



Oregon

John A. Kitzhaber, MD, Governor

Oregon Board of Pharmacy
800 NE Oregon Street, Suite 150
Portland, OR 97232
Phone: 971 / 673-0001
Fax: 971 / 673-0002

E-mail: pharmacy.board@state.or.us
Web: www.pharmacy.state.or.us

Posted November 21, 2013

Board Conducts Survey on Working Conditions

The Board has continued to hear concerns regarding working conditions in the pharmacy from Oregon licensed pharmacists.

In July 2013, the Board conducted a **follow-up** Working Conditions Survey (a duplicate of the 2011 survey) to solicit opinions from those pharmacists licensed in Oregon via an online survey. Over 1640 individuals responded to the survey with more than 492 providing one or more specific comments. The Board appreciates each person who took the time to participate in the survey and provide comment.

The Board of Pharmacy staff has summarized the results. This data will be statistically analyzed and compared to the survey results from the 2011 survey.

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

- Staffing Conditions
- Meal Periods and Breaks
- Patient Safety
- Other Stressors

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	Rating Count
I have adequate time for breaks/lunches at my primary practice site.	18.7% (308)	28.4% (468)	10.0% (164)	18.1% (298)	21.1% (347)	3.7% (61)	1,646
I am satisfied with the amount of time I have to do my job.	14.4% (237)	29.5% (485)	13.6% (223)	23.4% (385)	15.8% (260)	3.2% (52)	1,642
My employer provides a work environment that is conducive to providing safe and effective patient care.	17.2% (282)	31.8% (521)	17.6% (289)	17.6% (289)	11.7% (192)	4.0% (65)	1,638
My site has adequate Pharmacist staff to provide safe and effective patient care.	15.8% (260)	32.4% (533)	15.5% (255)	19.6% (322)	12.2% (200)	4.5% (74)	1,644
My site has adequate Technician staff to provide safe and effective patient care.	16.3% (268)	33.1% (543)	12.8% (210)	17.1% (281)	13.8% (227)	6.8% (112)	1,641
My site has adequate Clerk staff to provide safe and effective patient care.	12.0% (196)	22.0% (360)	13.5% (221)	13.0% (213)	11.3% (185)	28.3% (463)	1,638
answered question							1,647
skipped question							7

2. Please select your primary role as a pharmacist:

		Response Percent	Response Count
Staff Pharmacist		47.2%	760
Clinical/Specialty Pharmacist		15.8%	255
Pharmacy Manager/PIC		28.1%	452
Regional Pharmacy Manager/Director/VP		2.2%	36
Relief Pharmacist		6.6%	107
		answered question	1,610
		skipped question	44

3. Please indicate your primary practice site.

		Response Percent	Response Count
Community pharmacy - independent		8.0%	129
Community pharmacy - chain/mass merchandiser		46.4%	752
Mail order pharmacy		5.4%	87
In-patient hospital pharmacy		18.0%	292
Out-patient hospital pharmacy		2.5%	41
Health Center pharmacy		2.7%	43
Long term care pharmacy		2.3%	37
Ambulatory care		3.4%	55
Compounding Pharmacy		2.2%	35
Other		9.2%	149
		answered question	1,620
		skipped question	34

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

		Response Percent	Response Count
< 4 hours		1.8%	29
4-5.9 hours		1.6%	25
6-7.9 hours		5.3%	84
8-9.9 hours		51.6%	825
10-11.9 hours		28.5%	456
12-13.9 hours		10.4%	166
> 14 hours		0.8%	13
answered question			1,598
skipped question			56

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

		Response Percent	Response Count
< 20 hours		8.0%	127
20-29.9 hours		8.5%	136
30-39.9 hours		19.0%	304
40-49.9 hours		57.5%	918
50-59.9 hours		4.8%	76
> 60 hours		2.3%	36
answered question			1,597
skipped question			57

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

		Response Percent	Response Count
< 50		3.3%	53
51-99		6.6%	106
100-199		31.4%	504
200-299		24.8%	397
300-399		5.4%	87
400-499		1.9%	31
> 500		2.4%	39
Not Sure		10.4%	166
Not applicable		13.7%	220
answered question			1,603
skipped question			51

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

		Response Percent	Response Count
< 5 years		16.6%	264
5-10 years		13.8%	219
10-15 years		12.1%	192
15-20 years		11.6%	184
20-25 years		11.9%	190
> 25 years		34.1%	542
answered question			1,591
skipped question			63

8. Sex

		Response Percent	Response Count
Male		48.5%	766
Female		51.5%	812
answered question			1,578
skipped question			76

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

	Response Count
	492
answered question	492
skipped question	1,162

Pharmacy Working Conditions Survey Results -July 2013

Number of active RPh	5847
Number of RPh Email Addresses	5812
Number of Undelivered Emails	-2
	<hr/>
	5810
Number of Responses	1647 (492 or 30% included written comments)
Response Rate	28.35%

