



Oregon

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Board Conducts Survey on Working Conditions

Over the last year or two, the Board has heard concerns regarding working conditions in the pharmacy from Oregon licensed pharmacists.

In July 2011 the Board conducted a *Working Conditions Survey* to solicit opinions from those pharmacists licensed in Oregon via an online survey. Over 1,400 individuals responded to the survey with more than 500 providing one or more specific comments. The Board appreciates each person who took the time to participate in the survey and provide comment. At this time the Board is analyzing survey results and evaluating options to enhance patient safety.

The top five areas of concern expressed by the comments include:

- patient safety
- coupons/guaranteed maximum wait time
- chain performance metrics/measurement systems
- workload/job quality and
- immunizations

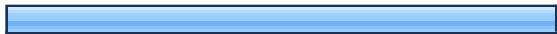




The data does not indicate whether these comments were positive or negative; it just indicates that comments were made.

The following are the initial survey results and additional sorted data for your information. The Board will continue to analyze the survey data results. The Board also expects to take future action to enhance patient safety and safe working conditions.











1. Please rate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Response Count
I have adequate time for breaks/lunches at my primary practice site.	18.2% (253)	24.9% (346)	9.9% (138)	17.7% (246)	27.9% (388)	1.5% (21)	1,392
I am satisfied with the amount of time I have to do my job.	11.7% (162)	26.6% (367)	14.9% (205)	28.9% (398)	16.8% (231)	1.2% (16)	1,379
My employer provides a work environment that is conducive to providing safe and effective patient care.	16.1% (223)	31.5% (436)	17.2% (239)	19.6% (272)	13.7% (190)	1.9% (26)	1,386
My site has adequate Pharmacist staff to provide safe and effective patient care.	15.1% (210)	31.0% (431)	15.7% (218)	23.3% (324)	12.9% (179)	1.9% (27)	1,389
My site has adequate Technician staff to provide safe and effective patient care.	15.5% (215)	31.1% (432)	13.2% (183)	21.4% (298)	15.6% (217)	3.2% (45)	1,390
My site has adequate Clerk staff to provide safe and effective patient care.	10.6% (147)	22.0% (305)	14.0% (194)	15.1% (210)	14.6% (203)	23.7% (329)	1,388
answered question							1,393
skipped question							8

2. Please select your primary role as a pharmacist:

		Response Percent	Response Count
Staff Pharmacist		47.9%	652
Clinical/Specialty Pharmacist		12.8%	174
Pharmacy Manager/PIC		29.6%	403
Regional Pharmacy Manager/Director/VP		3.1%	42
Relief Pharmacist		6.6%	90
		answered question	1,361
		skipped question	40







3. Please indicate your primary practice site.

		Response Percent	Response Count
Community pharmacy - independent		7.4%	101
Community pharmacy - chain/mass merchandiser		50.0%	685
Mail order pharmacy		4.5%	61
In-patient hospital pharmacy		17.1%	234
Out-patient hospital pharmacy		2.3%	32
Health Center pharmacy		3.9%	54
Long term care pharmacy		2.8%	38
Ambulatory care		2.8%	38
Compounding Pharmacy		1.5%	20
Other		7.8%	107
		answered question	1,370
		skipped question	31

4. How many hours do you work during a typical shift at your primary practice site?

		Response Percent	Response Count
< 4 hours		0.4%	5
4-5.9 hours		1.4%	19
6-7.9 hours		4.1%	55
8-9.9 hours		52.9%	713
10-11.9 hours		30.8%	416
12-13.9 hours		10.2%	138
> 14 hours		0.2%	3
		answered question	1,349
		skipped question	52

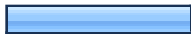





5. How many hours do you work in your primary practice site in a typical week?

		Response Percent	Response Count
< 20 hours		6.8%	92
20-29.9 hours		9.1%	122
30-39.9 hours		16.8%	226
40-49.9 hours		60.1%	809
50-59.9 hours		5.6%	76
> 60 hours		1.6%	22
		answered question	1,347
		skipped question	54

