required knowledge and training required of pharmacy technicians.	11/18/2021 5:43 PM
787	Better communication district leaders involved and corporate actually doing something to help us through this pandemic	11/18/2021 5:42 PM
788	Rampant corporatization is ruining healthcare. Pharmacies are Pushing away from patient centered care to shift the focus to PROFIT. If the upper management could understand we are treading water, barely able to fulfill vaccines let alone prescriptions. Yet more responsibility is laid every day, on fewer and fewer employees.	11/18/2021 5:42 PM
789	The amount of work we are expected to do coupled with the poor pay don't make for a good environment. We've been on the front lines during this entire pandemic, making sure people are taken care of and able to get their medication on time. We need to return our focus to the patients and less the clinical side of things. Our errors will be greatly reduced, our patients happy and in turn return workers to our pharmacies.	11/18/2021 5:42 PM
790	My bosses like seniority over knowledge, but the company is going to pay for my schooling. So it would be stupid for me to leave. So I'm going to leave, my department. I'm studying to be a nurse where I will make a lot more money, be a lot more respected (a few of my pharmacists have treated me like I'm stupid, it happens ALOT), have a better work schedule (working 3 day 12 hour shifts over 5 day 8 hours, yes please!) and I will get more time with my family. I guess I should say thanks to my bosses for not giving me the promotion I applied to twice, or I never would have of gone to nursing school. Had I gotten the promotion, I would have happily stayed	11/18/2021 5:41 PM

Pharmacy Technician Workforce Survey

where I was and retired eventually as a pharmacy technician. I hope you like honesty, because you got it here with me. you always will.

791	Be given a good amount of pay. I received a 0.25 cent raise recently... and with the way patients have been acting towards us because we are low staffed, I'd rather be paid more. It's frustrating when my company puts so much effort into hiring new people by promising good pays and bonuses, but me (and my other coworkers who have been stuck through the pandemic) are given the bare minimum "thanks".	11/18/2021 5:40 PM
792	Better pay.	11/18/2021 5:40 PM
793	Advancement	11/18/2021 5:39 PM
794	Better training	11/18/2021 5:37 PM
795	Increased pay	11/18/2021 5:37 PM
796	Unionization better labor laws and stiffer fines for workplace abuses from management/corporate	11/18/2021 5:36 PM
797	Increase in pay to go along with inflation, responsibilities, knowledge and liability. The base pay has not kept up.	11/18/2021 5:35 PM
798	Higher pay	11/18/2021 5:35 PM
799	Better pay	11/18/2021 5:34 PM
800	I am within 3 years of retirement. At this point, there is very little I would or can change. What the new kids need to learn is that presenting themselves with rainbow colored hair, facial piercings and excessive tattoos as well as sloppy clothing does not make for a professional appearance and in the long run will limit them despite how good of a technician they may be. And with more education, certification and registrations going on, the pharmacists need to start showing a little more respect for the work we do. It is a two-way street, and too often the pharmacists don't understand just what the technician is responsible for in my setting. I feel they should KNOW: it is their license on the line and they spent a long time getting it.	11/18/2021 5:33 PM
801	Respect from pharmacists and other healthcare professionals, we are not Burger King cashiers. Fair pay that reflects the increasing responsibilities (immunizing, mtm, etc), we are not simply cashiers or secretaries anymore. Opportunities for advancement into specialized areas of pharmacy, we are not just pill counters anymore. It is insulting to be paid minimum wage, and not be considered as a healthcare professional. If you want cashiers, hire a cashier and the pharmacists can do everything on their own. We can get paid more money, with better hours and working conditions in other careers, so why should we commit to being treated as though we are inferior, simple minded cashiers.	11/18/2021 5:32 PM
802	I am leaving to become a nurse so that I can have more patient interaction and use my knowledge to help them.	11/18/2021 5:32 PM
803	Recognition of certifications through job advancement or increase of salary	11/18/2021 5:31 PM
804	Pay increase.	11/18/2021 5:30 PM
805	Higher wages more employees in the pharmacy at all times . You can't run a pharmacy with 1 tech and a pharmacist	11/18/2021 5:30 PM
806	Having a management team that values having experienced technicians. The team where I work is not supportive in mentoring technicians. The pay is ridiculously low compared to other hospitals in the region.	11/18/2021 5:29 PM
807	Less pressure from corporate management to put more workload on individual stores by shutting down offices that handle medicine synchronization and clinical issues ie 90 day supply, adherence, ect while giving no training on how the software works	11/18/2021 5:28 PM
808	How are retail pharmacies still allowed to legally pay their technicians such terrible base pays? No wonder there is such high turnover rates! The hard work and patient care and interaction is more than a 2 second consultation from the pharmacist. Technicians are a safeguard and should be rewarded as such. It's no wonder many are trying to move on to hospital pharmacy employment. Mandate a strong livable wage; pay us like we are the licensed and certified technicians we are.	11/18/2021 5:28 PM

