

Pharmacist Job Satisfaction

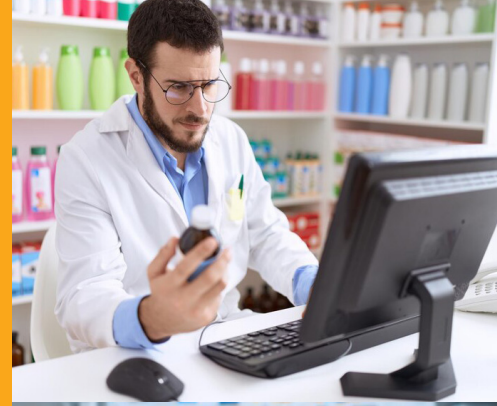
and Burnout in Traditional

and Non-Traditional Practice Settings

A Compendium Compiled by the
Industry Pharmacists Organization



The Industry Pharmacists Organization is exclusively dedicated to preparing and advancing the careers of students, fellows, industry pharmacists, and pharmacists interested in transitioning to the industry.



Introduction to this Compendium

Introduction

Research has documented challenges to job satisfaction among pharmacists within the last decade. Perhaps the most recognizable and comprehensive data are provided by the National Pharmacist Workforce Studies who periodically assess the career satisfaction, job growth, and associated outcome measures pharmacists based in the United States. Some of these studies delineate pharmacists who practice in industry, but most do not.¹

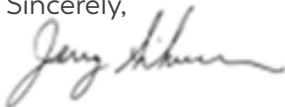
Very recent examples of salary and job satisfaction surveys conducted by Pharmacy Times and Drug Topics report very low job satisfaction among traditional pharmacy providers. These surveys reported between 30-50% dissatisfaction and over 30% where so dissatisfied that they were either looking to change careers and or would not have chosen pharmacy school if they had to choose all over again.^{2,3} This data is very disconcerting and reflects continuing trends during the past decade. In fact, recently there have been well publicized pharmacist walkouts at some of the largest retail pharmacy chains.⁴

While traditional pharmacy practice settings are facing numerous challenges, career opportunities for PharmDs in the pharmaceutical industry have been growing. Reasons for this increase include the growing number of pharmacy school graduates who want to pursue an industry career, and the need among industry employers to hire PharmDs with expertise to support product portfolios that often includes many complex specialty pharmaceuticals. Unfortunately, until recently there has not been any data describing the job satisfaction of industry pharmacists. Such data is important for students and experienced pharmacists who are evaluating their career choices. To meet this unmet need, the Industry Pharmacists Organization (IPhO) conducted industry-focused job satisfaction research to expand currently available data.⁵

The objectives of this compendium are to increase the awareness and need for professional changes in pharmacy practice by providing highlights of pharmacist job satisfaction and burnout research in a variety of traditional and non- traditional practice environments.

This compendium is intended to support undergraduates and student pharmacists, who are deciding upon their post-graduate career plans and traditional pharmacists, who may be re-examining their current career options, to arrive at informed decisions.

Sincerely,



Jerry Silverman, BS Pharm

Senior Consultant, Coach, and Industry Instructor
Industry Pharmacist Organization

About the author

A highly competent and inspiring industry medical and marketing professional with a successful track record of leading teams of marketing, clinical, and creative staff. Over the last 10 + years as Senior Coach and Architect of the IPhO Coaching Service, Coach Jerry has used his expertise to coach students and experienced pharmacists enter the pharmaceutical industry. A dedicated leader and teacher by example providing clients with a level of professional competence, empathy, and honesty that he has built his reputation on.

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ABOUT IPHO

Vision Statement

IPHO is the organization whose pharmacist members are universally recognized within the pharmaceutical industry as being the most professionally equipped to contribute to the development, commercialization, promotion, and optimal use of medicines.

Advocacy Statement

IPHO believes that pharmacists' scientific training, medication expertise, clinical acumen, patient focus, and experience as healthcare providers make us ideally suited for a career in the pharmaceutical industry.

Student Vision

IPHO National Student Members are recognized as the best prepared among all student pharmacists to pursue pharmaceutical industry-focused career opportunities

References

1. National Pharmacist Workforce Studies. American Pharmaceutical Association, National Alliance of State Pharmacy Association, American Association of Colleges of Pharmacy. Reports 2014, 2019, and 2022. <https://www.aacp.org/article/national-pharmacist-workforce-studies>
2. 022 Salary and Job Satisfaction Survey Results. (Part 3) Pharmacy Times. March 2023. <https://www.pharmacytimes.com/view/2022-pharmacists-are-moderately-satisfied-with-salary-job-satisfaction-survey-shows-part-3->
3. 2022 Pharmacy Salary Survey. Drug Topics. December 2022. <https://www.drugtopics.com/view/2022-pharmacy-salary-survey#>
4. Why Pharmacy Workers at CVS and Walgreens are Protesting. New York Times. November 1, 2023.
5. Amir Chadha PharmDc, 2023; Srayant Gayam, PharmDc 2023, Rutgers University; Jerry Silverman, BS Pharm, Industry Pharmacists Organization. Poster Presentation. American Society of Health-System Pharmacists. Annual Midyear Meeting. December 2021.

Community Pharmacists Job Satisfaction and Burnout

Adapted from Salary and Job Satisfaction Survey Results. Parts 1- 3. Pharmacy Times. March 2023.