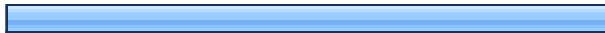

6. Approximately how many prescriptions or orders are processed PER PHARMACIST per day at your site?

		Response Percent	Response Count
< 50		2.7%	36
51-99		5.5%	74
100-199		33.8%	454
200-299		27.8%	373
300-399		6.0%	81
400-499		1.6%	22
> 500		2.8%	38
Not Sure		10.0%	134
Not applicable		9.8%	132
answered question			1,344
skipped question			57

7. Please select the number of years you have been a licensed pharmacist.

		Response Percent	Response Count
< 5 years		15.9%	212
5-10 years		10.6%	141
10-15 years		15.8%	211
15-20 years		11.9%	158
20-25 years		10.2%	136
> 25 years		35.6%	475
		answered question	1,333
		skipped question	68

8. Sex

		Response Percent	Response Count
Male		52.4%	689
Female		47.6%	627
		answered question	1,316
		skipped question	85

9. Please provide any additional comments you think would be helpful to the Board.

	Response Count
	518
answered question	518
skipped question	883

Pharmacy Working Conditions Survey Results -July 2011

Number of active RPh	5316
Number of RPh Email Addresses	4954
Number of Undelivered Emails	-141
	<hr/>
	4813
Number of Responses	1401 (518 or 37% included written comments)
Response Rate	29.11%

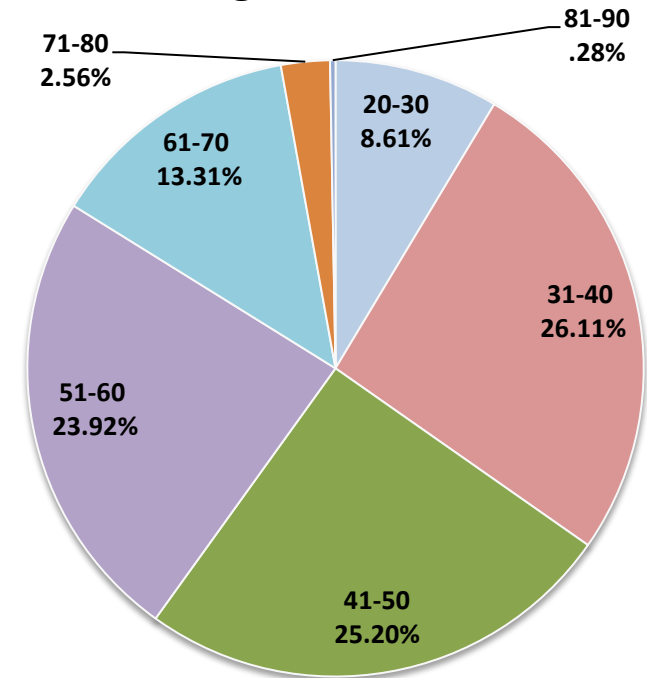
Q. 7 Years Licensed in Oregon (includes all out of state pharmacists)	Number of all OBOP licensed Pharmacists	Percentage of All OBOP Licensed Pharmacists	Percentage that Responded to Survey
Less than 5 years	1575	29.63%	13.46%
5-10 Years	661	12.43%	21.33%
10-15 Years	717	13.49%	29.43%
15-20 Years	589	11.08%	26.83%
20-25 Years	429	8.07%	31.70%
More than 25 Years	1345	25.30%	35.32%

OF SURVEY RESPONSES:

Q.2 Primary Role for pharmacists licensed:	Staff Pharmacist	Clinical/Specialty Pharmacist	Pharmacy Manager/PIC	Regional Pharmacy Manager/VP	Relief Pharmacist
Less than 5 years	106	35	57	1	13
5-10 Years	62	26	45	3	5
10-15 Years	104	28	59	8	12
15-20 Years	72	22	51	6	6
20-25 Years	64	19	42	5	4
More than 25 Years	228	41	140	16	45