Pharmacy Technician Workforce Survey

809	If the amount of prescriptions increases the company needs to hire more technicians to compensate. This should be codified due to patient safety and my feelings that I cannot take the time I need to ensure the safety of what I am sending to patients.	11/18/2021 5:26 PM
810	More money! I had to go back to school so I can make enough money to support my children. I just now got a raise after putting in my notice. And it's barely comparable to other, less important positions	11/18/2021 5:26 PM
811	More availability of certificate classes to obtain my ADV-CPhT	11/18/2021 5:26 PM
812	The pay needs to be more in line with the job requirements. There are companies that pay so much more with much less responsibility	11/18/2021 5:26 PM
813	Better pay	11/18/2021 5:25 PM
814	Advanced certifications and skills that actually bring about higher compensation	11/18/2021 5:23 PM
815	A living wage, ie. Higher pay	11/18/2021 5:23 PM
816	More money and more people to help	11/18/2021 5:22 PM
817	Limitations on technicians to the point of them mentally falling apart. I just graduated with a AAS BMHM and I understand all the changes and needs but I feel like I would rather help people in another way then just behind a counter. I worked full time, worked 40 plus at my pharmacy, had to help teach my kids all during the pandemic and we get nothing but more stress and most of us can barely cover most of our childcare and extra food since they were always home. So more help and more money wont fix everything but it will help tremendously.	11/18/2021 5:20 PM
818	Incentive to become certified, instead of remaining registered	11/18/2021 5:20 PM
819	Better pay, recognizing how much the technician does in the pharmacies.	11/18/2021 5:18 PM
820	Pay raises. Being paid a livable wage. More opportunities for education and training to specialize.	11/18/2021 5:17 PM
821	Higher pay. I have been here for 3 years and am making as much as a new hire	11/18/2021 5:17 PM
822	I think they need to commit to higher salaries for technicians across the board.	11/18/2021 5:16 PM
823	A substantial increase in pay and NO 2nd shift, NO 3rd shift and NO weekends!! 1st shift M-F only!!!	11/18/2021 5:16 PM
824	Adequate staffing in locations	11/18/2021 5:15 PM
825	Hands on training when dealing with insurance or any training. Better ways to define meds in like a quick category type book or quick link.	11/18/2021 5:15 PM
826	More money less stress better hours	11/18/2021 5:14 PM
827	Overworked and underpaid. I'll be looking for a job in a new field as soon as I graduate	11/18/2021 5:14 PM
828	A higher Pay rate with the amount of work we do and the time we spend working to help our pharmacy team to catch up on tasks	11/18/2021 5:14 PM
829	The workload is too demanding to even consider learning anything new at this time.	11/18/2021 5:14 PM
830	Better pay, more technicians working at a time and if something were done about rude customers that would be nice. Customers should not be allowed to be hateful and rude and cuss at us. It is getting really bad.	11/18/2021 5:14 PM
831	ADEQUATE PAY	11/18/2021 5:13 PM
832	The addition of some qualified technicians/pharmacists who actually want to work and not just do the minimum necessary to collect paycheck.	11/18/2021 5:13 PM
833	Better pay, I can go work flipping burgers, making about what I am making, dealing with patients lively hood. We have to pay for school, to stay certified, and to be registered with the state. Most definitely should be making more money.	11/18/2021 5:13 PM
834	Better money	11/18/2021 5:12 PM
835	A fair wage for the amount of workload we are expected to perform. Reimbursement or use of	11/18/2021 5:11 PM

