A Prescription for Pharmacist BURNOUT.

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PharmCon is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

The Kreckels

- Graduates of the University of Pittsburgh School of Pharmacy, 1981
- Lab partners throughout school
- Married July 4, 1981
- Parents of 3 kids
  - Gretchen: to graduate from Pitt’s Pharmacy School in 2009
  - Elizabeth: Spanish Ed major at State Teachers College
  - Philip: Economics major at Pitt

Our Careers

- Both worked for the same local small independent chain pharmacy (10 stores) in Central Pennsylvania.
- Denise left that chain in April 2007
- Peter left that chain in June 2008.
- Denise works for regional health care system in the clinics retail pharmacy.
- Peter works for local 5 store chain
Work: Genesis 3:17-19

Cursed is the ground for your sake; In toil you shall eat of it. All the days of your life. Both thorns and thistles it shall bring forth for you, And you shall eat the herb of the field. In the sweat of your face you shall eat bread, Till you return to the ground, For out of it you were taken; For dust you are, And to dust you shall return.

Three Stages of a Pharmacist Career

- Show me the Money $$$$  
- Show me the Schedule  
- Show me the Conditions  

Show me the MONEY$$$$

- Mostly includes new graduates  
- Money includes:  
  - Sign on bonuses ($10,000 median)  
  - Salary  
  - Loan Forgiveness  
  - Cars and other premiums
Pharmacist's Salary

According to Drug Topics exclusive salary survey, the average annual base salary of respondents cracked the six-figure ceiling in 2007. The average annual base salary of all 1,245 respondents to an online survey was $112,135 in 2008, compared with $107,403 in 2007.

March, 2009  By: Alaina Scott  Drug Topics magazine

Show me the Schedule!

- Usually pharmacists in practice from 3 years experience to about 25 years.
- Usually pharmacists with kids from age 2-20.
- Have families and need schedules that allow for family activity.

Show me the conditions!

- Pharmacists may accept salary decrease for better working conditions
- Better work conditions may involve:
  - Less prescription volume
  - More technician help
  - Less manager responsibilities
  - Less supervision and more freedom to practice
  - Time allotted for more patient counseling
Sound like your career?

- Every day on the job is a bad one.
- Caring about work seems like a total waste of energy.
- The majority of your day is spent on tasks you find either mind-numbingly dull or unpleasant.
- Nothing you do appears to make a difference in a workplace full of bullying, clueless, or ungrateful supervisors, colleagues, and clients.

Source: http://www.helpguide.org/mental/burnout_signs_symptoms.htm

Pharmacist Job Satisfaction

**Job Satisfaction based on practice site.**

- Most respondents were satisfied with their positions, with 68% “more” satisfied and 32% “less” satisfied.
- Pharmacists in independent and inpatient hospital pharmacies reported the highest rates of satisfaction (80% and 78%, respectively).
- Pharmacists in chain pharmacies reported much lower rates of satisfaction (53%) than those in all other settings ($P < .05$) and were 66% less likely to be satisfied than those in independent pharmacies.

Pharmacists’ Job Satisfaction: Variation by Practice Setting Vittorio Maio, PharmD, MS; Neil I. Goldfarb, and Christine W. Hartmann, MSS

Why Pharmacist “bail out”

Among the respondents who are considering bailing out of their current position, the most common reasons cited

- professional advancement (41%)
- income (38%)
- geographic location (28%).
MOST UNHAPPY PHARMACISTS

- Pharmacists who work at mass-merchandising pharmacies (79%) bellyached the most about their workload increasing within the past year.
- Perhaps this has to do with the low- or no-cost generics many mass merchandisers offered last year, which drew in a lot of traffic.
- Mass merchandisers were followed by 72% chain and 71% hospital pharmacists who also said their workload rose last year.

Making Pharmacists HAPPY! 😊

- Career change!
  - new people
  - new patients
  - new opportunities
  - new networks
- New opportunities in the same organization. “Climbing the ladder”

BURNOUT! The definition…

- Is NEVER an acute condition.
- 3 major dimensions
  - Cynicism: negative job and workplace attitude
  - Emotional exhaustion: feeling emotionally depleted, apathetic and indifferent.
  - Ineffectiveness: devaluing ones work that new tasks are meaningless.
STRESS defined

- STRESS IS CREATED WHEN ONE’S MIND OVERRIDES THE BODY’S BASIC DESIRE TO CHOKE THE LIVING DAYLIGHTS OUT OF SOME JERK WHO DESPERATELY DESERVES IT!— (seen on a tee shirt)
- May cause emotional exhaustion
- Includes somatic symptoms
- Workers are aware of stress
- May be acute, where “burnout” may take months

Stress Levels for Pharmacists

- 57% of pharmacists reporting saw an increase in stress levels
- 37% said stress stayed the same.
- Stress levels increased the most for mass merchandisers (65%) followed by Hospitals (60%) Chains (60%) Supermarket (51%) Independent (48%) HMO (41%)

Source: Drug Topics March 2009

Burnout versus stress

http://www.helpguide.org/mental/burnout_signs_symptoms.htm

<table>
<thead>
<tr>
<th>BURNOUT</th>
<th>STRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disengagement</td>
<td>Overengagement</td>
</tr>
<tr>
<td>Blunted emotions</td>
<td>Overreactive emotions</td>
</tr>
<tr>
<td>Helplessness/hopelessness</td>
<td>Urgency/hyperactivity</td>
</tr>
<tr>
<td>Loss of motivation &amp; ideals</td>
<td>Loss of energy</td>
</tr>
<tr>
<td>Leads to detachment and depression</td>
<td>Leads to anxiety disorders</td>
</tr>
<tr>
<td>Damage is emotional</td>
<td>Damage is physical</td>
</tr>
<tr>
<td>Seems life not worth living</td>
<td>May kill you prematurely</td>
</tr>
</tbody>
</table>
One BIG difference

- While you're usually aware of being under a lot of stress, you don't always notice burnout when it happens.
- The symptoms of burnout — the hopelessness, the cynicism, the detachment from others — can take months to surface.
- If someone close to you points out changes in your attitude or behavior that are typical of burnout, listen to that person.