Q.3 Practice Setting for pharmacists licensed:	Community Pharmacy-Independent	Community Pharmacy - Chain	Mail Order Pharmacy	Out-Patient Hospital Pharmacy	In-Patient Hospital Pharmacy	Health Center Pharmacy	Long Term Care Pharmacy	Ambulatory Care	Compounding Pharmacy	Other
Less than 5 years	8	133	2	38	3	2	4	8	1	12
5-10 Years	5	62	4	34	7	10	1	4	2	12
10-15 Years	12	118	9	30	6	8	2	5	4	17
15-20 Years	10	71	8	25	8	6	10	5	3	12
20-25 Years	12	48	13	27	0	7	8	7	3	11
More than 25 Years	54	229	25	79	6	19	10	8	7	37

All OBOP Licensed Pharmacists Age Breakdown



Q.4 Shift Hours for pharmacists licensed:	<4	4-5.9	6-7.9	8-9.9	10-11.9	12-13.0	>14
Less than 5 years	0	1	4	99	68	39	0
5-10 Years	0	0	5	82	42	11	1
10-15 Years	0	1	6	110	76	18	0
15-20 Years	0	3	7	83	47	17	0
20-25 Years	1	2	6	77	33	16	0
More than 25 Years	4	11	26	252	146	31	2

Q.5 Weekly hours worked for pharmacists licensed:	<20	20-29.9	30-39.9	40-49.9	50-59.9	>60
Less than 5 years	4	6	29	156	11	6
5-10 Years	5	7	20	99	6	4
10-15 Years	13	23	43	121	7	3
15-20 Years	5	16	28	94	9	5
20-25 Years	6	6	29	80	11	3
More than 25 Years	56	60	74	248	32	1

Q.6 Prescriptions Per RPh for pharmacists licensed:	<50	51-99	100-199	200-299	300-399	400-499	>500	Not Sure	Not Applicable
Less than 5 years	3	10	83	56	11	3	6	24	16
5-10 Years	5	9	34	40	9	3	4	20	16
10-15 Years	8	7	72	63	12	2	5	22	19
15-20 Years	3	10	62	32	15	1	4	13	17
20-25 Years	5	7	39	36	6	4	6	16	16
More than 25 Years	11	28	156	142	28	9	13	37	47

Q.8 Gender of responding pharmacists licensed:	Male	Female
Less than 5 years	93	117
5-10 Years	51	89
10-15 Years	71	137
15-20 Years	74	79
20-25 Years	64	71
More than 25 Years	335	133

Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2011

Q.1

1.a I have adequate time for breaks/lunches at my primary practice site.

	AGREE	DISAGREE
All Pharmacists	48.6%	51.4%
Staff Pharmacists	44.9%	55.1%
Clinical/Specialty Pharmacists	70.7%	29.3%
Pharmacy Manager/PIC	49.0%	51.0%
Regional Manager/Director/VP	64.7%	35.3%
Relief Pharmacists	20.0%	80.0%

1.b I am satisfied with the amount of time I have to do my job.

	AGREE	DISAGREE
All Pharmacists	45.7%	54.3%
Staff Pharmacists	41.9%	58.1%
Clinical/Specialty Pharmacists	78.7%	21.3%
Pharmacy Manager/PIC	44.9%	55.15%
Regional Manager/Director/VP	64.7%	35.3%
Relief Pharmacists	30.3%	69.7%

1.c My employer provides a work environment that is conducive to providing safe and effective patient care.

	AGREE	DISAGREE
All Pharmacists	58.8%	41.2%
Staff Pharmacists	50.2%	49.8%
Clinical/Specialty Pharmacists	78.7%	21.3%
Pharmacy Manager/PIC	62.9%	37.1%
Regional Manager/Director/VP	75.0%	25.0%
Relief Pharmacists	47.0%	53.0%

1.d My site has adequate Pharmacist staff to provide safe and effective patient care.