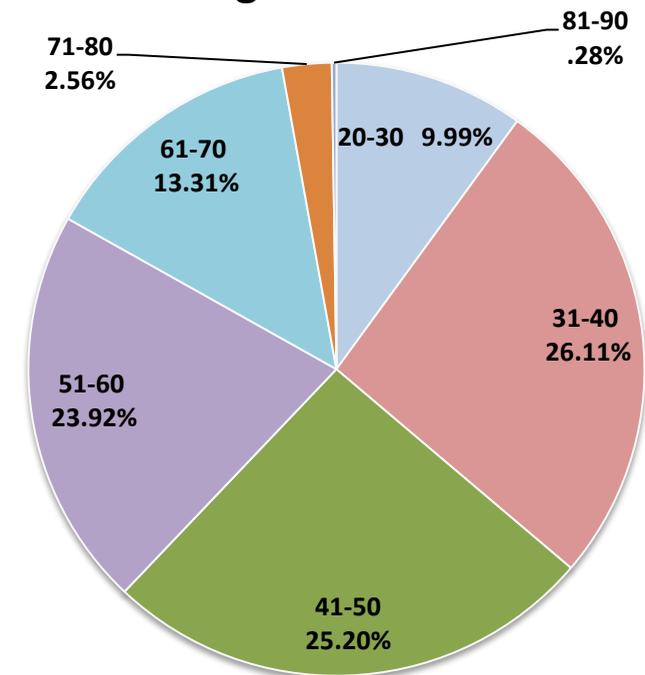
Q. 7 Years Licensed in Oregon (includes all out of state pharmacists)	Number of all OBOP licensed Pharmacists	Percentage of All OBOP Licensed Pharmacists	Percentage that Responded to Survey
Less than 5 years	1963	33.57%	10.80%
5-10 Years	856	14.64%	16.47%
10-15 Years	580	9.92%	36.38%
15-20 Years	646	11.05%	24.46%
20-25 Years	483	8.26%	28.16%
More than 25 Years	1319	22.56%	36.01%

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	137	35	57	1	13
5-10 Years	96	60	56	2	5
10-15 Years	88	37	63	0	3
15-20 Years	99	23	51	3	7
20-25 Years	90	28	58	9	5
More than 25 Years	232	55	147	19	73

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	11	153	6	6	47	4	2	16	3	16
5-10 Years	9	91	10	6	54	8	2	12	10	16
10-15 Years	8	91	8	8	36	6	6	7	6	16
15-20 Years	12	93	9	4	27	2	7	5	2	22
20-25 Years	18	68	19	2	35	8	7	5	4	24
More than 25 Years	68	232	34	14	88	15	11	10	10	53

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	2	1	4	143	71	41	2
5-10 Years	2	2	5	108	66	33	1
10-15 Years	2	1	10	107	56	14	1
15-20 Years	2	2	11	84	56	25	1
20-25 Years	2	2	9	105	60	11	1
More than 25 Years	18	17	45	264	139	39	6

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	7	10	42	192	4	8
5-10 Years	9	12	42	135	16	3
10-15 Years	10	18	42	104	12	4
15-20 Years	13	17	40	101	6	5
20-25 Years	10	15	41	114	6	4
More than 25 Years	75	64	92	257	30	11

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	6	15	78	72	14	5	6	38	29
5-10 Years	10	19	59	51	9	2	5	30	30
10-15 Years	7	15	54	52	10	6	5	18	25
15-20 Years	7	8	63	52	12	0	7	12	22
20-25 Years	6	12	59	40	15	7	7	20	23
More than 25 Years	17	31	186	122	25	9	8	48	89

Q.8 Gender of responding pharmacists licensed:	Male	Female
Less than 5 years	114	148
5-10 Years	85	131
10-15 Years	66	122
15-20 Years	79	101
20-25 Years	76	112
More than 25 Years	342	196

Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2013

Q.1

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

	AGREE	DISAGREE
x All Pharmacists	54.6%	45.4%
Staff Pharmacists	48.1%	51.9%
Clinical/Specialty Pharmacists	74.4%	25.6%
Pharmacy Manager/PIC	54.3%	45.7%
Regional Manager/Director/VP	80.0%	20.0%
Relief Pharmacists	44.0%	56.0%

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

	AGREE	DISAGREE
All Pharmacists	52.8%	47.2%
Staff Pharmacists	44.7%	55.3%
Clinical/Specialty Pharmacists	73.6%	26.4%
Pharmacy Manager/PIC	52.5%	47.5%
Regional Manager/Director/VP	82.8%	17.2%
Relief Pharmacists	50.0%	50.0%

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

	AGREE	DISAGREE
All Pharmacists	62.5%	37.5%
Staff Pharmacists	51.6%	48.4%
Clinical/Specialty Pharmacists	82.6%	17.4%
Pharmacy Manager/PIC	67.1%	32.9%
Regional Manager/Director/VP	86.7%	13.3%
Relief Pharmacists	58.6%	41.4%

