

## Findings from the 2019 National Pharmacist Workforce Study

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## Acknowledgment

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## Advisory Committee

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## Objectives

- Provide an overview of the key findings of the 2019 NPWS
- Collect feedback on findings from JCPP members

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## National Pharmacist Workforce Survey

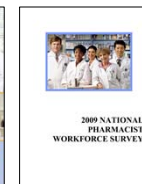
- National survey of pharmacists conducted every 4-5 years



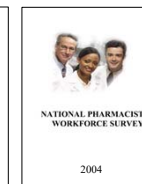
Available March 2020



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## NPWS Historically

- **2000** – 2,204 responses
- **2004** – 2,075 responses
- **2009** – 1,395 responses
- **2014** – 2,446 responses

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## NPWS 2019 Methods

- On-line survey of a random sample of 96,110 licensed pharmacists – Coordinated with NABP Foundation
- Three bulk emails sent to sample with a survey link
- Survey asked about:
  - Work status
  - Work setting
  - Job characteristics
  - Work life variables
  - Discrimination and harassment in the workplace
  - Opioid issues
- Descriptive statistics calculated for all variables

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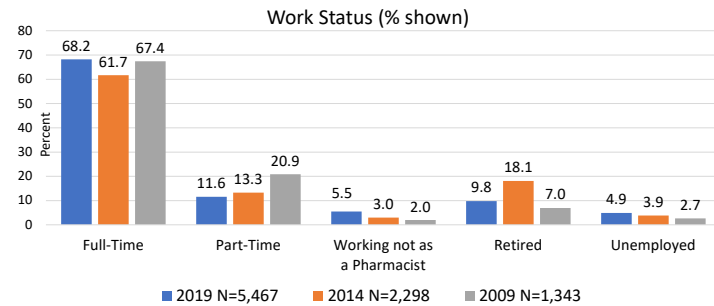
## 2019 Response Summary

- First time an electronic survey was used for NPWS
- 96,100 randomly sampled licensed pharmacists from the NABP
- 94,803 emails were verified as received to an inbox
- 8,466 pharmacists clicked on the survey link
- **5,467 usable responses** were received (5.8%\*)
  - Usable defined as no missing data for each of five key variables: work status, gender, age, hours worked weekly and practice setting

\*Using the number of pharmacists who clicked on the survey link as a denominator, 64.6% provided a usable response set

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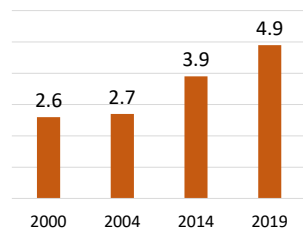
## Work Status of All Respondents



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## Unemployment

Percent Not Working



- Increasing trend in percent of licensed pharmacists reporting they are unemployed
- U.S. unemployment rate in June 2019 was 3.7%
- It appears the pharmacist job market is tightening

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## Current Job Market

Respondents rated the demand for staff pharmacists in their local area using the following scale:

- 5 = high demand
- 4 = moderate demand
- 3 = in balance
- 2 = low demand
- 1 = very low demand

	n	Mean Demand Rating
Overall	3,726	1.95
<b>Practice Setting</b>		
Community	1,786	1.86
Hospital	1,030	2.04
Outpatient/MD Clinic	219	2.16
Other Patient Care	391	1.99
Not Patient Care	300	2.03

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### Hours Worked per Week

Practice Setting	2019 n=3,727	2014 n=1,431	2009 n=905
Independent	44.3	44.2	47.3
Chain	43.0	43.5	41.8
Mass Merchandiser	43.3	42.0	41.9
Supermarket	42.2	42.1	41.2
Hospital	44.3	44.1	44.1
Other Patient Care	44.1	44.4	42.7
Industry	49.6	--	--
Not Patient Care	44.9	47.7	47.2

