A RESILIENT PHARMACY WORKFORCE

Burnout affects today’s pharmacists, residents, student pharmacists, and pharmacy technicians at unprecedented rates. A pharmacy workforce with the ability to thrive during adversity — a resilient workforce — is essential to combat burnout and support safe, high-quality patient care.

BURNOUT

Characterized by emotional exhaustion, cynicism, and/or a low sense of personal accomplishment

Affects pharmacists, residents, students, and technicians

53% of health-system pharmacists surveyed reported a high degree of burnout*

A patient care problem

Pharmacy staff burnout can result in medication errors and increased patient harm

Repercussions on the healthcare system

The effects of burnout — like disengagement, loss of productivity, and employee turnover — can lead to inefficiency and financial problems for healthcare organizations

WHAT CAUSES BURNOUT?

Personal stressors
- Your health
- Family dynamics
- Financial hardship
- Juggling work/life

Workplace stressors
- Heavy workload
- Electronic health record requirements
- Lack of autonomy and unclear responsibilities
- Regulatory red tape
- Inability to practice at the top of your education/training
TO DECREASE THE POTENTIAL FOR BURNOUT, THE PHARMACY WORKFORCE MUST BUILD RESILIENCE

A resilient pharmacy workforce leads to:

- Higher-quality care
- Increased patient safety
- Improved patient satisfaction

HOW CAN INDIVIDUALS BUILD RESILIENCE?

- Monitor your stress levels
- Find a mentor
- Develop meaningful social connections
- Embrace change
- Start a daily gratitude practice

HOW CAN HEALTHCARE ORGANIZATIONS BOOST RESILIENCE?

- Recognize the presence and risk of burnout in the workplace
- Identify burnout risk factors
- Form a committee to explore burnout causes and resilience solutions
- Evaluate changes to confirm increase in employee resilience
- Celebrate and share positive improvements

ASHP RESOURCES

- ASHP Workforce Well-Being & Resilience Resource Center:
  - Webinars • Journal articles • Conversation starters
- Toolkit for state affiliate groups:
  - Well-being and resilience checklist
- ASHP Connect Community on Clinician Well-Being and Resilience

For more information about ASHP’s resources on resilience and well-being, visit

ASHP.ORG/WELLBEINGRESILIENCE