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

	AGREE	DISAGREE
All Pharmacists	60.3%	39.7%
Staff Pharmacists	52.1%	47.9%
Clinical/Specialty Pharmacists	73.9%	26.1%
Pharmacy Manager/PIC	66.4%	33.6%
Regional Manager/Director/VP	84.4%	15.6%
Relief Pharmacists	48.6%	51.4%

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

	AGREE	DISAGREE
All Pharmacists	61.5%	38.5%
Staff Pharmacists	52.7%	47.3%
Clinical/Specialty Pharmacists	79.9%	20.1%
Pharmacy Manager/PIC	66.9%	33.1%
Regional Manager/Director/VP	87.1%	12.9%
Relief Pharmacists	53.8%	46.2%

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

	AGREE	DISAGREE
All Pharmacists	58.3%	41.7%
Staff Pharmacists	50.0%	50.0%
Clinical/Specialty Pharmacists	81.1%	18.9%
Pharmacy Manager/PIC	62.5%	37.5%
Regional Manager/Director/VP	90.0%	10.0%
Relief Pharmacists	51.4%	48.6%

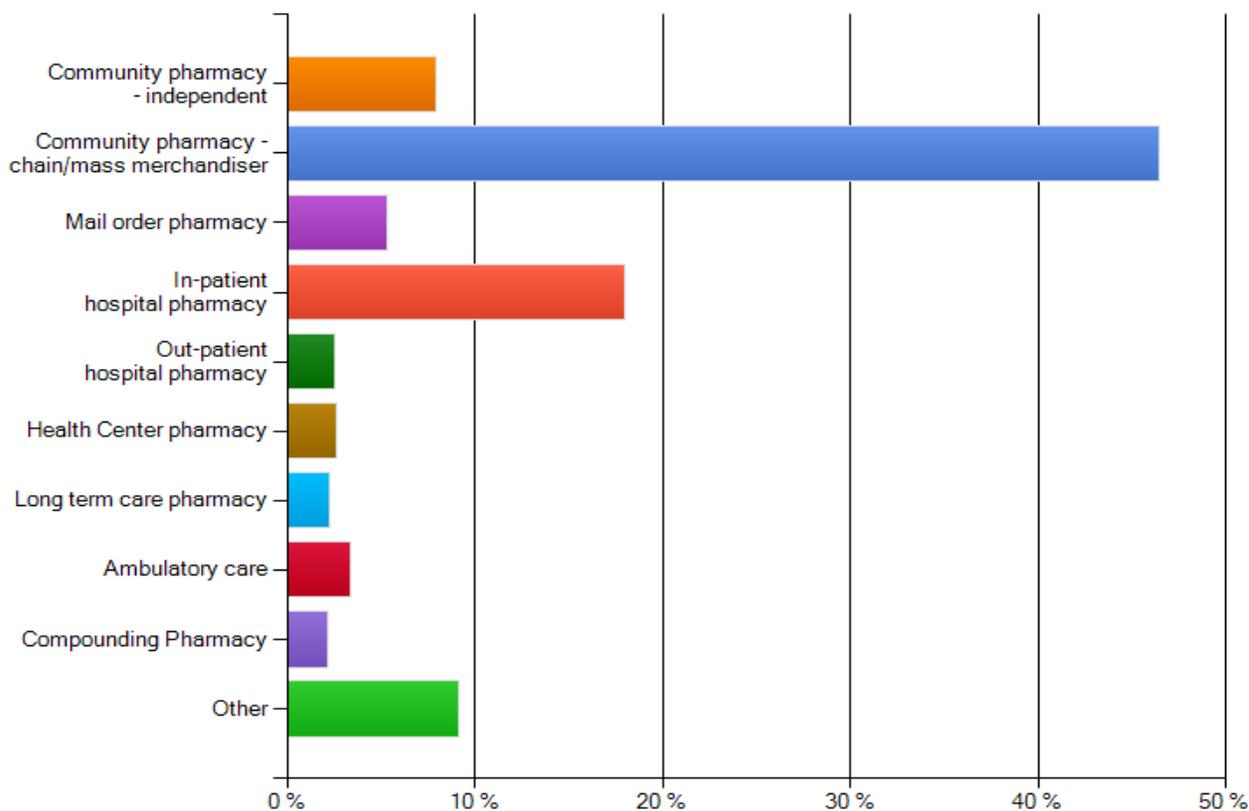
Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2013

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.	776	645	164	61	1646
1.b I am satisfied with the amount of time I have to do my job.	722	645	223	52	1642
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	803	481	289	65	1638
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	793	522	255	74	1644
1.e My site has adequate Technician staff to provide safe and effective patient care.	811	508	210	112	1641
1.f My site has adequate Clerk staff to provide safe and effective patient care.	556	398	221	463	1638
answered question - 1647					
skipped question - 7					

