

Impact of Community Task-Based Metrics on Pharmacy Workflow, the Pharmacist, and Patient Care

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BACKGROUND

- Task-based metrics: # of vaccines given, volume of prescriptions, and patient care calls about refill adherence
- If scores are not meant then corrective action may be needed to improve scores
- Lack of studies about task-based metrics
- California and Ohio banned metrics^{2,3}
- Number of pharmacists have not decreased. Pharmacists are unwilling to work due to unrealistic demands^{7,8}

OBJECTIVES

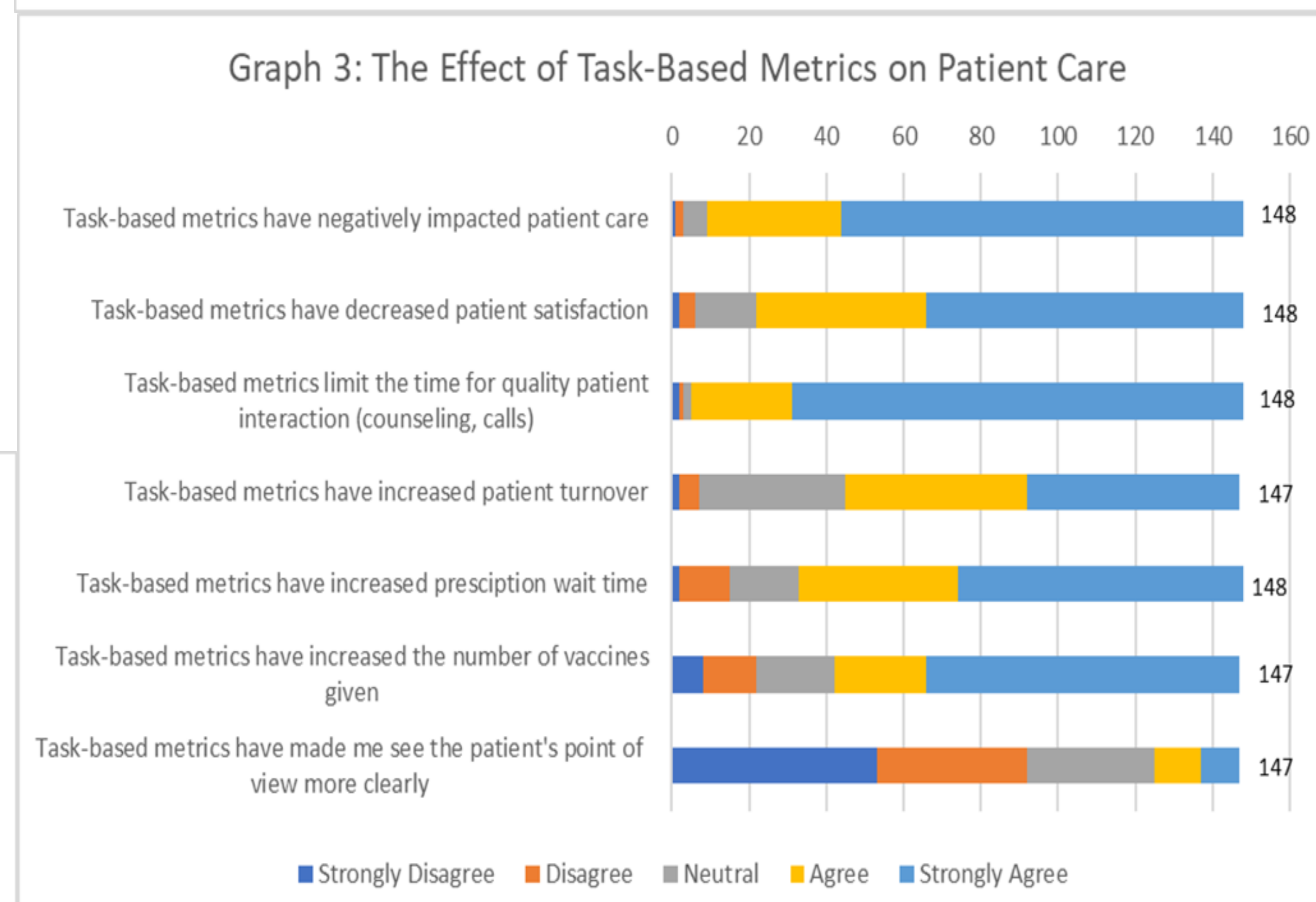
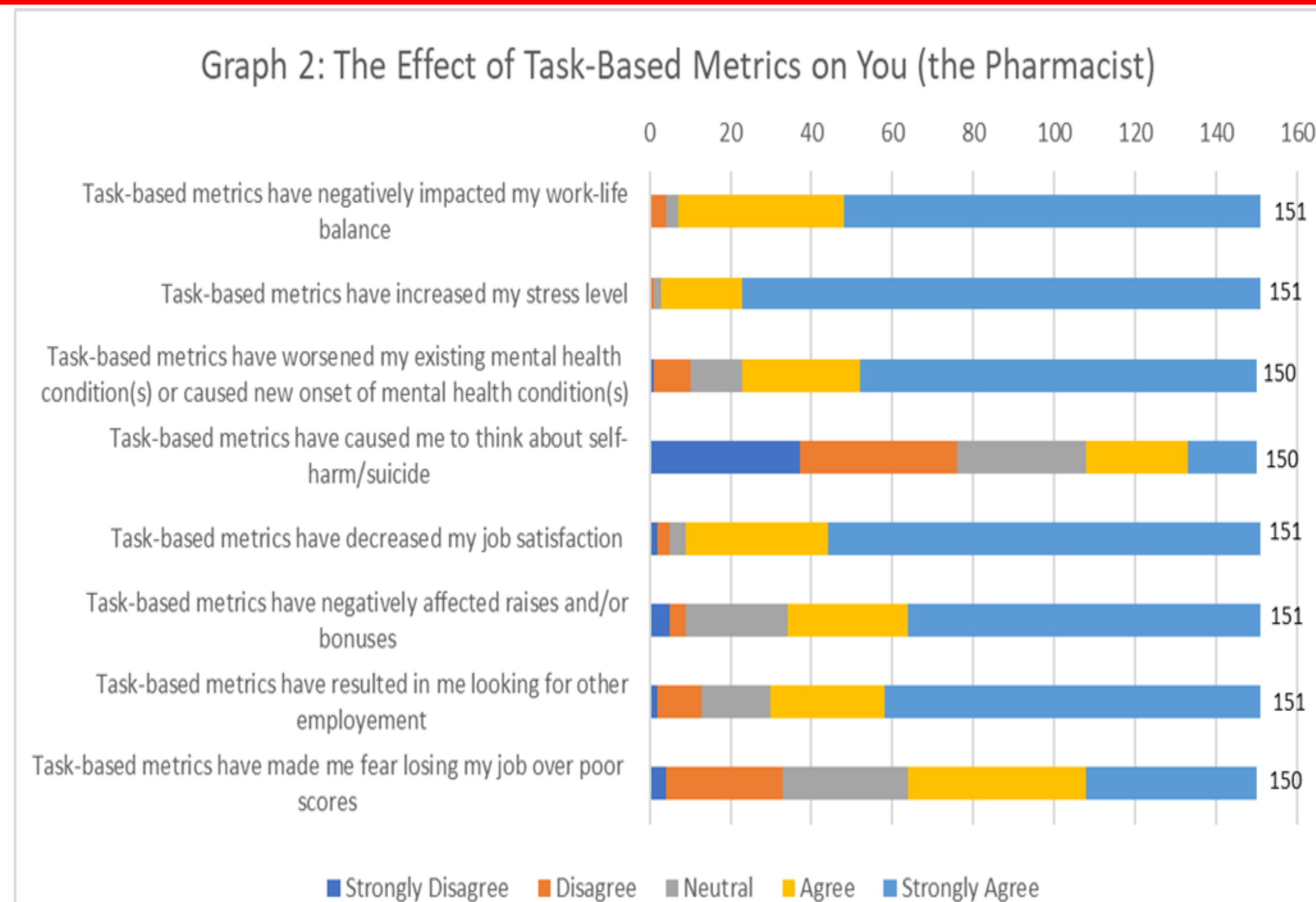
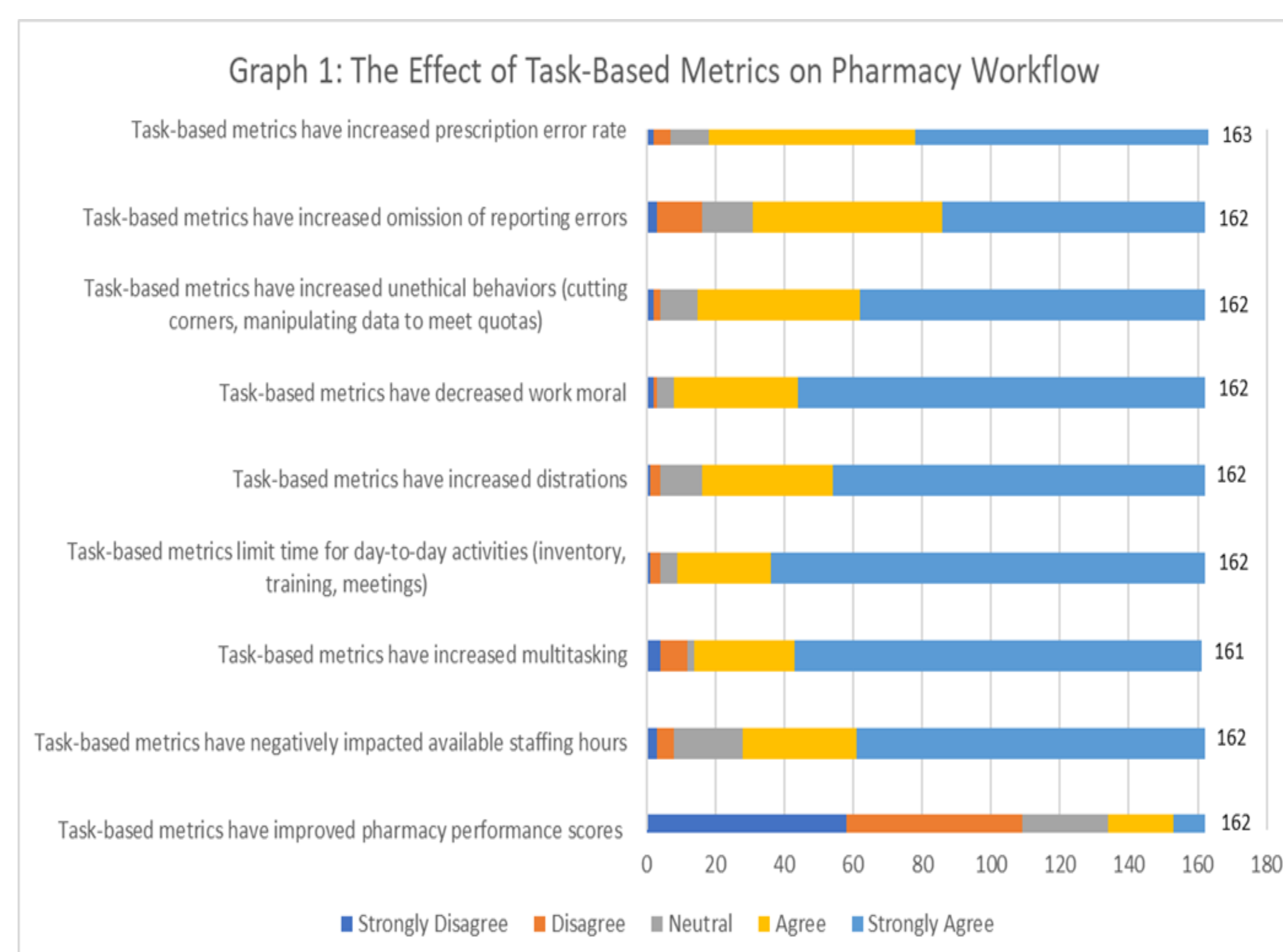
- Assess how pharmacists feel task-based metrics affect the pharmacy, themselves and patient care