As part of a survey to investigate pharmacists' level of salary and job satisfaction, this survey found that while pharmacists are somewhat content with their compensation, (4.15 out of 7, with 7 being "extremely" satisfied) they are less likely to state the same pertaining to their overall job satisfaction.

SURVEY RESPONDENT'S PRACTICE SETTING (N=150)	RESPONDENT'S %
Community Pharmacy-Chain	47.7%
Health System	24.8%
Community Pharmacy-Independent	10.1%
Other	14.8%
Not employed	2.6%



Please note, that in this study, as in many reports in the literature evaluating pharmacist job satisfaction, respondents are not given the option to specify what specific setting within the category of "other". This is likely a mix of many practice settings including but not limited to industry.

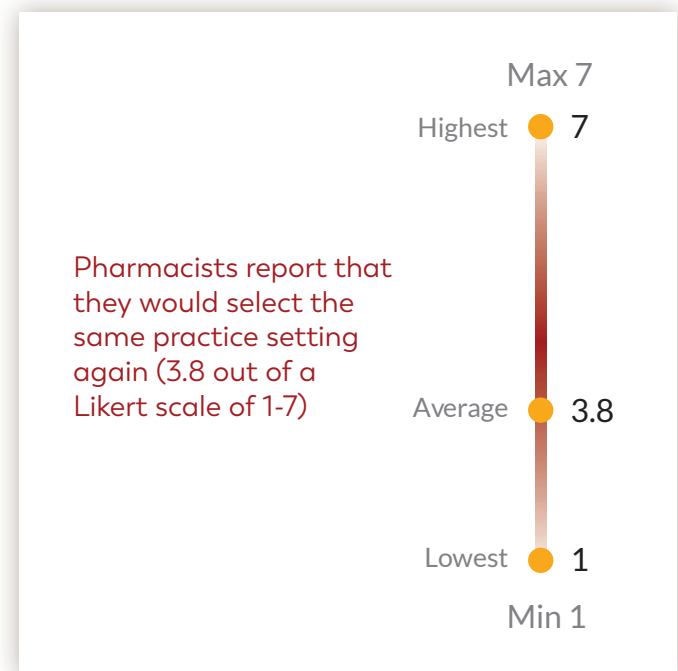
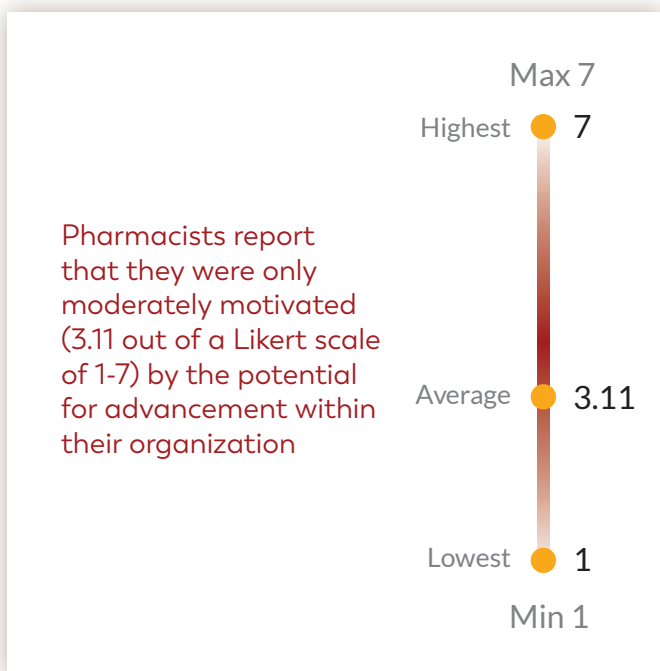
TOP DRIVERS OF JOB SATISFACTION

Pharmacy Times asked respondents to determine among a list of 12 factors which 3 were the driving contributors to their job satisfaction:

TOP 3 DRIVERS OF JOB SATISFACTION	%
Pride in the Profession	16.3
Compensation	16.3
Autonomy	12

TOP 3 DRIVERS OF JOB DISSATISFACTION	%
Workload	35.3
Work-life Balance	24.7
Management	11.8

When respondents were asked whether their job flexibility met the needs of both work and personal lives, 45% said their job did not, 39% said their job did have the flexibility, and 16% were neutral.