Pharmacists - Primary Practice Site



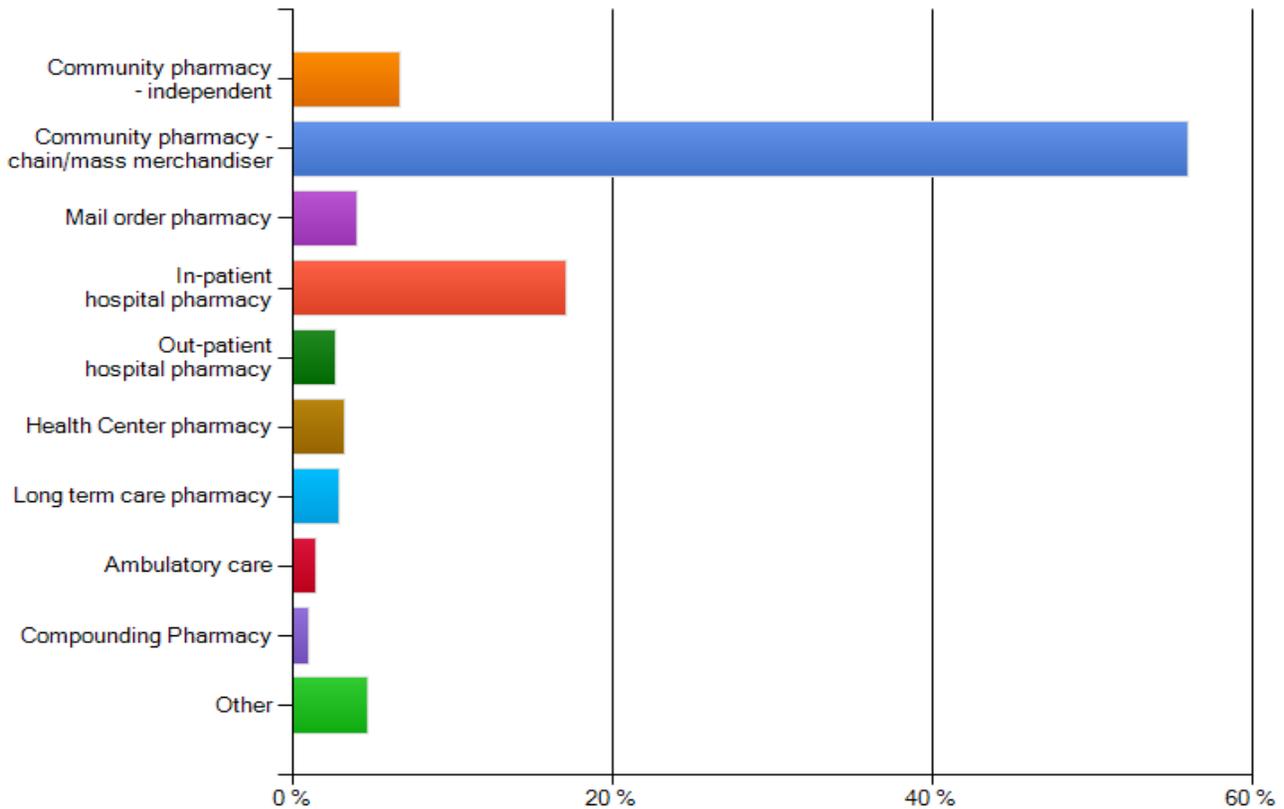
Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2013

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.	323	349	73	15	760
1.b I am satisfied with the amount of time I have to do my job.	289	357	102	10	758
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	304	285	152	15	756
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	318	292	134	15	759
1.e My site has adequate Technician staff to provide safe and effective patient care.	336	302	99	21	758
1.f My site has adequate Clerk staff to provide safe and effective patient care.	230	230	114	183	757
answered question - 760					
skipped question - 0					

