


PHARMACIST WORKLOAD SURVEY AND ADVISORY COMMITTEE

STATE OF OHIO BOARD OF PHARMACY

Jenni Wai, RPh., MBA- Chief Pharmacist




1

Disclosure Statement

The following presentation was accompanied by an oral presentation and does not purport to establish legal standards that are not contained in statutes, regulations, or other competent law. Statements contained in this presentation that are not embodied in the law are not binding on the State of Ohio Board of Pharmacy. Summaries of statutory and regulatory provisions that are summarized in this presentation do not purport to state the full extent of the statutory and regulatory requirements of the cited statutes and regulations.

I have no financial relationships to disclose.




2

Current State

- ▶ Pharmacist working conditions- concerns identified among licensees, state regulators¹, and national organizations.
- ▶ 2019 APhA conducted national survey.²
 - ▶ "Pharmacists' perceptions of their workload continues to increase in a number of settings."
 - ▶ Both males and females- increased levels of work-home conflict and decreased levels of organizational commitment.
- ▶ Highly stressful events:
 - ▶ Having so much work to do can't get everything done well
 - ▶ Working a current staffing levels
 - ▶ Fearing a patient will be harmed by a medication error.


1 At time of writing, the following states have issued surveys: MD, ND, and TX.
2 Full survey results can be accessed here: <https://www.aep.org/article/2019-national-pharmacist-workforce-study>



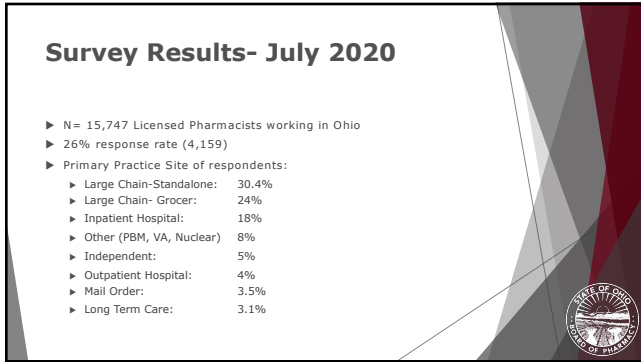
3

Current State Law and Rule

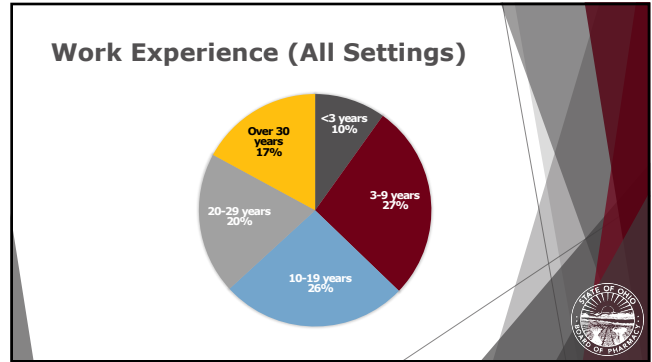
- ▶ Ohio Revised Code 4729.55
 - ▶ *Adequate safeguards are assured that the applicant will carry on the business of a terminal distributor of dangerous drugs in a manner that allows pharmacists and pharmacy interns employed by the terminal distributor to practice pharmacy in a safe and effective manner*
- ▶ Ohio Administrative Code 4729:5-5-02 and 4792:5-9-02.1
 - ▶ *The pharmacy shall be appropriately staffed to operate in a safe and effective manner pursuant to section 4729.55 of the Revised Code.*