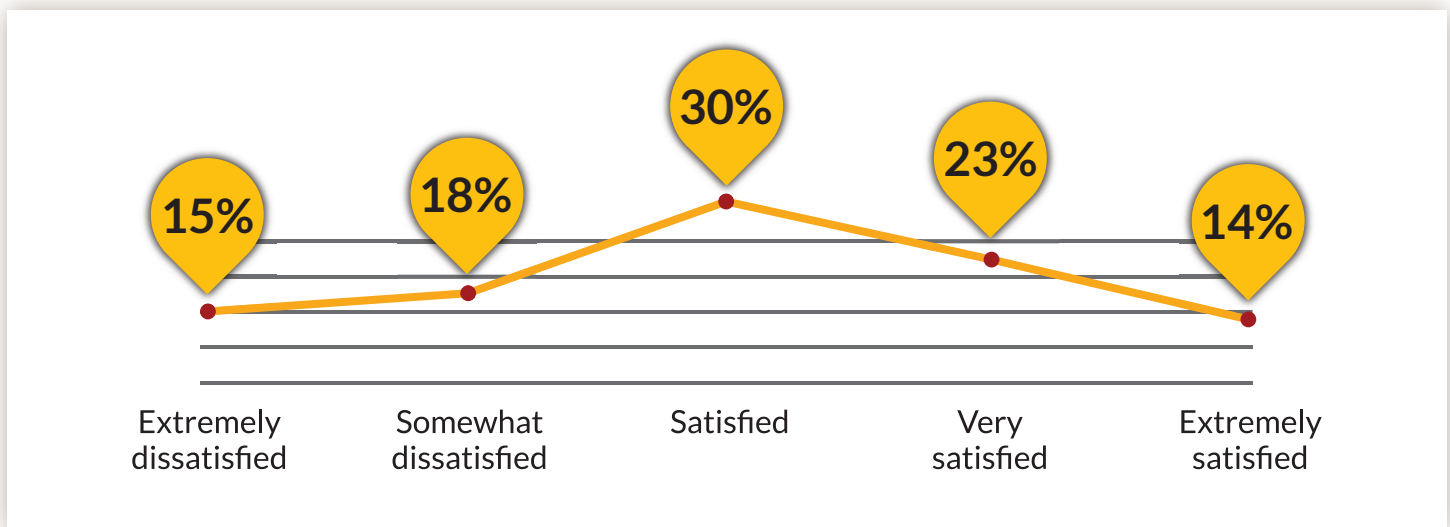


Community Pharmacists Job Satisfaction and Burnout

Adapted from Pharmacy Salary Survey Results. Drug Topics. December 2022.

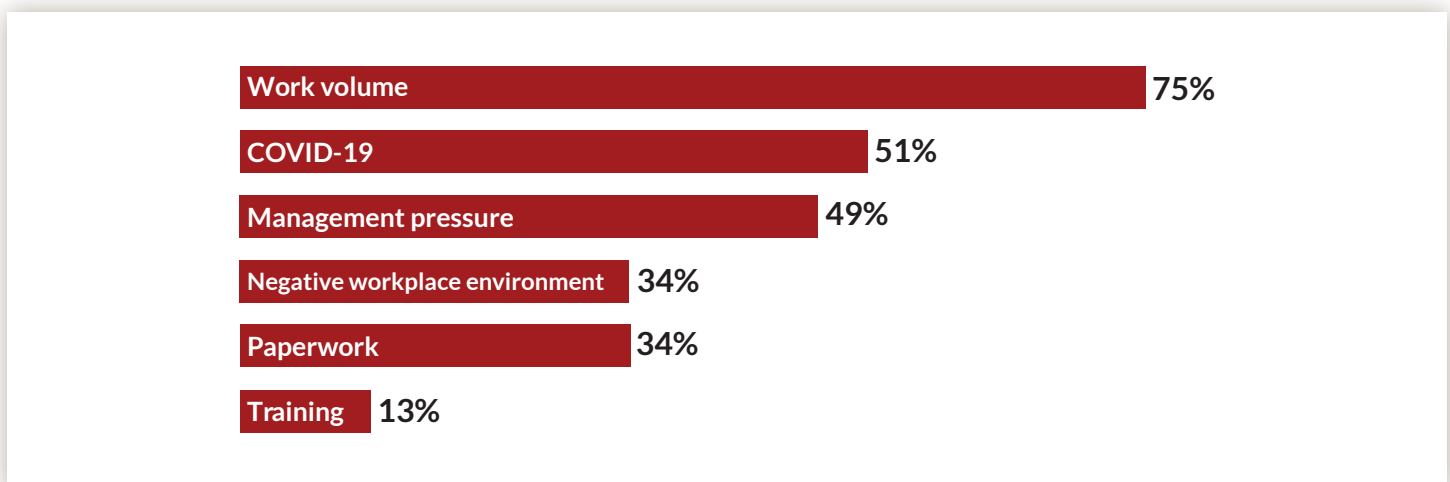
Drug Topics surveyed 754 pharmacists to analyze current trends in job satisfaction, compensation and stress levels. This year, 80% of survey respondents indicated that they are employed full-time, with just over 20% each working in independent pharmacy, chain pharmacy, or hospital pharmacy (20.5%, 21.4%, and 21.5%, respectively).