Staff Pharmacists - Primary Practice Site



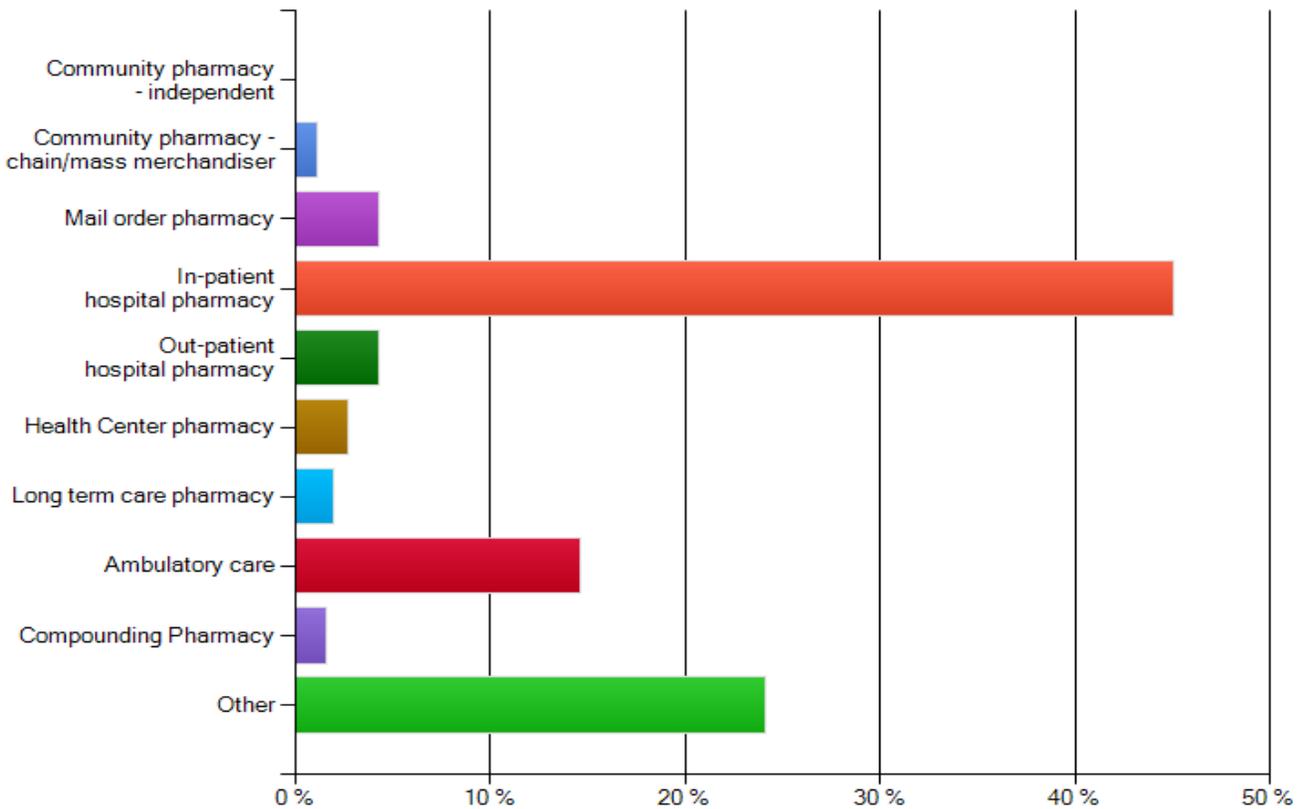
Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2013

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.	166	57	27	5	255
1.b I am satisfied with the amount of time I have to do my job.	159	57	33	5	254
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	171	36	37	10	254
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	153	54	35	13	255
1.e My site has adequate Technician staff to provide safe and effective patient care.	147	37	31	40	255
1.f My site has adequate Clerk staff to provide safe and effective patient care.	86	20	26	122	254
answered question - 255					
skipped question - 0					

Clinical / Specialty Pharmacists - Primary Practice Site



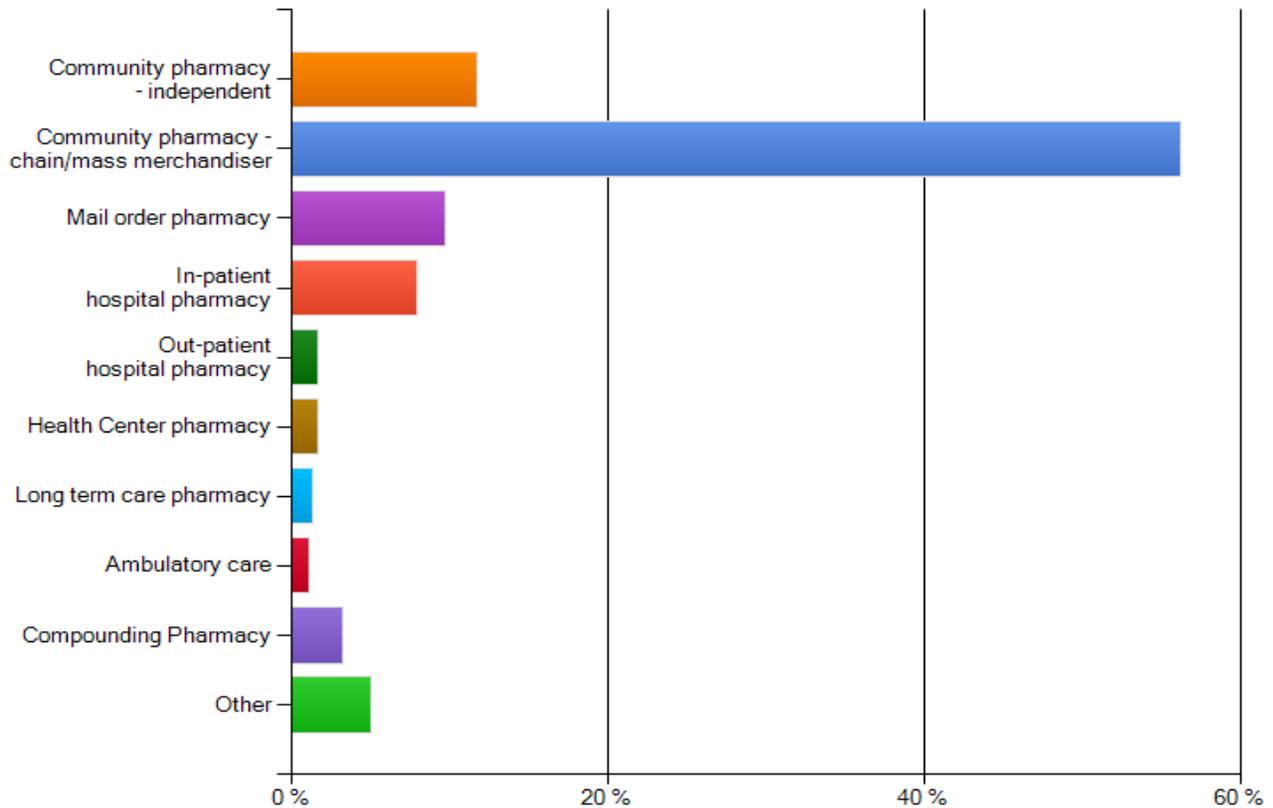
Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2013