Pharmacy Technician Workforce Survey

workplace education allowance for certificates provided by licensing agencies.

836	Better training, less stressful environment	11/18/2021 5:09 PM
837	More opportunities for growth and advancement that would allow for better pay and incentives (weekends and holidays off, etc)	11/18/2021 5:09 PM
838	More advancement	11/18/2021 5:07 PM
839	Actually getting to learn the job and not just cashing out customers	11/18/2021 5:06 PM
840	Better raise	11/18/2021 5:06 PM
841	If there was a role to grow into, right now a tech who has 10 years is on the same level as a tech who has 2 years. Currently no career development or even a role for the techs to grow into.	11/18/2021 5:05 PM
842	Definitely pay increase.	11/18/2021 5:05 PM
843	Adequate pay	11/18/2021 5:05 PM
844	Higher pay, benefits, fully staffed store, not have to apply for a new license every year... maybe every 4 like a driver's license.	11/18/2021 5:04 PM
845	More chances in improving wage	11/18/2021 5:04 PM
846	more certificates	11/18/2021 5:03 PM
847	More trained staff. Pharmacists willing to answer the phone or wait on a customer	11/18/2021 5:03 PM
848	More pay.	11/18/2021 5:02 PM
849	More techs in the work place but how are you going to make that happen? People are not applying for jobs!	11/18/2021 5:02 PM
850	If we have to go back to the office, and cannot work from home permanently. I would do anything to continue working from home even if it meant that I had to choose a different career path that meant changing professions from pharmacy technician to any other career that works from home. If the board of pharmacy made us go back to the pharmacy/ office I would immediately start looking for a new job. I have been certified from ptcb for 8 years and just got my billing and reimbursement certificate from ptcb. I would not hesitate to put my pharmacy career on hold my new priority is working from home.	11/18/2021 5:01 PM
851	New MANAGEMENT	11/18/2021 5:01 PM
852	Treat us and pay us as licensed professionals who are required to have hours of study to renew their license. I shouldn't see a sign at a drive thru fast food restaurant (requiring no education or experience) offering to pay more than I make. I am not inferior to the pharmacist. I am a colleague of the pharmacist. Technicians are not just cashiers who count drugs. We are valuable assets to the pharmacy that are integral to the pharmacy running efficiently and properly.	11/18/2021 5:00 PM
853	If the state would help create an immediate path to get new technicians to join the workforce. In our area, there are no training programs to help get new technicians to enter the market. I agree with the training requirements but feel they are completely locking out new people entering the workforce.	11/18/2021 5:00 PM
854	Na	11/18/2021 5:00 PM
855	Ohio Board of Pharmacy should focus helping pharmacy technicians they are the backbone in pharmacy field. Without pharmacy technicians pharmacists can't do this work even if they have degrees. OBP should give free continue education courses due to Covid 19 because we aren't like 2017 anymore technicians are leaving this field lack of hourly wages low. We need OBP help to make us stay in our career field. This big corporate don't care about pharmacy technicians we are in the front line day to day making sure patients receive their prescriptions. We need help Ohio Board of Pharmacy to give more regulation in employment level. We have regulations in corporate level and other laws protecting patients but need regulations for our pharmacy technicians. We are being treated as just certified pharmacy technicians without degrees. We are also certified in compounds etc but we leave our families and kids to help those who are in need of help.	11/18/2021 5:00 PM

