Burnout is characterized by emotional exhaustion, cynicism, and/or a loss of personal accomplishment. It affects pharmacists, residents, students, and technicians. It is a patient care problem and affects 53% of health-system pharmacists surveyed. Pharmacy staff burnout can result in medication errors and increased patient harm.

**What causes burnout?**

- **Personal stressors**
  - Poor health
  - Financial distress
  - Juggling life and work
  - Emotional exhaustion

- **Workplace stressors**
  - Heavy workload
  - Electronic health record requirements
  - Inability to practice at the top of your education/training
  - Lack of autonomy and unclear responsibilities
  - Regulatory red tape

**Rippling effects on the healthcare system**

- **Your health**
- **Family dynamics**
- **Financial hardship**
- **Juggling work/life**

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

**Repercussions on the healthcare system**

- **Increased patient harm**
- **Medication errors**
- **Adverse events**

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

**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?**

- Form a resilience and workplace well-being committee
- Evaluate changes to confirm increase in employee resilience
- Celebrate and share positive improvements

**A resilient pharmacy workforce leads to:**

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

**What can organizations do to decrease the potential for burnout, the pharmacy workforce must build resilience?**

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

**For more information about ASHP’s resources on resilience and well-being, visit ASHP.org/WellbeingResilience**