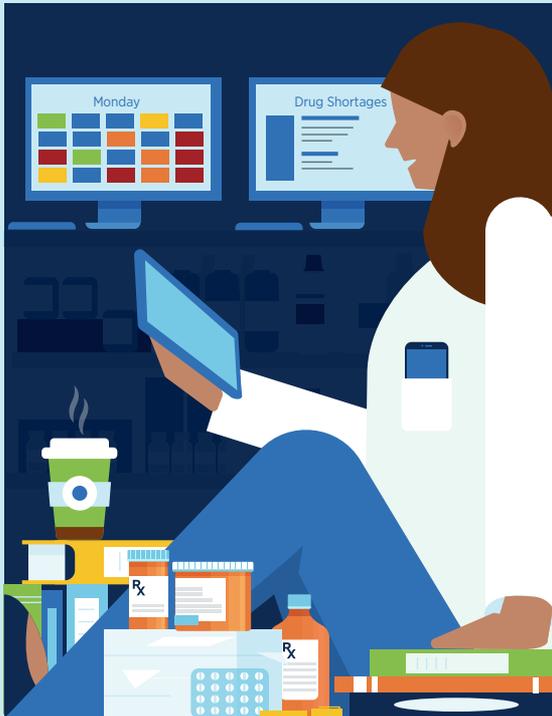


A RESILIENT PHARMACY WORKFORCE

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

- ✓ Rebound from setbacks
- ✓ Show confidence in strengths and abilities
- ✓ Stay calm under pressure



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](https://www.ashp.org/wellbeingresilience)

