

# Overview of 2021 Survey Data

December 9, 2021

Pharmacist Workload Advisory Committee Meeting



# Survey Responses

- ▶ Ohio Pharmacists Receiving the Survey: 14,759

Total Responses: 2,969

Response Rate: 20.11%\*

\*2020 Pharmacist Survey Response Rate: 26.41%

- ▶ Ohio Pharmacy Technicians Receiving the Survey: 23,394






Total Responses: 2,560

Response Rate: 10.94%



# Survey Results – Technician Specific

I feel that the workload to staff ratio allows me to provide for patients in a safe manner. (All Settings)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<b>Pharmacists 2020</b>	<b>19%</b>	<b>30%</b>	<b>18%</b>	<b>23%</b>	<b>10%</b>
<b>Pharmacists 2021</b>	<b>37.49%</b> 	<b>34.83%</b> 	<b>11.25%</b> 	<b>11.32%</b> 	<b>5.12%</b> 
<b>Technicians 2021</b>	<b>27.66%</b>	<b>32.73%</b>	<b>17.11%</b>	<b>15.12%</b>	<b>7.38%</b>



# 2021: I feel that the workload to staff ratio allows me to provide for patients in a safe manner

## Large Chain – Grocer/Big Box

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Pharmacist Responses	46.78% 501	40.06% 429	7.94% 85	4.48% 48	0.75% 8	1,071	1.72
Technician Responses	35.62% 390	36.53% 400	14.43% 158	10.14% 111	3.29% 36	1,095	2.09

# 2021: I feel that the workload to staff ratio allows me to provide for patients in a safe manner

## Large Chain – Standalone

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

	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

# 2021: I feel that the workload to staff ratio allows me to provide for patients in a safe manner

## Independent / Small Chain

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

	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

# 2021: I feel that the workload to staff ratio allows me to provide for patients in a safe manner

## Hospital

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	13.12% 61	37.20% 173	22.58% 105	20.22% 94	6.88% 32	465	2.71
Technician Responses	14.46% 58	36.66% 147	23.94% 96	19.45% 78	5.49% 22	401	2.65

# 2021: I feel that the workload to staff ratio allows me to provide for patients in a safe manner

## Long-Term Care

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

	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



## 2021: I feel that the workload to staff ratio allows me to provide for patients in a safe manner

### Mail Order

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

	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

# Survey Results – Technician Specific

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
<b>Pharmacists 2020</b>	<b>22%</b>	<b>26%</b>	<b>13%</b>	<b>26%</b>	<b>13%</b>
<b>Pharmacists 2021</b>	<b>39.17%</b> ↑	<b>29.44%</b> ↑	<b>9.97%</b> ↓	<b>15.39%</b> ↓	<b>6.03%</b> ↓
<b>Technicians 2021</b>	<b>23.67%</b>	<b>26.09%</b>	<b>14.84%</b>	<b>23.83%</b>	<b>11.56%</b>



# 2021: I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care

## Large Chain – Grocer/Big Box

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

	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

# 2021: I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care

## Large Chain – Standalone

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	61.29% 521	28.12% 239	5.76% 49	3.76% 32	1.06% 9	850	1.55
Technician Responses	41.60% 198	30.67% 146	12.61% 60	10.92% 52	4.20% 20	476	2.05

# 2021: I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care

## Independent / Small Chain

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	7.17% 18	14.34% 36	13.15% 33	45.02% 113	20.32% 51	251	3.57
Technician Responses	4.79% 14	14.04% 41	18.15% 53	35.27% 103	27.74% 81	292	3.67

# 2021: I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care

## Hospital

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

# 2021: I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care

## Long-Term Care

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

# 2021: I feel that my work environment has sufficient pharmacist staffing that allows for safe patient care






## Mail Order

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



# Survey Results – Technician Specific

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
<b>Pharmacists 2020</b>	<b>29%</b>	<b>27%</b>	<b>12%</b>	<b>21%</b>	<b>11%</b>
<b>Pharmacists 2021</b>	<b>49.14%</b> 	<b>26.17%</b> 	<b>8.89%</b> 	<b>10.81%</b> 	<b>4.98%</b> 
<b>Technicians 2021</b>	<b>36.13%</b>	<b>27.38%</b>	<b>13.59%</b>	<b>14.73%</b>	<b>8.16%</b>