OVERLOAD!

When workload exceeds expected levels.

- Work at work! Play at home!
- Avoid e-mails and on-call demands
- Kreckel's rule: the number of phone lines should NOT exceed the number of pharmacy techs!
  - 3 phone lines and 2 techs = stress.
- Pharmacists address patients needs; techs address problems!

STAFF COHESIVENESS

- Be fair with your staff. Reward good behavior. Address bad behavior.
- Once a month do something for your staff, a pizza or a luncheon.
- Once a year do something BIG for the staff
  - holiday party
  - gift cards
  - Pharmacy tech recognition day in October
Burnout “Prophylaxis” at work

- **Clarify job description**: some of the things you’re expected to do are not part of your job description. Use for leverage.
- **Request a transfer**: within the same organization to a different department.
- **Ask for new duties**
- **Take time off to rejuvenate**

**THE PRESCRIPTION  Rx#1**

- **Professional Involvement**
  - American Pharmacist Association
  - State Pharmacist Association
  - Local Pharmacist Association
  - University Alumni Association

**Panel discussion at Pennsylvania Pharmacist Convention**
Professional Advancement Opportunities  Rx#2

- BS Pharm – complete the Pharm-D degree
- Immunization Certification
- Certified Diabetic Educator
- Attending Continuing Education programs both live and on-line through webinars

Preceptorship  Rx#3

- Serve as preceptors for pharmacy school students.
- Designated as a “model practice” by the University of Pittsburgh
- We offer a “rural pharmacy experience”. We live about 2 & ½ hours from Pittsburgh. We provide housing and board at no charge. Students live with us for 5 week rotations.

Multi-tasking at it’s finest!
Peter Kreckel  
Practice site Broad Ave Pharmacy

Neighborhood Pharmacy since the early 1900’s

Denise Kreckel
• Practice Site- CareSite Pharmacy-Gray’s Woods location
Geisinger Grays Woods
$35 million clinic opened August 4, 2008

What do I have to offer?
- EXPERIENCE!!
- Clinical opportunities for students
  - Counseling
  - Blood pressure monitoring
  - Blood sugar meter demonstration
  - Writing letters to local physicians
  - Researching in depth questions from patients and physicians.
  - Medication Therapy Management (MTM)

What our students are exposed to
- Local wholesaler tour
- Teaching a topic to the Physician Assistant classes
- Lecture to a community group
- Review patient charts and make recommendations
- Newspaper article in local paper
- Check out www.tyronepa.com
Value Drug Wholesale Tour

Teaching Opportunities Rx#4

- Live Lecture: Peter teaches at St. Francis University in the Physician Assistant Program. Teaches Pharmacology for all 3 semesters in the Didactic year for the Physician Assistant Sciences Program.
- Web Based: We both teach Advanced Pharmacology to Physician Assistant Clinical Year students involved in their clinical rotations. 15 weekly topics covered.
- PharmCon- share your skills with other health care professionals.

Teaching opportunities- Purpose

- Encourage inter-professional relations
- Demonstrate to the Physician Assistant students the level of expertise of the community pharmacist in the healthcare field
- Make a difference in the education of future prescribers
Tim Teaches TB!

Rachel demonstrates MDI

Gretchen discusses asthma management
Giving back to the Community

- Teaching to Community Groups
  - Senior high rise apartments
  - Elderly alumni villages
  - Women's organizations
  - Men's Organizations
  - Organizations involving Youth

Potential Lecture Topics

1. Osteoporosis
2. MRSA prevention
3. Vitamins/Herbal supplementation
4. FAST stroke recognition
5. Hypertension
6. Medicare “D”
7. How medications work in your body
8. Smoking cessation

Youth Organizations

- Girl Scouts
- Boy Scouts
  - Medicine Merit Badge
    (www.meritbadge.com)
  - Smoking, tobacco and Peer Pressure
  - Alcohol prevention
  - Drug Abuse Prevention
Boy Scout presentation on Smoking

Rx #5 HUMOR 😊 😊

- “It’s hard to create humor because of the unfair competition from the real world.” – Peters Almanac
- “A person without a sense of humor is like a wagon without springs -- jolted by every pebble in the road.” – Henry Ward Beecher
- “Laughter is the closest thing to the grace of God.” – Karl Barth

Top 10 quotes you will NEVER hear in a Pharmacy!

- #10 “Sure I can wait a half hour, I can see how busy you are”
- #9 “No, Humira® doesn’t require a prior authorization on your prescription plan”
- #8 “I’m in the donut hole, I love to pay my fair share.”
- #7 “Oh, yes your doctor called in that prescription as you were leaving the office”
Top 10 quotes you will NEVER hear in a Pharmacy!

- #6 "Here is my new insurance card, my birthdate, and my current address."
- #5 "I didn’t lose my Vicodin, I didn’t flush them, my dog didn’t eat them, and my purse wasn’t stolen. I took more than prescribed. I think I’m really addicted."
- #4 "A $60 copay is a great value for medication that is that effective."
- #3 "I can’t tell the difference between the brand and generic. They are equally effective"

There is an easier way…

Top 10 quotes you will NEVER hear in a Pharmacy!

- #2 "My Micardis is $70, I guess I’ll hold off on my Viagra, since blood pressure control is more important."
- #1 "I always go home and count my pills, and I think your tech gave me 5 extra. Could I reimburse you?"