



Sample Pharmacy Workforce Stay Interview

It is crucial to retain top talent among the pharmacy workforce. It can often be too late to intervene if an organization only collects information from employees on an exit interview, and overall institutional employee engagement surveys do not always identify detailed, department-specific, actionable items for pharmacy leadership to address. In order to maintain a high level of patient care, team morale and job satisfaction are paramount.

Below is a sample employee “Stay Interview” created to gauge how likely employees are to stay with the pharmacy department, identify current areas of concern, and intervene before issues arise. It is important for pharmacy leadership to create an action plan after the survey results are received to show the team that leadership truly cares about employee satisfaction.

Please answer the following in relation to your employment with [institution] pharmacy department.

1. What is your role?
 - a. Technician
 - b. Pharmacist
 - c. Resident
 - d. Intern
 - e. Other (please specify)

2. How happy are you working for the pharmacy department?
 - a. Very happy
 - b. Mostly happy
 - c. Neutral
 - d. Somewhat unhappy
 - e. Not happy at all

3. What could most improve your job satisfaction?
 - a. Flexible scheduling
 - b. Additional pay
 - c. Opportunities for growth
 - d. Paid time off process improvement
 - e. Relationships with co-workers
 - f. Relationship with direct supervisor
 - g. Relationship with upper management (the person above who you report to)
 - h. Non-monetary recognition



4. What factor could most influence your decision to STAY with the pharmacy department in the near future?
 - a. Scheduling flexibility
 - b. Leadership
 - c. Opportunity to grow and learn
 - d. Feeling appreciated
 - e. Job satisfaction
 - f. Job promotion
 - g. Recognition

5. What factor could most influence your decision to LEAVE the pharmacy department for another department or organization?
 - a. Scheduling flexibility
 - b. Leadership
 - c. Unchallenging work
 - d. Unmanageable workload
 - e. Feeling unappreciated
 - f. Opportunities for higher pay
 - g. Return to school
 - h. Job dissatisfaction
 - i. Opportunities for promotion
 - j. Lack of recognition
 - k. Physical working conditions
 - l. Paid time off policy

6. What area in your current work environment needs to be addressed in the future?
 - a. Relationships with coworkers
 - b. Employee benefits
 - c. Paid time off
 - d. Job responsibilities
 - e. Challenging work
 - f. Relationship with supervisor
 - g. Pay
 - h. Senior leadership
 - i. Training
 - j. Job security
 - k. Relationship with patients/customers
 - l. Flexible scheduling
 - m. Support to attend external educational events or meetings
 - n. Feeling like a team
 - o. Physical working conditions



7. How often do you feel you have been given access to the tools and resources necessary to provide high quality care and service to patients or customers?
 - a. Always
 - b. Frequently
 - c. Sometimes
 - d. Never

8. Are there areas you would like to learn more about within your job role?
 - a. Yes, and I have requested this from my direct supervisor
 - b. Yes, but I have not requested this from my direct supervisor
 - c. No

9. How often do you feel you are able to communicate openly with the person you report to?
 - a. Always
 - b. Frequently
 - c. Sometimes

10. I feel that management listens to my concerns/ideas and takes them seriously?
 - a. Yes
 - b. No

11. I believe my work has meaning.
 - a. Yes
 - b. No

12. I believe departmental changes are well communicated to the team.
 - a. Yes
 - b. No

13. I believe the pharmacy leadership team cares about me.
 - a. Yes
 - b. No

14. I have taken more than 2 sequential vacation/time off days off in the last year.
 - a. Yes
 - b. No



15. Please rate how well the pharmacy department is doing in each category
(1-Poor, 2-Fair, 3-Good, 4-Excellent)

Promotion opportunities	1	2	3	4
Career development opportunities	1	2	3	4
Pay rate	1	2	3	4
Employee benefits	1	2	3	4
Training quality	1	2	3	4
Feeling of support from direct supervisor	1	2	3	4
Feeling of support from leadership group	1	2	3	4
Paid time off policy	1	2	3	4
Communications within the pharmacy department	1	2	3	4
Communication between departments	1	2	3	4
Cooperation within the pharmacy operational areas (e.g. call center, clinic)	1	2	3	4
Employee morale	1	2	3	4
Resources to do my job	1	2	3	4
Respect from coworkers	1	2	3	4
Everyone is treated equally	1	2	3	4

16. Have you considered leaving the pharmacy department within the last year?

- a. Yes
- b. No
- c. Prefer not to disclose

17. How can management best support you in order to improve your desire to stay with
within the pharmacy department? (Please describe in your own words)