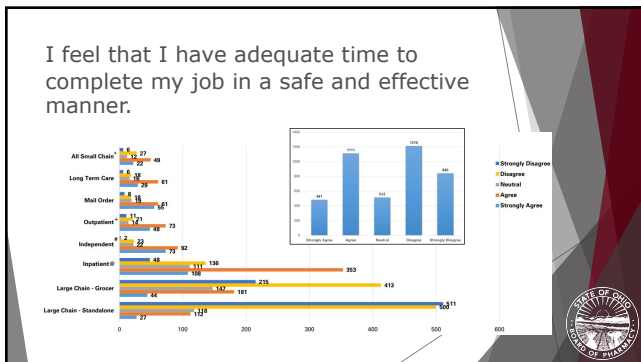
4



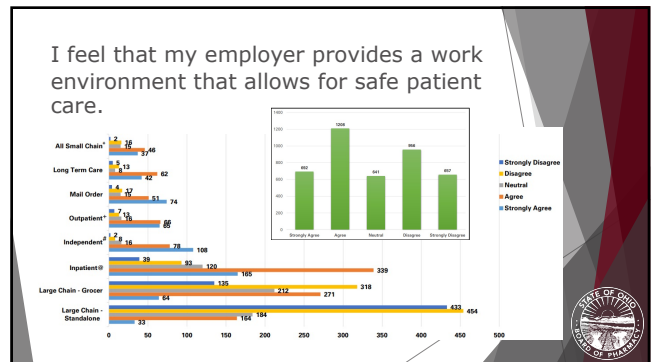
5



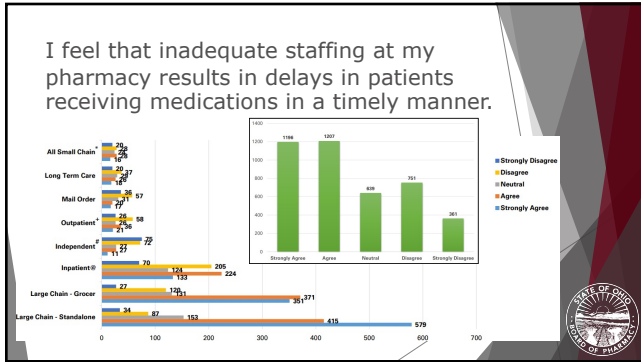
6



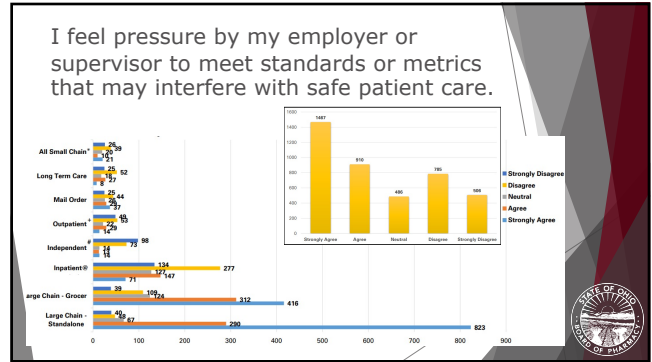
7



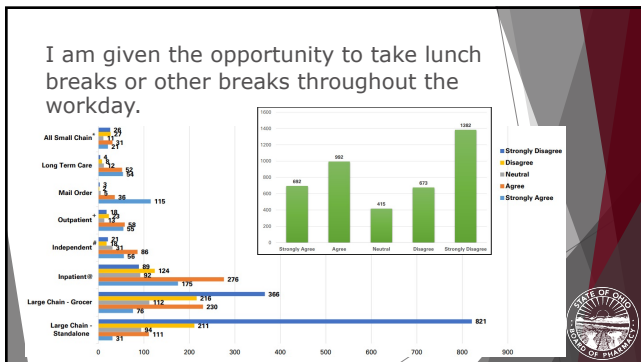
8



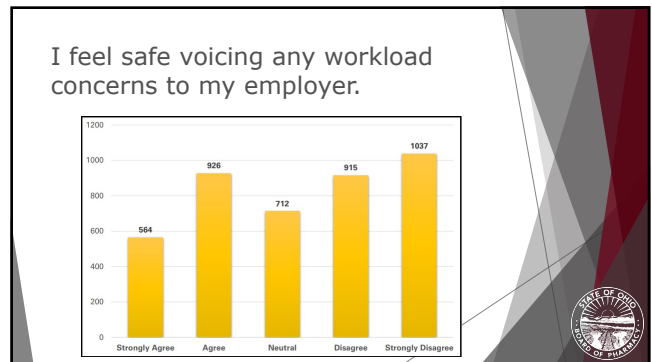
9



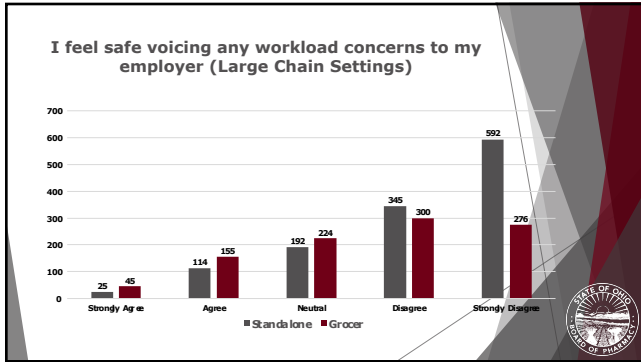
10



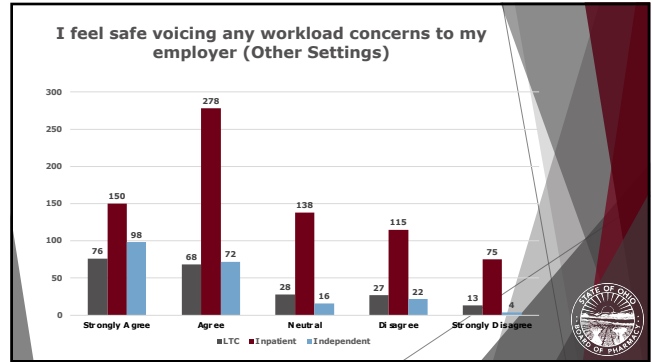
11



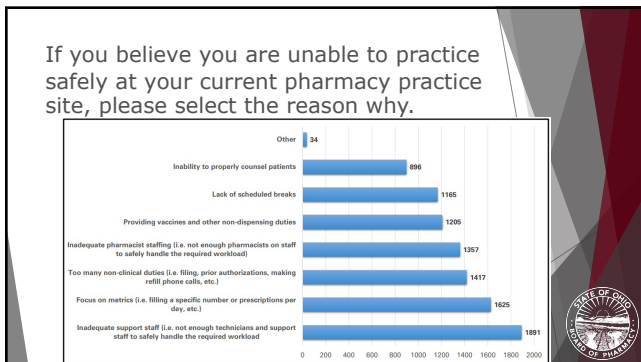
12



13



14



15

Pharmacy Workload Advisory Committee (PWAC)

- ▶ Promote patient safety and compliance with Ohio laws and rules.
- ▶ Analyze survey and other data.
- ▶ Make recommendations to the Board to address pharmacist working conditions.
- ▶ Recommendations may include changes to Board of Pharmacy rules as well as statutory changes.

16


Structure of the Committee

- ▶ Chair- Board Member
- ▶ Three Staff Support Members
- ▶ Two Community Pharmacists selected by the Board (application process)