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.	216	182	46	7	451
1.b I am satisfied with the amount of time I have to do my job.	200	181	66	4	451
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	251	123	72	5	451
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	251	127	65	8	451
1.e My site has adequate Technician staff to provide safe and effective patient care.	251	124	62	12	449
1.f My site has adequate Clerk staff to provide safe and effective patient care.	178	107	60	104	449
answered question - 452					
skipped question - 0					

Pharmacy Manager / PIC - Primary Practice Site



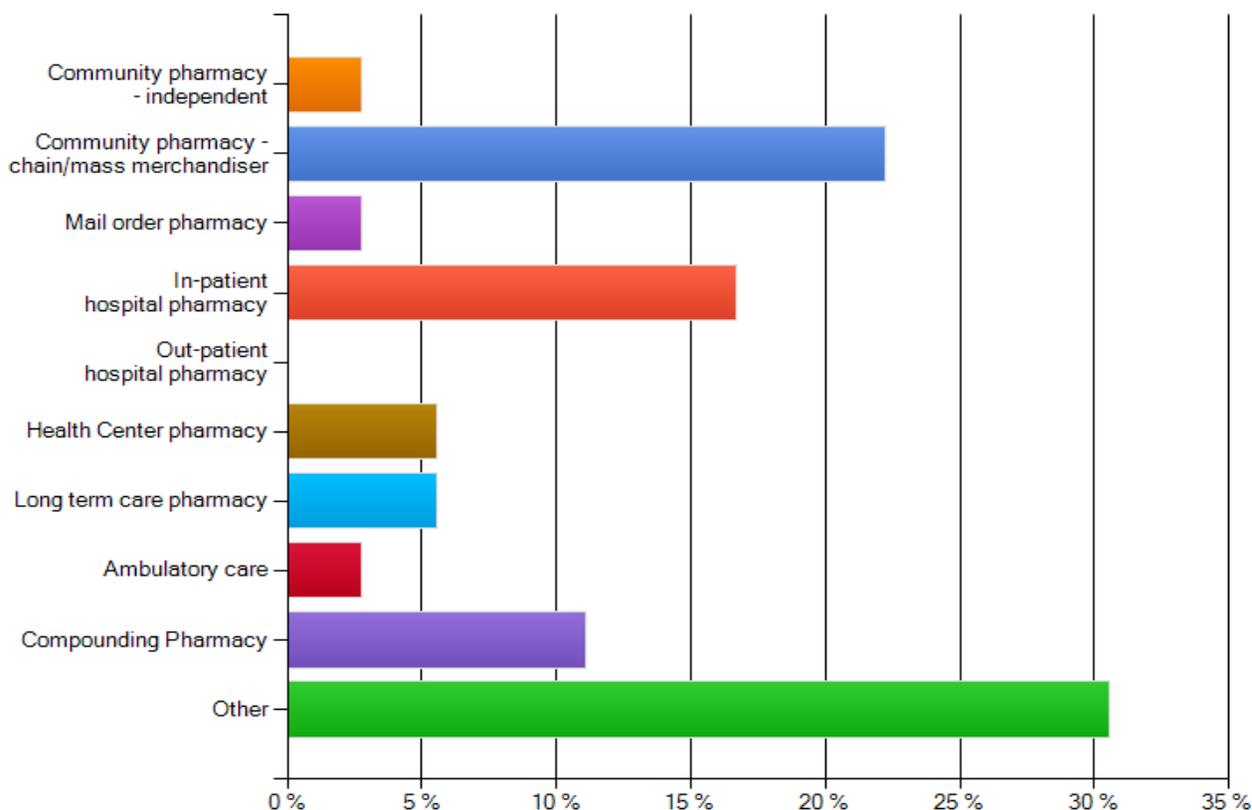
Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2013