JOB SATISFACTION



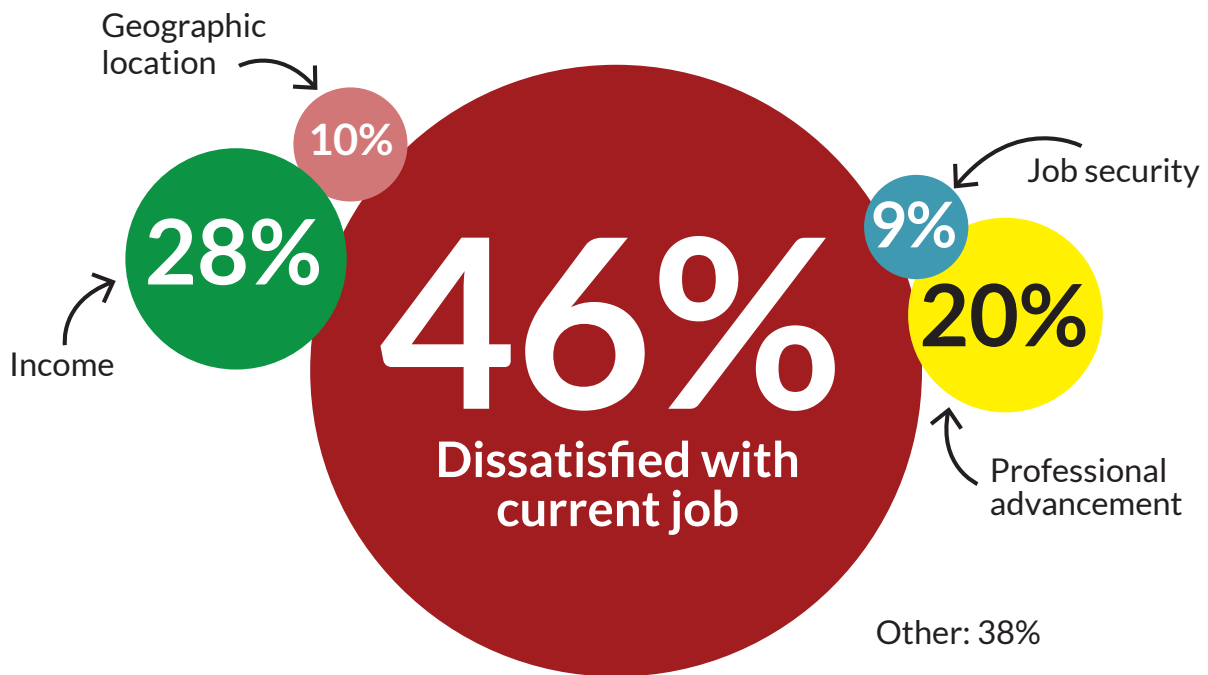
STRESS LEVELS

Stress levels at work have also increased in the past year, according to 71.7% of survey participants. Regarding the reason for this, respondents indicated that this increase in stress was due to increased work volume (75.2%), COVID-19 (51.5%), increased pressure from management (48.4%), and a negative workplace environment (33.7%). Other reasons included increased paperwork, increased point-of-care testing offerings, and a lack of training and continuing education.



JOB CHANGE REASONS

For those who indicated that they are not satisfied with their current position, 38.4% of respondents said they are considering a job change within the next 12 months. Most cited reasons for seeking a job change were attributed to dissatisfaction with their current job was the top reason (46.3%), followed by income (28.2%) and challenges with professional advancement (19.5%). Workload has also increased in the past year, according to 75.8% of respondents, which is perhaps another reason for workplace dissatisfaction.



Community Pharmacists Job Satisfaction and Burnout

Adapted from Patel SK, Kelm MJ, Bush PW, et al. Prevalence and risk factors of burnout in community pharmacists. *J Am Pharm Assoc.* 2021;61:145–50

Community pharmacists were asked to complete a survey on burnout utilizing the survey Maslach Burnout Inventory–Human Services Survey (MBI-HSS) and a work-factors–based questionnaire. The MBI-HSS assessed burnout based on feelings of emotional exhaustion, depersonalization, and reduced personal accomplishment.

A total of 411 community pharmacists completed the survey and included in the final analysis. Overall, 308 (74.9%) of responding community pharmacists experienced burnout in at least 1 of the 3 subscales of the MBI-HSS.



Most of the pharmacists experienced burnout owing to emotional exhaustion (68.9%), followed by depersonalization (50.4%) and reduced personal accomplishment (30.7%). The significant risk factors for burnout included shorter years of experience, practicing primarily in a chain pharmacy, and a lack of resources for burnout or resiliency.

Health System Pharmacists Job Satisfaction and Burnout

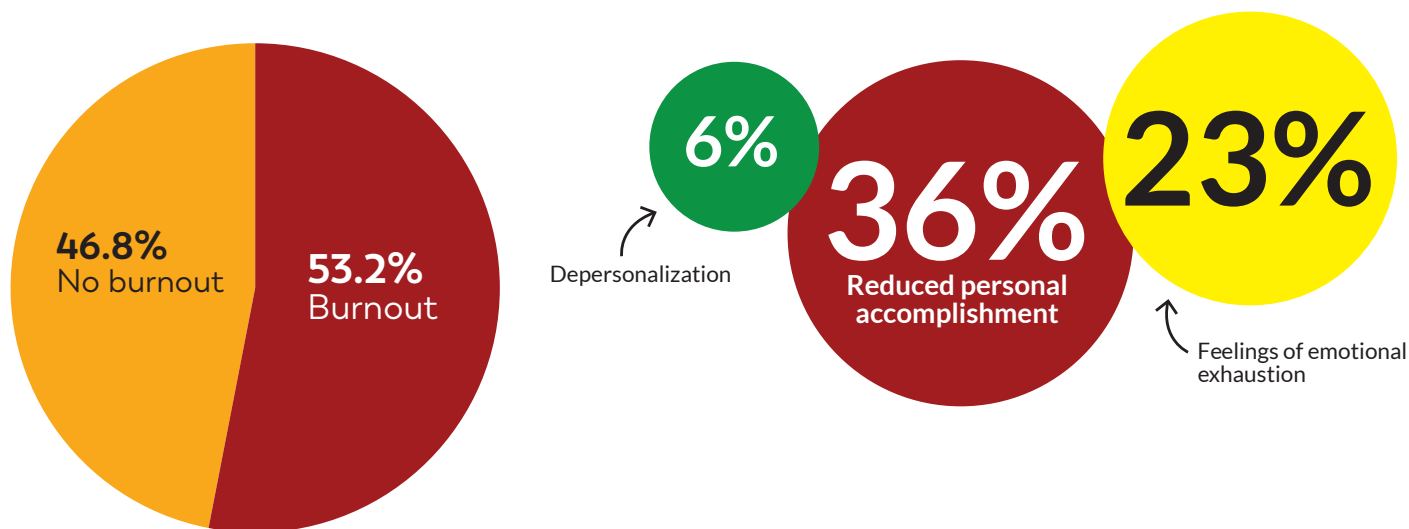
Adapted from Evidence of Burnout in Health-System Pharmacists. Am J Health Syst Pharm. 2018 Dec 1;75 (23 Supplement 4):S93-S100. doi: 10.2146/ ajhp170818. Epub 2018 Oct 17.