METHODS

- Survey sent via email, Instagram, QR code and text
- Demographic questions pertaining to currently licensed, works in retail, type of pharmacy, #scripts/week, #techs/day, how long they worked, etc
- Likert scale questions accessing pharmacist's perspective about task-based metrics on pharmacy workflow, themselves, and patient care

RESULTS

- 205 respondents but number dropped to 91 total
- Majority worked in large corporation pharmacies (CVS, Walgreens, Walmart)
- 48.21% staff, 37.95% managers, 12.31% floaters and 1.54% preferred not to say
- Majority of respondents worked in retail pharmacy for 1 to <5 years or >10 years
- 38.78% stated the pharmacy fills 1,000 to <2,500 and 12.76% stated they fill 4,000 or more scripts/week
- 52.55% stated they have 3-5 technicians/workday
- 77.55% stated the pharmacy did not have a call center



- Open-ended question were primarily negative and ranged from a few words to a few paragraphs
- Responses stated loss of work passion and lack of proper patient care
- Pharmacists are being unheard
- Profit > patient care

CONCLUSION

- Task-based metrics have hindered patient care and focuses on profit
- Pharmacists have less time for patients
- Increased distractions from workflow have caused increased prescription error
- Pushing unwanted vaccines
- To meet scores unethical behavior is done
- Leaving the profession of pharmacy
- Pharmacy returning to business origin
- Change is necessary to bring patient care back to the forefront

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