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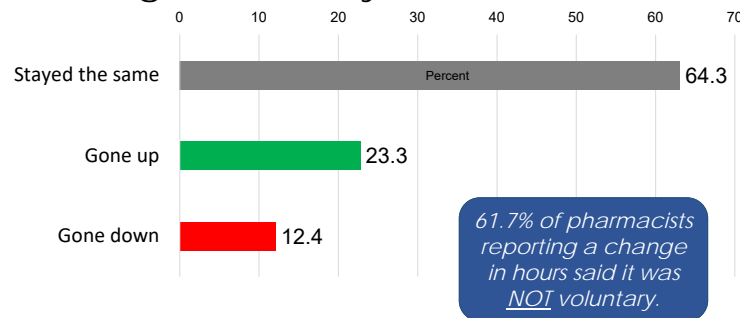
### Weekly Hours Worked by Gender 2019

Males n=1,333	Females n=2,388
44.3	43.4

- Gap in weekly hours worked between male and female full-time practicing pharmacists continues to close
  - 2019 = 0.9 hours
  - 2014 = 1.6 hours
  - 2009 = 2.4 hours

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### Change in Weekly Hours (N=4,360)



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### Work Activities

% Time Spent Performing Activities (% mean +/-SD)	Total 2019 (n = 3,968)	Total 2014 (n = 1,120)
Patient Care Services Associated with Medication Dispensing	49+/-35	49+/-33
Patient Care Services Not Associated with Medication Dispensing	22+/-27	21+/-24
Business/Organization Management	12+/-21	13+/-22
Education	7+/-10	7+/-9
Research/Scholarship	3+/-10	4+/-13
Other Activities	6+/-19	6+/-18

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### Workload

	2019 N=3,974	2014 N=846	2009 N=900
% Rating Workload Level High or Excessively High	71	69	68
% Reporting Workload Has Increased or Greatly Increased Compared to a Year Ago	69	65	61

Scale: Excessively low, Low, About right, High, Excessively high;  
 Scale: Greatly decreased, decreased, Stayed the same, Increased, Greatly increased

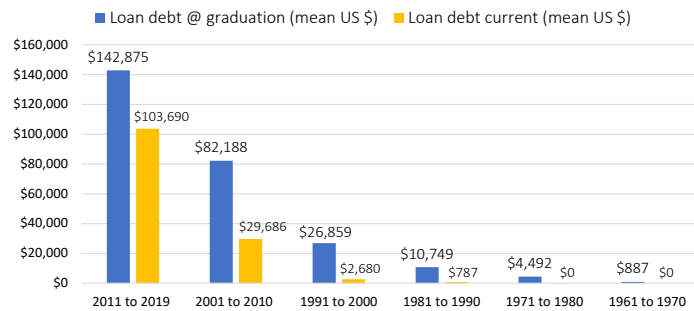
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### Staffing

- ~50% of pharmacists reported ≥1 other pharmacist on duty
- ~25% of pharmacists work with no other pharmacists
- 29% of pharmacists work with 1-2 techs, 60% work with > 2
- Hospital and ambulatory care settings accounted for most situations where residents were on duty with pharmacists – 42% & 35% respectively.

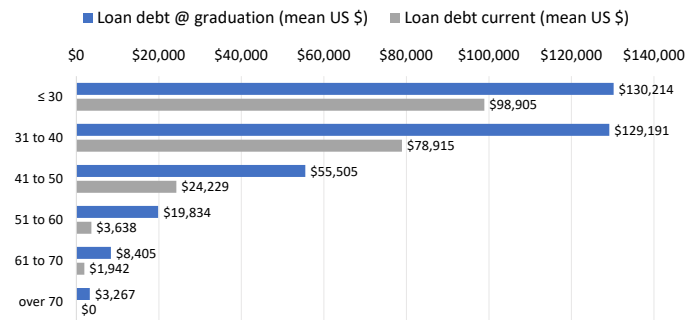
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### Debt Load by Decade of Graduation



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### Debt Load by Age Groups



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### Services Provided - Community