# 2021: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care

## Large Chain – Grocer/Big Box

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	60.22% 645	26.24% 281	6.91% 74	5.98% 64	0.65% 7	1,071	1.61
Technician Responses	44.57% 488	29.04% 318	12.15% 133	10.14% 111	4.11% 45	1,095	2.00

# 2021: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care

## Large Chain – Standalone

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

	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

# 2021: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care

## Independent / Small Chain

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	11.95% 30	23.11% 58	10.76% 27	35.06% 88	19.12% 48	251	3.26
Technician Responses	10.62% 31	17.47% 51	22.60% 66	27.74% 81	21.58% 63	292	3.32

# 2021: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care

## Hospital

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

# 2021: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care

## Long-Term Care

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	23.16% 22	29.47% 28	18.95% 18	16.84% 16	11.58% 11	95	2.64
Technician Responses	23.64% 26	21.82% 24	20.00% 22	25.45% 28	9.09% 10	110	2.75

# 2021: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care

## Mail Order

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Pharmacist Responses	10.61% 7	6.06% 4	21.21% 14	33.33% 22	28.79% 19	66	3.64
Technician Responses	6.32% 6	11.58% 11	13.68% 13	38.95% 37	29.47% 28	95	3.74

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

## All Settings

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
	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



## 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

## 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

## 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

# 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

# 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

# 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

# Technicians Responses - Please rate your level of satisfaction with the following in your primary place of employment:

## All Settings

	1	2	3	4	5		
	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

## 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



## 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

## 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

# 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

# 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

# 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

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

**All Settings**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Technician Responses	5.08% 130	12.30% 315	23.59% 604	43.20% 1,106	15.82% 405	2,560	3.52

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

## All Settings

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
	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

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

## 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



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

## 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

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

## 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

# What other responsibilities would you like to take on/add to enhance your role as a pharmacy technician?

- ▶ Too many responsibilities have been added, there are a reason pharmacy's are not clinics!
- ▶ I feel we should be able to administer all shots that our pharmacy provides.
- ▶ I would like to see Pharmacy Technicians able to give immunizations.
- ▶ Not at this time too short of staff. Will add more stress to work.
- ▶ 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.

# What other responsibilities would you like to take on/add to enhance your role as a pharmacy technician?

- ▶ 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
- ▶ I would like advanced roles such as lead tech, tech manager, and so on. Additional training such as Advanced pharmacy technician certifications.
- ▶ Certified techs should be able to do vaccines to help decrease the workload on the pharmacists, but also need better compensation to do so.
- ▶ 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.

# What responsibilities detract from job satisfaction?

- ▶ Immunizations at the moment. It's hard to balance productivity with the amount of shots that have to be given on a daily basis
- ▶ 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.
- ▶ Nothing that is standard detracts anything, but any additions would make it much worse.
- ▶ Lack of pay from employers, unwillingness to add career opportunities, no incentive to add credentials from PTCB
- ▶ 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.

# What responsibilities detract from job satisfaction?

- ▶ 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.
- ▶ The workload. It is absolutely ridiculous. We should have a technician solely dedicated to vaccinations.
- ▶ 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.
- ▶ 1 pharmacist to do scripts, counsel patients, give vaccines. More phone lines, windows, and registers than people to take care of them.

# What other factors would allow you to grow as a pharmacy technician throughout your career, and minimize your chances of changing careers?

- ▶ Pay increase is needed! Especially with how many clinical service roles technicians do now!
- ▶ Getting to actually count or data entry.
- ▶ Just better pay. I can make more at McDonald's
- ▶ MUCH BETTER PAY, THE ABILITY TO MOVE UP BASED ON EXPERIENCE AND ABILITIES
- ▶ More availability of certificate classes to obtain my ADV-CPhT
- ▶ 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.

# What other factors would allow you to grow as a pharmacy technician throughout your career, and minimize your chances of changing careers?

- ▶ 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.
- ▶ 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
- ▶ 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.
- ▶ 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.