Hospital pharmacists were asked to complete a survey on burnout utilizing the Maslach Burnout Inventory–Human Services Survey (MBI-HSS) and a work-factors–based questionnaire. The MBI-HSS assessed burnout is based on feelings of emotional exhaustion, depersonalization, and reduced personal accomplishment.

Overall, 329 survey responses were completed and included in the final analysis.

RATES OF BURNOUT

52% responded that they had burnout with at least one MBI-HSS category. Of those, 8% responded that they had all 3 categories of burnout including, feelings of emotional exhaustion, depersonalization, and reduced personal accomplishment.



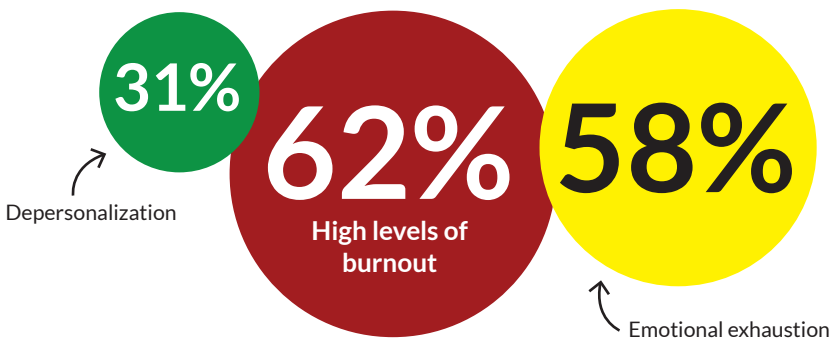
High degree of burnout on at least 1 subscale of the MBI-HSS

Hospital Pharmacists Job Satisfaction and Burnout

Adapted from Evaluation of Burnout in a National Sample of Hematology-Oncology Pharmacists. *JCO Oncol Pract.* 2022 Aug;18 (8):e1278-e1288. doi: 10.1200/OP.21.00471. Epub 2021 Nov 18.

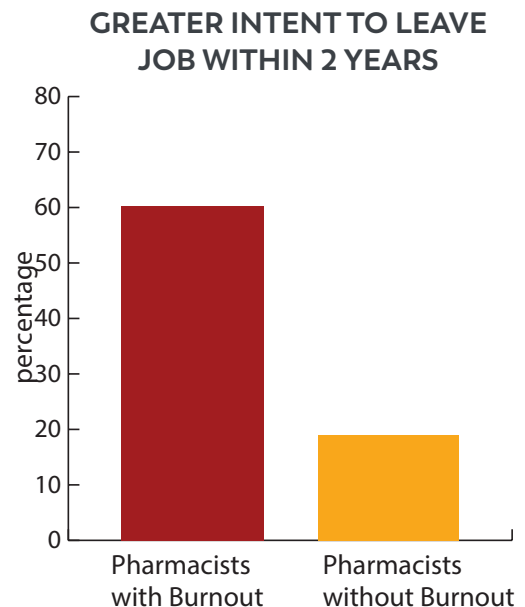
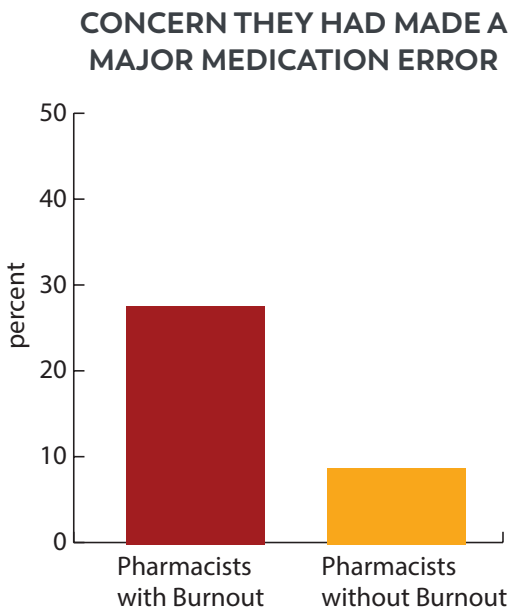
The purpose of this survey is to evaluate the prevalence of burnout among hematology-oncology pharmacists and factors associated with an increased risk of high burnout. Clinical pharmacists were asked to complete a survey on burnout utilizing the Maslach Burnout Inventory–Human Services Survey (MBI-HSS) and a work-factors–based questionnaire. The MBI-HSS assessed burnout is based on feelings of emotional exhaustion, depersonalization, and reduced personal accomplishment

REASONS FOR BURNOUT



Pharmacists with burnout worked on average 48.6 (± 9.6) hours per week compared with 44.5 (± 9.6) hours per week for those without high burnout and spent more time on administrative tasks per week (7.5 hours v 4.3 hours; all $P < .001$).

Pharmacists reporting high burnout were more likely to report concern they had made a major medication error within the past 3 months (27.6% v 8.1%; $P < .001$) and greater intent to leave their current job within 2 years (60.3% v 19.0%; $P < .001$).