Pharmacy Technician Workforce Survey

856	Better pay, and being able to take a whole lunch break and one other break through out the shift	11/18/2021 4:58 PM
857	Increase in pay, more recognition of hard work. As a lead technician, \$24/hour should be base pay based on responsibilities and my contribution to the success of the pharmacy.	11/18/2021 4:58 PM
858	Becoming a pharmacy tech has nothing but become a money maker for State Board, schools and PTCB. Due to high costs of becoming certified it is pushing people out of the field and a shortage of techs w/ no little pay. Pharmacies are short techs due to high cost of becoming certified and no pay back	11/18/2021 4:58 PM
859	Better staffing and much better pay	11/18/2021 4:57 PM
860	Opportunities for new knowledge	11/18/2021 4:57 PM
861	I do not plan on changing career from pharmacy technician.	11/18/2021 4:57 PM
862	Proper staffing to balance out our roles and workloads, this would help in not becoming too overwhelmed...hire more reliable techs!!	11/18/2021 4:57 PM
863	Better pay for workload	11/18/2021 4:57 PM
864	Opportunity for advancement into a lead tech role, training or management. Incentive from employer to further education with additional certifications.	11/18/2021 4:57 PM
865	Adequate staffing, time to finish my training, actually getting more hands on training	11/18/2021 4:56 PM
866	Feeling appreciated by employer. Increase in hourly wage to support my family	11/18/2021 4:56 PM
867	Respectable working conditions and pay us better we put up with so much disrespect and customers are awful	11/18/2021 4:56 PM
868	PAY!!!! Pharmacy Technicians need a higher base pay salary. We do a lot for our patients and pharmacists, and deserve to be properly compensated. Especially since we have to be certified with the state board of pharmacy.	11/18/2021 4:56 PM
869	Considering I'm in my waning years, and nearing retirement, I don't see a need to try to grow my career. It's a 'game for the young'.	11/18/2021 4:55 PM
870	Higher pay - the ability to make a living wage is a strong deciding factor, and currently I am making below the calculated poverty line, even after over a decade of technician experience. Technicians should be paid significantly more, commensurate with the level of skill required for the job.	11/18/2021 4:55 PM
871	Compensation for the added responsibilities.	11/18/2021 4:55 PM
872	More pay for what we have to do and deal with in a daily basis	11/18/2021 4:55 PM
873	Compensated for be certified	11/18/2021 4:54 PM
874	An increase in pay would definitely keep me grounded. I love my job it is the easiest job I have ever worked. The schedule is perfect and necessary.	11/18/2021 4:54 PM
875	Better pay	11/18/2021 4:54 PM
876	To minimize changing careers, actually being payed a decent amount	11/18/2021 4:54 PM
877	Increased (fair) pay. We are extremely underpaid. opportunity for advancement, appreciation, and appropriate staffing for the workload that has been dumped on us since the pandemic has started.	11/18/2021 4:54 PM
878	Staffing issues Have led to overwhelming amount of work that is now expected of much fewer of us.	11/18/2021 4:54 PM
879	More help. More pharmacist hours, one pharmacist to check hundreds of prescriptions and give hundreds of vaccines is not safe .	11/18/2021 4:54 PM
880	Focus more on filling prescriptions than giving vaccines.	11/18/2021 4:54 PM
881	Better pay, benefits, big companies actually giving pharmacist and techs more hrs to put more people in the stores to be adequately staffed.	11/18/2021 4:54 PM