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.	24	6	5	1	36
1.b I am satisfied with the amount of time I have to do my job.	24	5	4	2	35
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	26	4	4	2	36
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	27	5	1	3	36
1.e My site has adequate Technician staff to provide safe and effective patient care.	27	4	1	4	36
1.f My site has adequate Clerk staff to provide safe and effective patient care.	18	2	4	12	36
answered question - 36					
skipped question - 0					

Regional Pharmacy Manager/Director/VP - Primary Practice Site



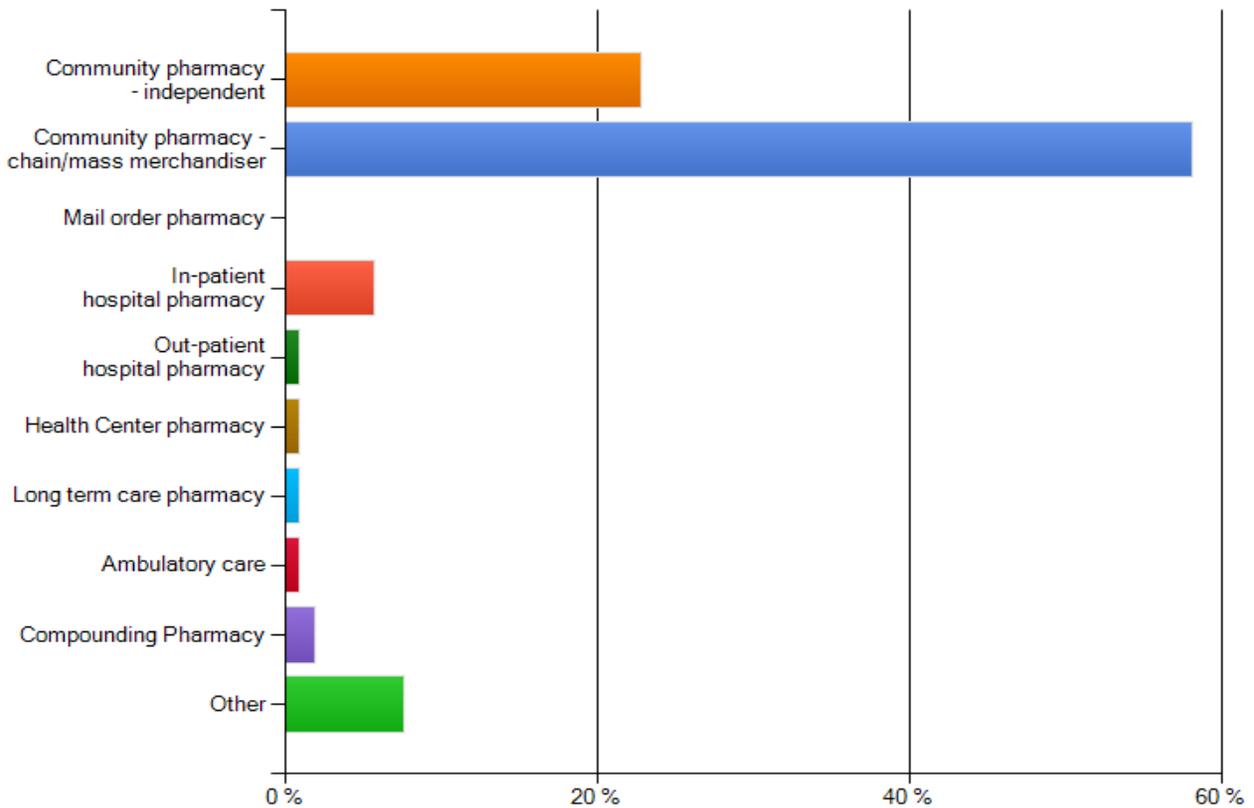
Oregon Board of Pharmacy Pharmacy Working Conditions Survey Results July 2013

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.	37	47	10	13	107
1.b I am satisfied with the amount of time I have to do my job.	40	40	14	13	107
1.c My employer provides a work environment that is conducive to providing safe and effective patient care.	41	29	21	14	105
1.d My site has adequate Pharmacist staff to provide safe and effective patient care.	36	38	18	14	106
1.e My site has adequate Technician staff to provide safe and effective patient care.	42	36	15	13	106
1.f My site has adequate Clerk staff to provide safe and effective patient care.	37	35	15	18	105
answered question - 107					
skipped question - 0					