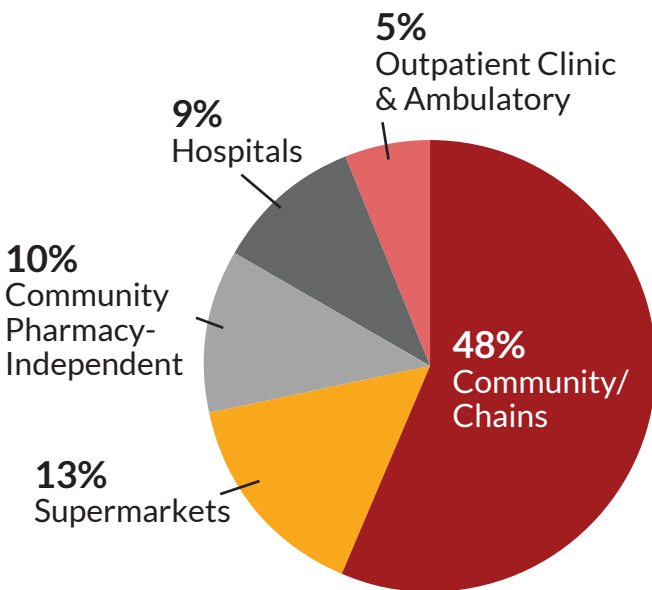


National Pharmacy Workplace Survey

Adapted from the American Pharmacists Association and National Alliance of State Pharmacy Associations National State-Based Pharmacy Workplace Survey Final Report 2022.

The study objective for the APhA/NASPA National Pharmacy Workplace Survey was to identify state-specific workplace conditions and sustained stress experienced by pharmacists that may lead to medication errors. The 4,482 pharmacists who provided practice setting information represented 17 different practice settings.

TOP PRACTICE SETTINGS OF SURVEY RESPONDENTS



JOB EXPERIENCE (YEARS)	PHARMACISTS (N = 3,664)
0-4 years	21%
5-14 years	38%
15-24 years	18%
25 or more years	23%

WORK ENVIRONMENT

There were 12 questions in this section of the survey that focused on the respondent's work environment and how time allocation, staffing, policies, payment for services, and workflow design affected their ability to meet both clinical and nonclinical duties. Each item was rated from 1 = strongly agree to 5 = strongly disagree.

SELECTED WORK ENVIRONMENT SURVEY STATEMENT QUESTIONS	% DISAGREED
Sufficient time is allocated for me to safely perform administrative/nonclinical duties.	77%
Sufficient time is allocated for me to safely perform patient care/clinical duties.	75%
Employer policies facilitate my ability to safely perform patient care/clinical duties.	65%

National Pharmacy Workplace Survey

EMPLOYEE ENGAGEMENT AND VALUE

More than 50% of respondents who answered these questions disagreed with each statement regarding employee engagement and value. This figure shows relatively high scores. Each item was rated from 1 = strongly agree to 5 = strongly disagree.

Findings for Community/Chain Pharmacists (n=3,171)

	WORK ENVIRONMENT	STRESS	EMPLOYEE ENGAGEMENT	CULTURE OF SAFETY	PERSONNEL
% with an undesirable score	96%	94%	84%	46%	45%

Findings for Supermarket Pharmacists (n=856)

	WORK ENVIRONMENT	STRESS	EMPLOYEE ENGAGEMENT	CULTURE OF SAFETY	PERSONNEL
% with an undesirable score	90%	90%	73%	39%	38%

Findings for Hospital/Institutional Inpatient Pharmacists (n=656)

	WORK ENVIRONMENT	STRESS	EMPLOYEE ENGAGEMENT	CULTURE OF SAFETY	PERSONNEL
% with an undesirable score	64%	59%	44%	20%	40%

Findings for Community/ Independent Pharmacists (n = 687)

	WORK ENVIRONMENT	STRESS	EMPLOYEE ENGAGEMENT	CULTURE OF SAFETY	PERSONNEL
% with an undesirable score	26%	56%	19%	8%	18%

Job Satisfaction in the Pharmaceutical Industry

Adapted from the Poster Presentation. Industry Pharmacist Job Satisfaction Analysis. American Society of Health- System Pharmacists. Annual Midyear Meeting. December 2021.

To provide specific job satisfaction data among industry pharmacists. The Industry Pharmacists Organization conducted a survey in 2021 of 343 industry pharmacists. The survey questions were designed to closely match recently published pharmacist job satisfaction studies included in this compendium.

The average total years industry pharmacy experience including an industry fellowship where applicable was 4-6 years. The split between those who completed a post-doctoral industry fellowship and those that did not was very similar, 46.6% completed a fellowship vs. 53.4% did not.

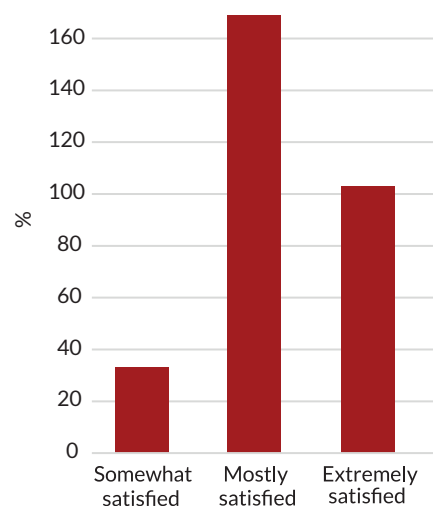
AREAS	%
Medical Affairs/Medical Science Liaison	28.3
Regulatory Affairs	14.3
Clinical Development	12.5
Medical Information	7.6
Marketing	7

Functional Areas Represented

Survey respondents, came from a variety of functional areas including, 28% worked in Medical Affairs or as a Medical Science Liaison, 14% worked in Regulatory Affairs, and 13% in Clinical Development.