Pharmacy Technician Workforce Survey

882	Increased minimum pay statewide for all technicians over 16\$ an hour.	11/18/2021 4:53 PM
883	Having productive coworkers,	11/18/2021 4:53 PM
884	Being paid better for what we know and do, learn to counsel patients on antibiotics	11/18/2021 4:53 PM
885	No one wants to be a pharmacy technician anymore. It has become a thankless underpaid overworked job with no breaks or rest periods. If I weren't almost 61 years old, I would train for a different occupation. And I encourage my younger coworkers to do something else with their lives while they are young. The whole CPhT thing is a useless certification that is expensive to keep up and the State licensing is a joke. Just more ways to take what little money we make. Pharmacists get free CE, but I have to pay \$4.50 per two credits. It's a Crook system.	11/18/2021 4:52 PM
886	Higher rate of pay. Allow me to pay my bills and get out of debt. Higher pay is the only thing that would keep me working this.	11/18/2021 4:52 PM
887	Education and not by watching a video. Having a time to learn in a setting that is conducive to learning.	11/18/2021 4:52 PM
888	Much better pay and much better benefits.	11/18/2021 4:52 PM
889	A good support system for furthering education.	11/18/2021 4:52 PM
890	More technician ladder options, pay to be inline with certifications, etc	11/18/2021 4:52 PM
891	Pay. Additional help.	11/18/2021 4:51 PM
892	\$\$\$\$\$	11/18/2021 4:51 PM
893	Increase pay for senior members, I'm a big believer in better training for our employees	11/18/2021 4:51 PM
894	More pay, less cashier duties.	11/18/2021 4:51 PM
895	A career path that does not include becoming a pharmacist.	11/18/2021 4:51 PM
896	Growth and pay	11/18/2021 4:50 PM
897	better pay, more variety in work, better education to the public of what pharmacy work is	11/18/2021 4:50 PM
898	Nothing. The the State Board has proven that it does not care about Technicians and they refuse to do anything about any of it because of the standing members of the board all having ties to corporate run pharmacies.	11/18/2021 4:50 PM
899	Acknowledgement of certifications, more growth overall, better working equipment, better working environment.	11/18/2021 4:50 PM
900	Better pay.	11/18/2021 4:50 PM
901	Pay raise, better benefits, more employees so less chance of error.	11/18/2021 4:50 PM
902	Training, adequate staffing both technicians and pharmacist, being able to take a rest or break	11/18/2021 4:49 PM
903	Regular scheduled hours, no holidays, weekends and more help	11/18/2021 4:49 PM
904	We work for 10 to 13 hours a day and take one break. We are allowed a break if we ask but it's frowned upon.	11/18/2021 4:49 PM
905	Clinical opportunities, better pay, more responsibilities, better schedule	11/18/2021 4:49 PM
906	It is an important and valuable job that often gets paid as much as restaurant workers. I've never seen such a technical and stressful job that pays so little.	11/18/2021 4:48 PM
907	Smaller more manageable caseload	11/18/2021 4:48 PM
908	Changes all together with retail pharmacy.. more staffing adequate breaks updated internet speed to keep the system moving HELP so we dont hurt someone	11/18/2021 4:48 PM
909	Better pay that leads to better staffing. We would be able to take on more responsibilities then. We are capable, just tired.	11/18/2021 4:48 PM
910	An increase in pay for the work pharmacy technicians are expected to do.	11/18/2021 4:48 PM
911	Career advancement opportunities	11/18/2021 4:47 PM

