

Financial Disclosures

I have had **no** financial relationship with any commercial sponsor with a vested interest in this presentation over the past 24 months.

Objectives

Pharmacist Objectives

- Understand the risks to pharmacy workforce well-being and resilience
- 2. Learn strategies for promoting individual well-being and resilience
- List some examples of well-being and resilience resources for individuals and organizations

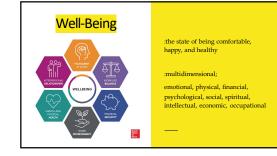
Technician Objectives

- Understand the risks to pharmacy workforce well-being and resilience
- Learn strategies for promoting individual well-being and resilience
 List some examples of well-being and resilience resources for individuals and organizations



Pharmacy workforce well-being and resilience is a piotivity for the American Society of Health-System Pharmacists (ASHP) The revised standard requires a systematic and intentional approach in supporting pharmacy resident wall-being This approach includes continuous assessment of resident and staft well wirronment built upon a foundation of dignity and vespect, and program resources that promote spiritual, physical, and mental well-being and development of lifelong resiliency skills. ASHP Resource Guide for Well-Being and Resilience in Residency Training

Understanding the Risks to **Pharmacy Workforce** Well-Being and Resilience





HP resource guide for well-being and resilience in residency ining. 2023, ASHP. Version: March 2023

an ability to recover from or adjust easily to misfortune or change

:the process and outcome of successfully adapting to difficult or challenging life experiences, especially through mental, emotional, and behavioral flexibility and adjustment to external and internal demands

Risks to the pharmacy workforce well-being and resilience

- Pharmacy work is being compromised by
 Occupational burnout
 - Moral injury
- Challenges to mental health • The increased prevalence and incidence of occupational burnout is a threat
- to patient safety and interprofessional care team dynamics and reduces the resilience of the healthcare system High stress has also been linked to increased rates of medication errors
- Understanding the drivers of occupational burnout allows us to identify and advance solutions to prevent it
- Substantial educational demands, long working hours, lack of autonomy, a high level of work-home interference, and uncertainty about the future are common explanations for the trend

What is burnout?

- 1. Burnout is an improperly managed state of chronic workplace stress, with feelings of emotional exhaustion, detachment or cynicism, and lack of fulfillment.
- $2 \quad \text{A state of physical or emotional exhaustion that involves a sense of} \\$ reduced accomplishment and loss of personal identity.







Burnout in Healthcare Burnout rates are high among healthcare professionals and have been associated with reduction in productivity, increased job turnover, and reduced well-being. See J, Dhuhabaei N, Hayden JC. A systematic review and pooled prevalence of burnout in pharmacists [published online dealed effects 2020 March 201 8, Profit J, Morgenthaler TI, Satele DV, Sinsky CA, Dythe LN, Tutty MA, West CP, Stansfelt TD. Physician Burnout, TM, Reed BN, Bradley (her, 2020;3(4):832–842 A, et al. Burnout among clinical pharmacista: Causes, interven

Maslach Burnout Toolkit for Medical Personnel

- The Areas of Worklife Survey (AWS) assesses "what" in your work environment may be contributing to
- The Areas of Worklife Survey (AWS) assesses "what" in your work environment may be contributing to burnout by messuring: Worklaad: the amount of work to be done in a given time. Worklaad captures the extent to which work demands spill into personal line, the social pressures, and the physical and intellectual burden of job demands. Control opportunity to make choices and decisions, to solve problems, and to contribute to the fulfillment of negonabilities. Control is your praticipation in important decisions about your work as well as your range of Revards recognition financial and social you receive for your contribution on the job. Reward includes praise, avands, perks, and salary. Community quality of the social context in which you work, encompassing your relationships with managers, Calloagues, subordinates, and patient and has consistent and equitable rules for everyone, or the quality of Waters what matters to you in your work. The consistent and equitable rules for everyona, or the quality of bases works matters to you in your work. The focus is the consistent public works encound usines you bring to your profession and the values inherent in the organization where you work.

Maslach, C.; Jackson, S.E. (1981). "The measurement of experienced burnout". Journal of Occupational Behavior, 2, 99–113.



Potential Consequences of Burnout in Pharmacy To the organization To the individual Increased employee turnover Job dissatisfaction Increased healthcare costs On-the-job injuries Reduced productivity needle sticks Substance use To patients Depression/anxiety/suicide Lower patient satisfactionReduced quality of care Chronic health conditions Threats to patient safety

Prevention and Mana

ment of Burnout for Healthcare Profe

Strategies for promoting individual well-being and resilience



- · Establishing personal goals for resilience is vital to maintain a healthy and sustainable lifestyle amidst the demands and stress of the profession
- · A proactive approach to enhancing resilience and completing an individual development plan can better your ability to handle work challenges
- · Individuals embracing developing their resilience should be supported by organizational culture



Specific and Actionable Strategies

- Build your support network
- Make self-care a priority
 Practice meditation, cognitive behavioral
- Follow a nutritious diet and use a fitness plan
- Develop good sleep hygiene
 Enjoy hobbies Take time to do something
- fun
- tun
 Stay engaged with your support system, connect with family and friends
 Work on self-awareness to identify possible triggers

completely work-free Make the most of existing organizational support such as employee assistance programs

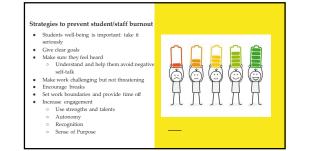
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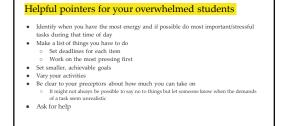
Remember that no one is perfect - Practice

Practice time management
 Limit the number of extra work hours
 o not checking email during non work

hours
 scheduling one day per week that is

gratitude and self compassion Regularly practice mindfulness and





Resources for individuals and organizations

Wellbeing and resilience resources

- ASHP Toolkit for Well-being and Resilience

 Specific and actionable steps to further address burnout, depression, anxiety, and excessive stress in the plarmacy workforce
- National Academy of Medicine National Compendium for Healthcare Worker Well-Being
- Collection of resources that highlight strategies and tools
- National Academy of Medicine Consensus Study: Taking Action Against Clinician Burnout: A Systems Approach to Well-Being
- American Hospital Association Strengthening the Healthcare Workforce: Strategies for Now, Near, and Far

Examples of Mindfulness/Meditation Apps

- Headspace (iOS and Android) \$5.99/month different plans available

 Seeks make mindfulness and meditation a daily habit
 Short 3 minute meditation sessions
- Ginger (iOS and Android) \$10 \$30/month depending on usage

 Live text-based coaching
 Video based therapy
 - Self-care resource
- Happify (iOS and Android) \$15.99/month different plans available
 Science based activities and games to overcome negative thoughts and stress
- Talkspace (iOS and Android) Copay with insurance
 Your preference of therapy matches you with a therapist in your state

Other resources

- Well-being and resiliency podcasts
- Workshops and personal development programs
- Employee assistance programs
- There are resources available! If you are feeling overwhelmed ask for help!

Assessment Questions





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True or False: ASHP Toolkit for well-being and resilience is one of the many resources with specific, actionable steps to address burnout, depression, anxiety and excessive stress in the pharmacy workforce.

 $\Phi \ \ \, \ \ \, Click Present with Slido or install our <math display="inline">\underline{Chrome\ extension}$ to activate this poll while presenting.

References

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 Bridgeman PJ, Bridgeman NB, Bannet, B. Burnott, any andromeanroy heathnear performance in Annotation and a Proventine Approach for Cognitizations, Journal of Learning and Learning