Overall Job Satisfaction

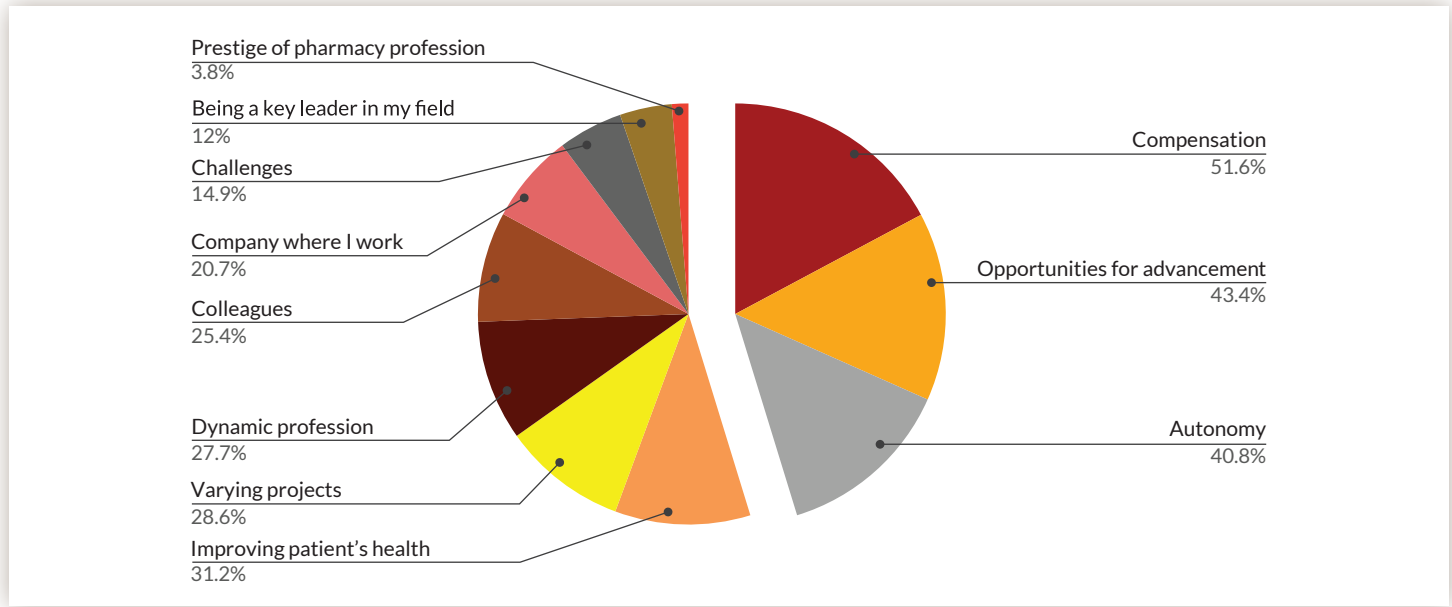
Among the total surveyed candidates (N=348), 78% of respondents rated their job satisfaction a 6 or 7 on a scale of 1-7 with 1 indicating “extremely unsatisfied” and 7 “extremely satisfied.” Only 8.3% of the respondents rated their overall job satisfaction below the neutral range.



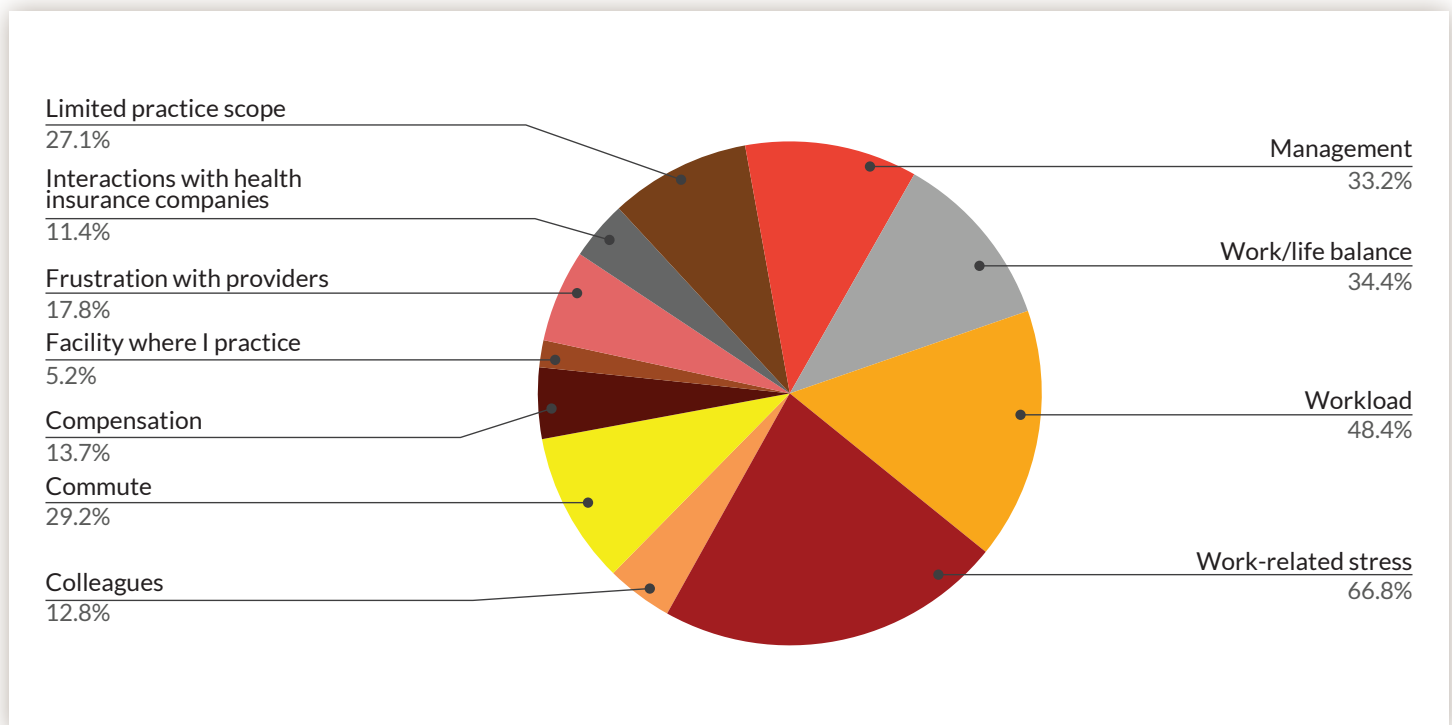
Job Satisfaction in the Pharmaceutical Industry