	AGREE	DISAGREE
All Pharmacists	56.0%	44.0%
Staff Pharmacists	49.3%	50.7%
Clinical/Specialty Pharmacists	75.7%	24.3%
Pharmacy Manager/PIC	62.0%	38.0%
Regional Manager/Director/VP	67.6%	32.4%
Relief Pharmacists	36.1%	63.9%

1.e My site has adequate Technician staff to provide safe and effective patient care.

	AGREE	DISAGREE
All Pharmacists	55.7%	44.3%
Staff Pharmacists	49.7%	50.3%
Clinical/Specialty Pharmacists	78.1%	21.9%
Pharmacy Manager/PIC	58.4%	41.6%
Regional Manager/Director/VP	72.2%	27.8%
Relief Pharmacists	39.7%	60.3%

1.f My site has adequate Clerk staff to provide safe and effective patient care.

	AGREE	DISAGREE
All Pharmacists	52.3%	47.8%
Staff Pharmacists	45.1%	54.9%
Clinical/Specialty Pharmacists	79.5%	20.5%
Pharmacy Manager/PIC	56.8%	43.2%
Regional Manager/Director/VP	66.7%	33.3%
Relief Pharmacists	38.1%	61.9%

Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2011

Q.1 ALL PHARMACISTS:

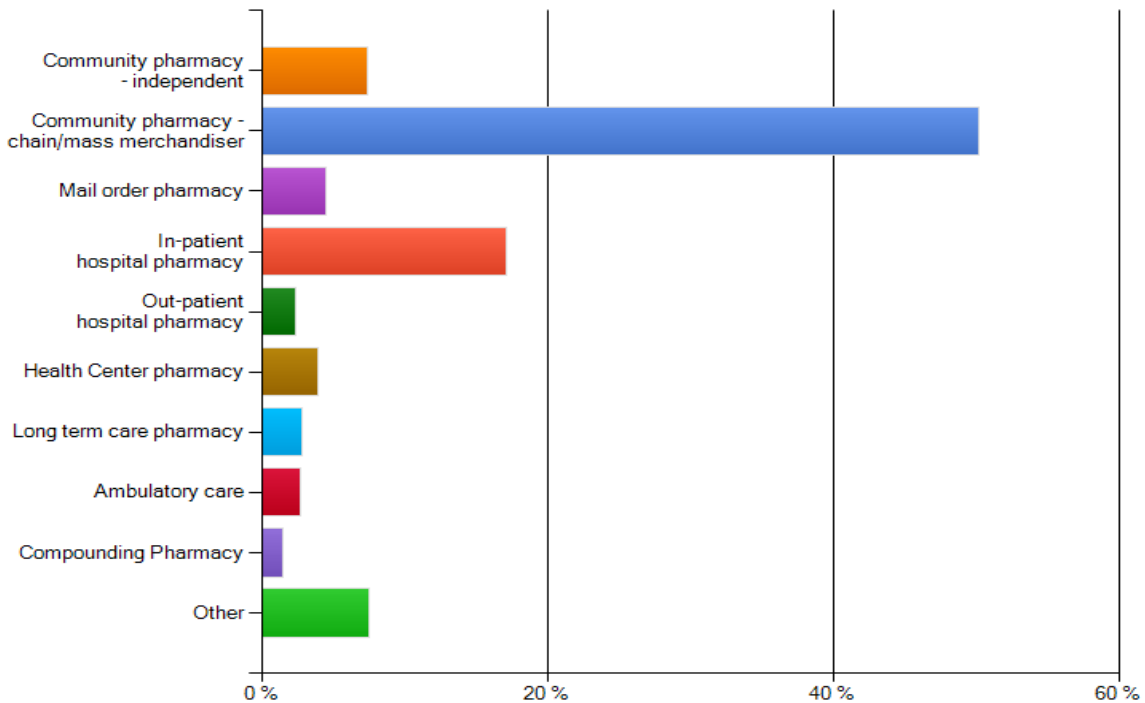
Please rate your level of agreement with the following statements:

Answer Options	Agree	Disagree	Neutral	N/A	Response Count
1.a I have adequate time for breaks/lunches at my primary practice site.	599	634	138	21	1392
1.b I am satisfied with the amount of time I have to do my job.	529	629	205	16	1379
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	659	462	239	26	1386
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	641	503	218	27	1389
1.e My site has adequate Technician staff to provide safe and effective patient care.	647	515	183	45	1390
1.f My site has adequate Clerk staff to provide safe and effective patient care.	452	413	194	329	1388

answered question - 1393

skipped question - 8

All Responding Pharmacist Primary practice site.



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Q.1 STAFF PHARMACISTS:

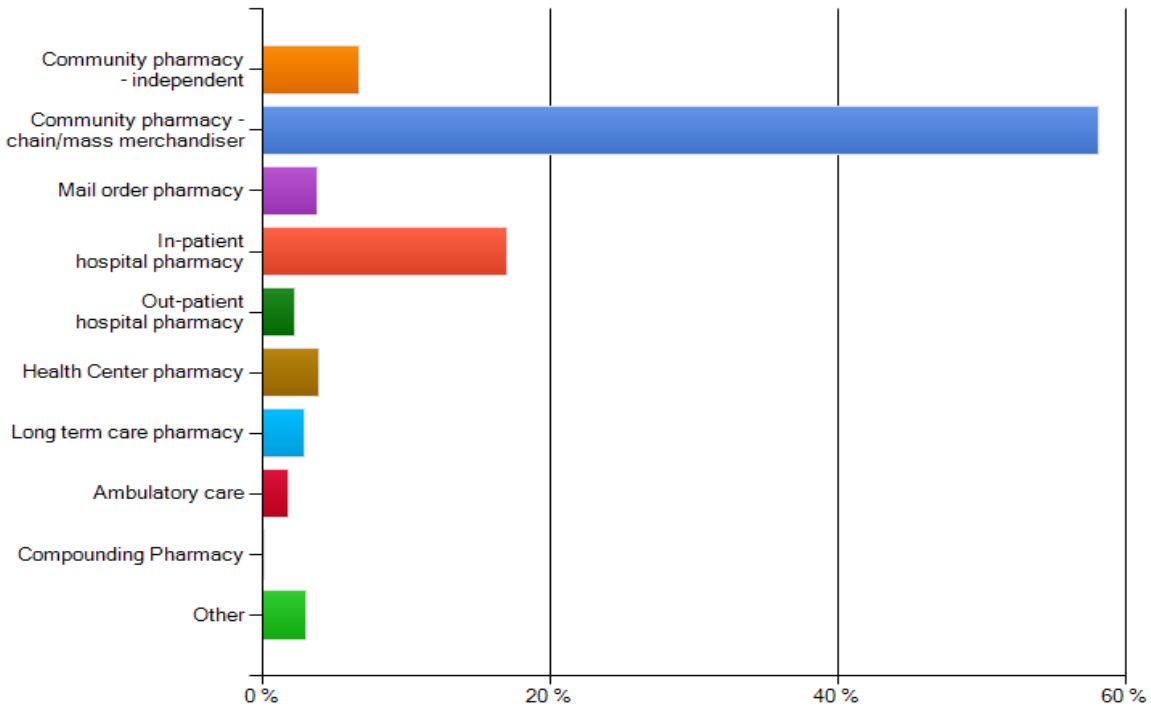
Please rate your level of agreement with the following statements:

Answer Options	Agree	Disagree	Neutral	N/A	Response Count
1.a I have adequate time for breaks/lunches at my primary practice site.	262	321	64	5	652
1.b I am satisfied with the amount of time I have to do my job.	232	322	89	4	647
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	255	253	133	8	649
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	265	273	107	6	651
1.e My site has adequate Technician staff to provide safe and effective patient care.	271	274	100	7	652
1.f My site has adequate Clerk staff to provide safe and effective patient care.	184	224	91	151	650

answered question - 652

skipped question - 0

Staff Pharmacist Primary practice site.