- ▶ One Certified Technician selected by the Board (application process)
- ▶ Two Community Pharmacists (Ohio Pharmacist Association)
- ▶ Two Hospital Pharmacists (Ohio Society of Health System Pharmacists)
- ▶ One Long-term Care Pharmacist (American Society of Consultant Pharmacist- Ohio Chapter)
- ▶ Three Community Pharmacists (National Association of Chain Drug Stores/ Ohio Retail Merchants)




17

Review of Policies to Address Workload Shortage – “Buckets”

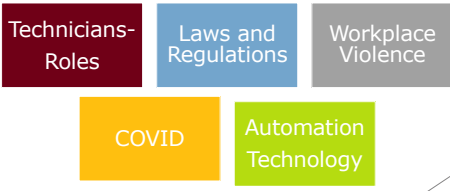


- Scheduled Breaks
- Non-Dispensing Duties
- Pharmacist and Technician Staffing
- Metrics
- Prescription Volume
- Non-Clinical Duties
- Others?




18

Other “Buckets”



- Technicians-Roles
- Laws and Regulations
- Workplace Violence
- COVID
- Automation Technology



19

Questions

State of Ohio Board of Pharmacy
Jenni.Wai@pharmacy.ohio.gov

 www.pharmacy.ohio.gov

 contact@pharmacy.ohio.gov

 Follow @OHDORXBOARD



20