Drivers of Job Satisfaction

Among the 343 respondents, the majority (51.6%) indicated *Compensation* as being one of their top drivers of job satisfaction. *Compensation* was followed by *Opportunities for Advancement* (43.4%), and *Autonomy* (40.8%).



Drivers of Job Dissatisfaction



Summary

Pharmacist job satisfaction and burnout is a growing challenge to the pharmacy profession as evidenced by recent survey data highlighted in this compendium. Data from nationally conducted research of traditional pharmacist practice settings including, community, health system, and clinical pharmacy are consistently showing between 40-60% reporting job dissatisfaction and or burnout.¹⁻⁶ There are significant concerns that the effects of this data maybe contributing to the well-being of many pharmacists, the decreasing enrollment within pharmacy schools, even the potential to impact patient safety.

At the same time, pharmacists working in the pharmaceutical industry are reporting high rates of job satisfaction nearly 80%.⁷ This helps explain why more than 20,000 US-based PharmDs are currently employed as Industry Pharmacists, and a growing number of student pharmacists and experienced pharmacists are opting for this career path. More than 5% of every graduating class of PharmDs now enters the pharmaceutical industry upon graduation, and as a result this career path is becoming mainstream.

This compendium summarizes recent pharmacist job satisfaction and burnout data to help undergraduates, student pharmacists, and experienced pharmacists make informed career choices. For academic and professional organizational stakeholders, this compendium is intended to provide an additional resource for use in advocating for professional changes.

The Industry Pharmacists Organization was founded “by pharmacists, for pharmacists,” and as such IPhO has tremendous respect for all aspects of the profession of pharmacy. We offer our support to all pharmacists, academicians, and pharmacy professional organizations in advocating for relevant strategies and resources to address these growing challenges.

References

1. Salary and Job Satisfaction Survey Results. Parts 1- 3. Pharmacy Times. March 2023.
2. Pharmacy Salary Survey Results. Drug Topics. December 2022.
3. Patel SK, Kelm MJ, Bush PW, et al. Prevalence and risk factors of burnout in community pharmacists. *J Am Pharm Assoc.* 2021;61:145–50
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6. The American Pharmacists Association and National Alliance of State Pharmacy Associations National State-Based Pharmacy Workplace Survey Final Report 2022.
7. Industry Pharmacist Job Satisfaction Analysis. American Society of Health- System Pharmacists. Annual Midyear Meeting. December 2021.

ONE-ON-ONE COACHING SERVICE

Proven Track Record

Now in its 11th year, the IPhO Coaching Service has grown to be one of our most valued signature services. IPhO coaching services are ideal for professionals in virtually every phase of their careers:

- » Early: students, fellows, and those newer to industry
- » 5-15 years: climbing the ladder
- » Experienced pharmacists desiring to transition into an industry career



Services

IPhO Coaching Services are as comprehensive as you need them to be to meet your career goals. Coaches can help you:

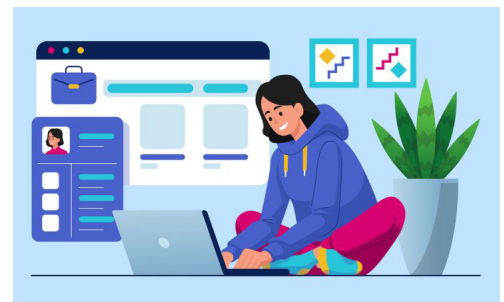
- » Work with you to customize your CV so that industry employers can recognize your talent when they see it
- » Identify and recommend functional areas where your skills and experiences will translate to industry opportunities
- » Prepare you for interviews, including presentations you may be required to make



How it works

Just follow these simple steps:

- » Select a coach from the list below
- » Purchase and Redeem Coaching Credits for your preferred Coach
- » Your selected coach will be automatically notified and will email you to set up your coaching session(s)



IPhO makes an enormous commitment to these services and there is no greater proven, personalized, and customized industry coaching service available. Our experienced coaches provide honest feedback and practical guidance to help you reach your career goals.