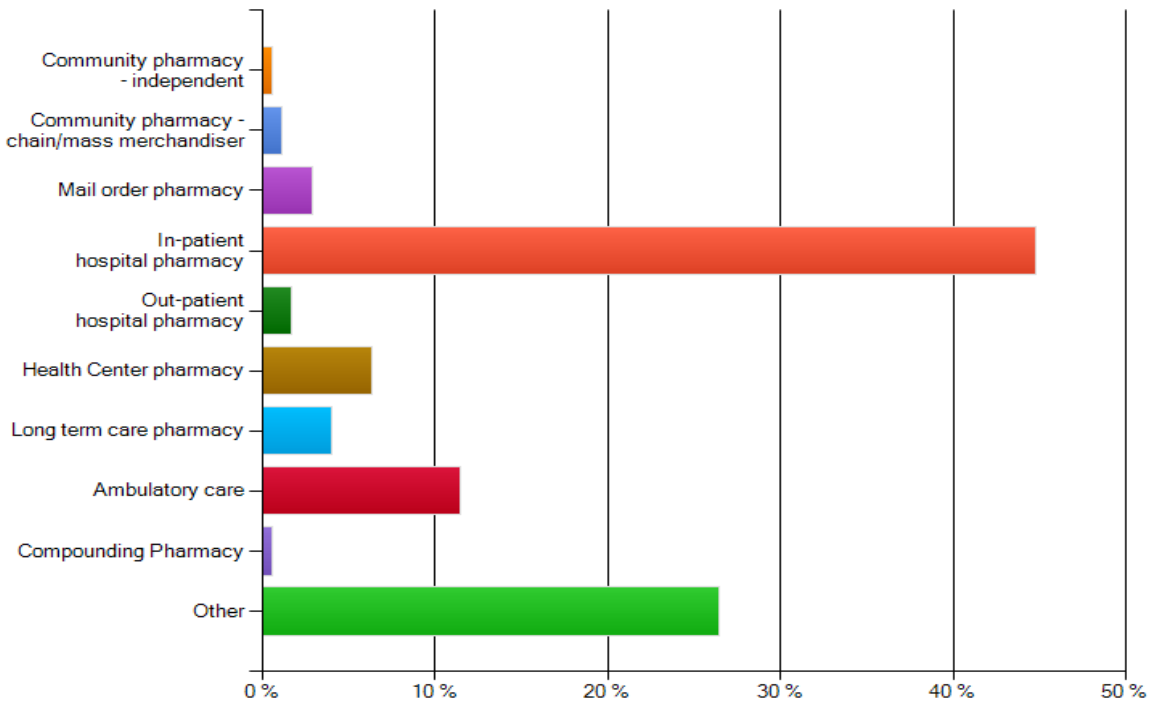
Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2011

Q.1 CLINICAL/SPECIALTY PHARMACISTS:

Please rate your level of agreement with the following statements:

Answer Options	Agree	Disagree	Neutral	N/A	Response Count
1.a I have adequate time for breaks/lunches at my primary practice site.	111	46	13	3	173
1.b I am satisfied with the amount of time I have to do my job.	97	46	27	2	172
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	122	33	13	5	173
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	109	35	23	6	173
1.e My site has adequate Technician staff to provide safe and effective patient care.	107	30	20	15	172
1.f My site has adequate Clerk staff to provide safe and effective patient care.	66	17	19	70	172
answered question - 173					
skipped question - 0					

Clinical/Specialty Pharmacists Primary practice site.