TYPE OF SERVICE (N = 2,122)	% YES	TYPE OF SERVICE (N = 2,122)	% YES
Administering vaccines	90.0	Opioid deprescribing	25.1
Patient medication assistance (e.g. coupons)	83.4	Disease state management	24.0
Naloxone dispensing	72.2	Durable medical equipment	23.0
Medication therapy management (MTM) services	66.7	Point of care testing	19.6
Medication synchronization	66.5	Administering other injections	18.6
Comprehensive medication management	43.9	Specialized compounding	13.4
Medication reconciliation	38.7	Pharmacogenomic testing and/or counseling	3.9
Adherence packaging	26.6		

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### Services Provided – Hospital Acute Care

TYPE OF SERVICE (N = 578)	% YES	TYPE OF SERVICE (N = 578)	% YES
Drug level monitoring	87.2	Device education/training	20.1
Therapeutic drug interchange	81.5	Opioid deprescribing	14.4
Order laboratory tests	72.7	Remote patient monitoring	13.8
Medication reconciliation	71.1	Physical assessment (vitals, etc.)	6.9
Medication education or counseling	66.3	Administer drugs orally	2.2
Start, modify, or stop drug therapy independent from a patient-specific order	61.6	Administer vaccinations	2.2
Comprehensive medication management	46.7	Other	2.2
Disease state management	42.9	Administer drugs (i.e. non-vaccines) by injection	2.1

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### Services Provided – Ambulatory Care

TYPE OF SERVICE (N = 268)	% YES	TYPE OF SERVICE (N = 268)	% YES
Medication education or counseling	61.6	Drug level monitoring	30.2
Medication reconciliation	48.5	Physical assessment (vitals, etc.)	22.4
Start, modify, or stop drug therapy independent from a patient-specific order	45.1	Remote patient monitoring	19
Disease state management	39.9	Administer vaccinations	8.6
Comprehensive medication management	39.6	Opioid deprescribing	7.5
Therapeutic drug interchange	38.8	Pharmacogenomic testing and/or counseling	3.0
Device education/training	37.7	Administer drugs orally	2.2
Order laboratory tests	37.3	Administer drugs (i.e. non-vaccines) by injection	1.9
Patient medication assistance (e.g. medication coupons, discounts)	35.1	Other	1.5

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### Work-Home Conflict

Percent experiencing high levels*	Independent	Chain	Mass Merchandiser	Super-market	Hospital	Ambulatory Care	Other Patient Care	Other	Total
2019 <sup>a</sup>	n=271	n=872	n=306	n=290	n=1,062	n=226	n=403	n=403	n=3,013
Work-to-Home Conflict	61	82	79	77	63	45	56	48	65
2014 <sup>b</sup>	n=76	n=233	n = 82	n = 95	n = 352	--	n=178	n=126	n=1,142
Work-to-Home Conflict	51	58	62	55	53	--	46	41	52

\* High level was defined as scoring above the midpoint of an item or summated score.  
<sup>a</sup> In 2019: Work-to-Home Conflict: one item; <sup>b</sup> In 2014: Work-to-Home Conflict was a two-item measure

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### Job Satisfaction

Percentage experiencing high levels*	Independent	Chain	Mass Merchandiser	Super-market	Hospital	Ambulatory Care	Other Patient Care	Other	Total
2019 <sup>a</sup>	n=271	n=872	n=306	n=290	n=1,062	n=226	n=403	n=403	n=3,013
Job Satisfaction	68	27	36	42	74	78	71	79	58
2014 <sup>b</sup>	n=76	n=233	n=82	n=95	n=352	--	n=178	n=126	n=1,142
Job Satisfaction	75	46	49	64	68	--	74	83	65

\*High level was defined as scoring above the midpoint of an item or summated score.  
<sup>a</sup> In 2019: Job Satisfaction: 3-item summated scale; <sup>b</sup> In 2014: Job Satisfaction was a five-item measure

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### Job Stressors for Full-Time Pharmacists

% Experiencing High Levels of each Stressor		N=3,840
Having so much work to do that everything cannot be done well		43
Working at current staffing levels		37
Fearing that a patient will be harmed by a medication error		35
Dealing with difficult patients		29
Possessing inadequate information regarding a patient's medical condition		20