Pharmacy Technician Workforce Survey

912	Less stress, higher wages, more staff, better training	11/18/2021 4:47 PM
913	Having a more understanding and supportive pharmacist manager	11/18/2021 4:47 PM
914	More pay and ability to move up	11/18/2021 4:46 PM
915	Being able to authorize more instead of waiting for a pharmacist would allow me to keep my workflow moving more smoothly. Having more time to actually fill prescriptions and have them ready before the patient arrives. And having the ability to do immunizations or having a nurse to them so time is not taken from the pharmacist.	11/18/2021 4:46 PM
916	Better pay, advancement opportunities	11/18/2021 4:46 PM
917	More free CE's. Access to online training.	11/18/2021 4:46 PM
918	I think appreciation is key . I can speak for most ,we know as technicians we didn't go to college so pay can't be to high but this is a very important job that not just anyone can do and most of us are in it for a life career and love what we do aside of all the hard times .	11/18/2021 4:45 PM
919	Being able to use all of my knowledge and working in an environment that is not degrading by both patients and co workers	11/18/2021 4:45 PM
920	Better pay and better technology to help make things less frustrating and to make the stress a little more worth it. It sucks knowing we do all this work but yet people at McDonald's make more then us	11/18/2021 4:45 PM
921	More pay obviously. Techs that covid test or immunize receive meager compensation for the relative risk and responsibility that comes with these tasks. In fact CVS has stated that to prevent testing from being cancelled it falls to the RPh to conduct testing if no techs are willing or able to do so. The same RPh that are going to be handling immunizations and in order to do tests, have to walk out of the building, abandoning pharmacy at the command of corporate making more money off of testing.	11/18/2021 4:44 PM
922	PAY. Know what motivates me? MONEY. MONEY MONEY MONEY FOR THE LOVE OF ALL THINGS WE SHOULDN'T HAVE TO WORRY ABOUT FEEDING OUR FAMILY WHILE DISPENSING PEOPLE'S MEDICATIONS!!	11/18/2021 4:44 PM
923	specializations, better pay, more respect	11/18/2021 4:43 PM
924	Better pay and better training	11/18/2021 4:43 PM
925	Increased pay for the amount of stress, and little staff. We have had two full time positions open for 4 months and 1 person applied.	11/18/2021 4:43 PM
926	Being paid adequately for the amount of work I do.	11/18/2021 4:43 PM
927	None	11/18/2021 4:42 PM
928	Better pay better treatment or possibility for movement	11/18/2021 4:42 PM
929	Training time after initial training is low due to volume	11/18/2021 4:42 PM
930	Being able to finalize my tech license.	11/18/2021 4:42 PM
931	Having a counterpart on the road with me....	11/18/2021 4:42 PM
932	I personally do not believe vaccinations should be given in a pharmacy setting. We haven't got the man power to do them and also meet the other metrics required. I also don't believe that pharmacies should be responsible for making outcome calls to patients. Those should be done by the insurance companies.	11/18/2021 4:42 PM
933	Being paid fairly and equally. I started with this company in 2013 not making much. New techs hired now make more than I do and I've climbed my way to 2 promotions.	11/18/2021 4:42 PM
934	Pharmacy technicians, in a retail environment, have no real opportunities for advancement. I am glad I switched to a hospital environment and no longer work inside a pharmacy	11/18/2021 4:42 PM
935	More pay honestly. I thoroughly enjoy it, but its just the pay, and general public harassment that make is quite hard to. Along with upper management in GO positions who are making process and things as such that dont make sense because they've never worked in the pharmacy before!	11/18/2021 4:41 PM

Pharmacy Technician Workforce Survey

936	N/A	11/18/2021 4:41 PM
937	Fair pay and respect	11/18/2021 4:40 PM
938	more training available	11/18/2021 4:40 PM
939	More staff, better pay, better breaks, chairs	11/18/2021 4:39 PM
940	Higher pay, my employer raises pay rates throughout the company however employees who do less than me now make the same as me after 10 years	11/18/2021 4:38 PM
941	Pay increases, increase in responsibility	11/18/2021 4:38 PM
942	Better pay	11/18/2021 4:38 PM
943	Making a living wage and support from supervisors when you're not able to meet productivity goals	11/18/2021 4:37 PM
944	Being able to work in the pharmacy without a pharmacist present. Would allow me to work after close without having to pay for a pharmacist to be there also	11/18/2021 4:36 PM
945	Higher pay	11/18/2021 4:36 PM
946	Compensation. The level of work technicians are responsible for and compensated for is not appropriate.	11/18/2021 4:36 PM
947	Better wages	11/18/2021 4:36 PM
948	continue to work from home	11/18/2021 4:35 PM
949	More money	11/18/2021 4:35 PM
950	Increase in pay	11/18/2021 4:35 PM
951	Different role changes in the company allows for it	11/18/2021 4:35 PM
952	Helping to advance in a pharmaceutical career	11/18/2021 4:35 PM
953	More adequate staffing.	11/18/2021 4:34 PM
954	Pay	11/18/2021 4:34 PM