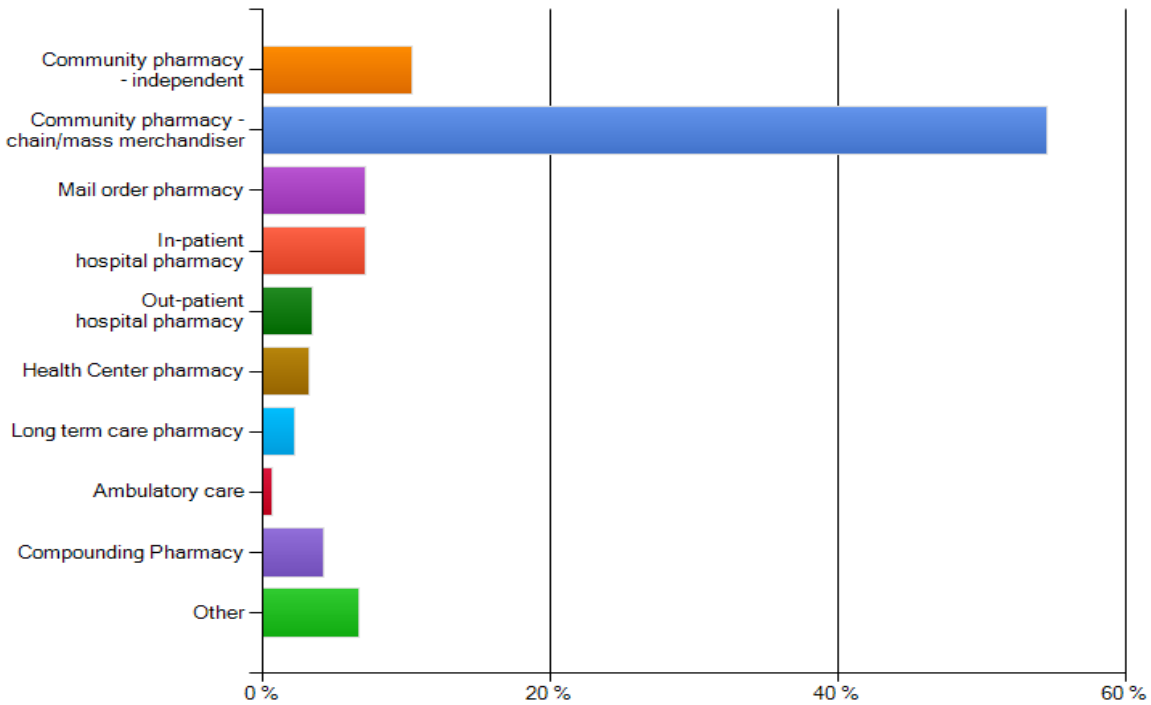
Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2011

Q.1 PHARMACY MANAGER / PIC

Please rate your level of agreement with the following statements:

Answer Options	Agree	Disagree	Neutral	N/A	Response Count
1.a I have adequate time for breaks/lunches at my primary practice site.	176	183	41	3	403
1.b I am satisfied with the amount of time I have to do my job.	148	182	66	2	398
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	212	125	62	3	402
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	209	128	63	2	402
1.e My site has adequate Technician staff to provide safe and effective patient care.	205	146	44	8	403
1.f My site has adequate Clerk staff to provide safe and effective patient care.	154	117	58	74	403
<i>answered question - 403</i>					
<i>skipped question - 0</i>					

Pharmacy Manager/PIC primary practice site.



