



Survey of Pharmacists, Interns and Technicians: Progress Report

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We conducted a pharmacy survey from August 1 until September 19, 2014. It covered 23 questions, including:

- Questions identical to the Oregon Workplace survey conducted in 2011 regarding staffing, available breaks, and time to complete tasks for safe patient care.
- Questions regarding quality assurance and quality improvement methods used in community pharmacies drawn from the [“Pharmacy Survey on Patient Safety Culture”](#): develop by Westat on contract from federal Agency for Health Research and Quality (AHRQ).
- Comment field for up to 2,000 characters of comments and concerns.

We mailed a notification letter to every licensed pharmacist and technician in Washington. In addition, we posted the survey to the Pharmacy Quality Assurance Commission website and publicized it through our Listserv. The Washington State Pharmacy Association posted the survey to its website. Additionally, there was an opportunity to sign up for the Listserv at the conclusion of the survey.

Preliminary data show the following:

- We received more than 3,200 total responses; 2,638 responses were “substantially complete” with 1,078 comments submitted on open-ended question 23.
- Dr. Neal Traven, a senior Department of Health epidemiologist, is analyzing the structured questions (multiple choice or fill in numerical answer). The Prescription Monitoring Program graciously donated his time.
- Of the substantially completed responses, 1,967 were from pharmacists (amounting to about 28 percent of the 6,968 pharmacists the department licenses) and 671 for pharmacy technicians (about 7.8 percent of the 8,563 licensed technicians). The pharmacists responding can be divided into three major groups:

- 1,538 of the pharmacists (78 percent) were line pharmacists (pharmacists, interns and pharmacists in charge)
- 91 of the pharmacists (5 percent) were pharmacy upper managers
- 338 (17 percent) were specialty pharmacists (long-term care, oncology, nuclear, etc.)
- Responses by site were:
 - 1,520 responses were from community pharmacy operations
 - 1,087 (71.5 percent) were community line or manager pharmacists
 - 384 (25.2 percent) were community pharmacy technicians
 - 32 (2.1 percent) were upper management
 - 17 (1.1 percent) were specialty pharmacists in community settings
 - 891 were from institutional pharmacies (hospital)
 - 372 (41.7 percent) were institutional or pharmacists in charge
 - 221 (24.8 percent) were pharmacy technicians
 - 42 (4.7 percent) were upper management
 - 256 (28.7 percent) were specialty pharmacists in institutional settings
 - 227 were from mail order pharmacy or other locations
 - 78 (34.4 percent) were line or pharmacists in charge
 - 66 (29.1 percent) were pharmacy technicians
 - 17 (7.5 percent) were upper management
 - 65 (2.9 percent) were specialty pharmacists

Pharmacy technician responses:

- 671 responses total
 - 384 from community pharmacy operations
 - 221 were from institutional pharmacy operations
 - 66 were from mail order and other

Analysis of data:

We've completed only a very preliminary stage of analysis. Based on this early analysis, respondents showed a definite split in responses overall (bimodal distribution) on the six questions generally addressing adequacy of staff and time to do the job, adequate breaks and overall perceptions of a safe work and a general work environment. Subgroups within the overall data based upon role or site may differ from this pattern encountered in the cumulative data.

We haven't yet analyzed questions in the survey related to QI and QA practices.

Analysis of quantitative results from all the structured questions will continue with the goal of releasing a preliminary report by November 23, 2014. This report will include subgroup analysis by major groupings of role and setting.

We're sorting the 1,078 comments on open-ended Question 23 into content categories based upon site and job description within the pharmacy operation. We'll sort, tabulate, and analyze comments in these general categories by frequencies of themes, with a goal of releasing tabulations as part of a complete report by December 11, 2014.