Relief Pharmacists - Primary Practice Site



Pharmacy Working Conditions Survey Results Comparisons

July 2013

Number of active RPh	5847	
Number of RPh Email Addresses	5812	
Number of Undelivered Emails	-2	
	5810	Note: There were 997 more email addresses in 2013 than 2011
Number of Responses	1647	(492 or 30% included written comments)
Response Rate	28.35%	

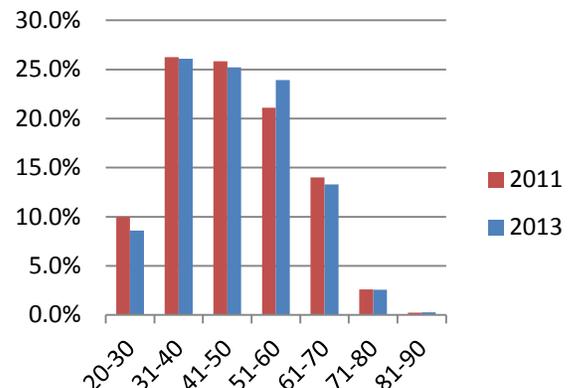
Q. 7 Years Licensed in Oregon (includes all out of state pharmacists)	Number of all OBOP licensed Pharmacists	Percentage of All OBOP Licensed Pharmacists	Percentage that Responded to Survey	Percentage that Responded to Survey Compared to 2011
Less than 5 years	1963	33.57%	10.80%	-2.66%
5-10 Years	856	14.64%	16.47%	-4.86%
10-15 Years	580	9.92%	36.38%	6.95%
15-20 Years	646	11.05%	24.46%	-2.37%
20-25 Years	483	8.26%	28.16%	-3.54%
More than 25 Years	1319	22.56%	36.01%	0.70%

July 2011

Number of active RPh	5316	
Number of RPh Email Addresses	4954	
Number of Undelivered Emails	-141	
	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%

All OBOP Licensed RPh Age Breakdown



Response Counts:

	2011	2013
All Pharmacists	1393	1647
Staff Pharmacist	652	760
Clinical/Specialty Pharmacist	173	255
Pharmacy Manager/PIC	403	452
Regional Pharmacy Manager/VP	42	36
Relief Pharmacist	90	107

Q.1 2011

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%

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%

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%

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%

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%

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%

Q.1 2013

I have adequate time for breaks/lunches at my primary practice site.		
	AGREE	DISAGREE
All Pharmacists	54.6%	45.4%
Staff Pharmacists	48.1%	51.9%
Clinical/Specialty Pharmacists	74.4%	25.6%
Pharmacy Manager/PIC	54.3%	45.7%
Regional Manager/Director/VP	80.0%	20.0%
Relief Pharmacists	44.0%	56.0%

I am satisfied with the amount of time I have to do my job.		
	AGREE	DISAGREE
All Pharmacists	52.8%	47.2%
Staff Pharmacists	44.7%	55.3%
Clinical/Specialty Pharmacists	73.6%	26.4%
Pharmacy Manager/PIC	52.5%	47.5%
Regional Manager/Director/VP	82.8%	17.2%
Relief Pharmacists	50.0%	50.0%

My employer provides a work environment that is conducive to providing safe and effective patient care.		
	AGREE	DISAGREE
All Pharmacists	62.5%	37.5%
Staff Pharmacists	51.6%	48.4%
Clinical/Specialty Pharmacists	82.6%	17.4%
Pharmacy Manager/PIC	67.1%	32.9%
Regional Manager/Director/VP	86.7%	13.3%
Relief Pharmacists	58.6%	41.4%

My site has adequate Pharmacist staff to provide safe and effective patient care.		
	AGREE	DISAGREE
All Pharmacists	60.3%	39.7%
Staff Pharmacists	52.1%	47.9%
Clinical/Specialty Pharmacists	73.9%	26.1%
Pharmacy Manager/PIC	66.4%	33.6%
Regional Manager/Director/VP	84.4%	15.6%
Relief Pharmacists	48.6%	51.4%

My site has adequate Technician staff to provide safe and effective patient care.		
	AGREE	DISAGREE
All Pharmacists	61.5%	38.5%
Staff Pharmacists	52.7%	47.3%
Clinical/Specialty Pharmacists	79.9%	20.1%
Pharmacy Manager/PIC	66.9%	33.1%
Regional Manager/Director/VP	87.1%	12.9%
Relief Pharmacists	53.8%	46.2%

My site has adequate Clerk staff to provide safe and effective patient care.		
	AGREE	DISAGREE
All Pharmacists	58.3%	41.7%
Staff Pharmacists	50.0%	50.0%
Clinical/Specialty Pharmacists	81.1%	18.9%
Pharmacy Manager/PIC	62.5%	37.5%
Regional Manager/Director/VP	90.0%	10.0%
Relief Pharmacists	51.4%	48.6%