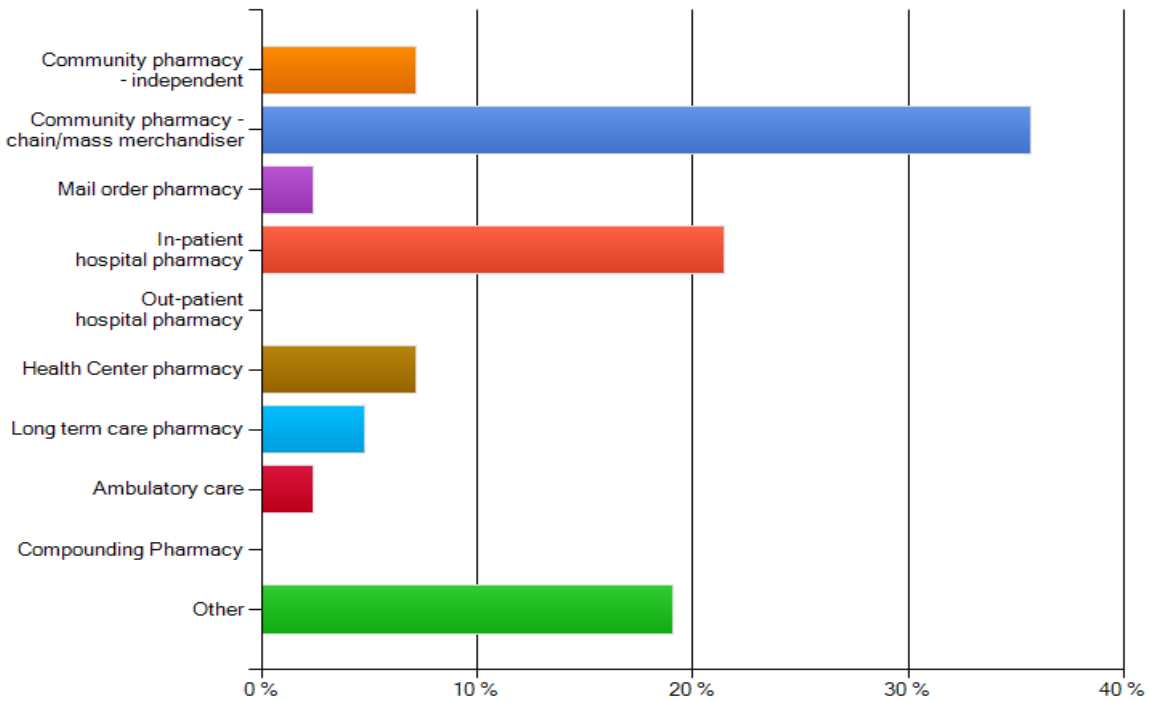
Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2011

Q.1 REGIONAL MANAGER/DIRECTOR/VP

Please rate your level of agreement with the following statements:

Answer Options	Agree	Disagree	Neutral	N/A	Response Count
1.a I have adequate time for breaks/lunches at my primary practice site.	26	10	5	1	42
1.b I am satisfied with the amount of time I have to do my job.	22	12	7	1	42
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	27	9	4	2	42
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	25	12	2	3	42
1.e My site has adequate Technician staff to provide safe and effective patient care.	26	10	3	3	42
1.f My site has adequate Clerk staff to provide safe and effective patient care.	18	9	6	9	42
<i>answered question - 42</i>					
<i>skipped question - 0</i>					

Regional Pharmacy Manager/Director/VP primary practice site.



Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2011

Q.1 RELIEF PHARMACISTS:

Please rate your level of agreement with the following statements:

Answer Options	Agree	Disagree	Neutral	N/A	Response Count
1.a I have adequate time for breaks/lunches at my primary practice site.	15	60	13	2	90
1.b I am satisfied with the amount of time I have to do my job.	23	53	12	1	89
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	31	35	23	0	89
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	26	46	17	1	90
1.e My site has adequate Technician staff to provide safe and effective patient care.	31	47	12	0	90
1.f My site has adequate Clerk staff to provide safe and effective patient care.	24	39	17	10	90
answered question - 90					
skipped question - 0					

Relief Pharmacist primary practice site.