Scale: Not at all stressful, Not too stressful, Somewhat stressful, Highly stressful

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### Pharmacist Professional Fulfillment

% Reporting Very True or Completely True	N=4,433
My work is meaningful to me	52.5
I feel worthwhile at work	40.6
I'm contributing professionally in the ways I value most	40.5
My work is satisfying to me	37.5
I feel in control when dealing with difficult problems at work	30.8
I feel happy at work	27.8

Scale: Not at all true, Somewhat true, Moderately true, Very true, Completely true

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### Pharmacist Work Exhaustion

Work Exhaustion		N=4,433
% reporting feeling a lot or totally		
Physically exhausted at work.		34.3
Emotionally exhausted at work.		33.5
A sense of dread when I think about work I have to do.		28.1
Lacking in enthusiasm at work.		26.2

Scale: Not at all, Very little, Moderately, A lot, Totally

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### Pharmacist Interpersonal Disengagement

Interpersonal Disengagement % reporting feeling a lot or totally		N=4,433
Less connected with my patients		13.4
Less connected with my colleagues		13.0
Less empathetic with my colleagues		12.4
Less interested in talking with my patients		11.9
Less sensitive to others' feelings/emotions		11.1
Less empathetic with my patients.		10.7

Scale: Not at all, Very little, Moderately, A lot, Totally

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### Means for Fulfillment & Burnout

Mean by Setting	Personal Fulfillment <sup>A</sup>	Work Exhaustion <sup>B</sup>	Interpersonal Disengagement <sup>B</sup>
Not patient care	3.38	2.35	1.87
Ambulatory Care	3.36	2.54	1.99
Hospital	3.24	2.58	1.95
Other patient care	3.15	2.52	1.97
Community	2.79	3.21	2.33
Overall	3.05	2.83	2.12

NOTE: All items rated on 5-point scales. A: Higher is better. B: Lower is better.

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### Discrimination by Gender

Discrimination Experience Basis for the Discrimination	4,623 Respondents	
	Male % N=712	Female % N=2,100
Age	37.2	29.3
Race or ethnicity	19.1	15.7
Gender	14.5	34.2
Religion	8.4	3.5
Marital status	4.6	6.0
Sexual orientation	3.7	1.0
Disability	2.7	2.5
Military status	1.0	0.7
Domestic partner status	1.3	0.8
Other	7.6	6.3

Note: More than one basis could be reported by a respondent.

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### Harassment by Gender

Harassment Experience Reported Type of Harassment	% column	
	Male	Female
Hearing demeaning comments related to race/ethnicity	35.4	30.2
Hearing or observing offensive behavior of a sexual nature	29.1	26.9
Hearing demeaning comments related to gender identity	25.4	27.4
Unwanted advances of a sexual nature	7.2	11.4
Unwanted touching of a sexual nature	2.8	4.2
Total of Yes Responses	567	1,733

Note: More than one basis could be reported by a respondent.

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## Interest in Leadership

% of staff pharmacists expressing interest in leadership by responding...	Males 982	Females 2,111
Likely or Very Likely to pursue leadership role in next 5 years	27.5	24.6
% responding Moderately true or Very true	Males 990	Females 2,128
I would like to mentor others	63.2	56.1
I want to pursue leadership in the profession of pharmacy	39.8	35.9
I want to pursue leadership in my community or other area outside pharmacy	39.2	35.6
I want to pursue leadership in my organization	33.0	28.1

Scale: Unlikely, Unlikely, Neutral, Likely, Very Likely; Scale: Not true, Slightly true, Moderately true, Very true

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## Positives & Negatives to Pursuing Leadership

% rating as a positive factor	Males N=990	Females N=2,128	% rating factor as a barrier	Males N=990	Females N=2,128
Make an impact	68.8	67.3	Role conflicting with family or lifestyle	53.2	61.3
More satisfying work	57.4	60.3	Concern about working longer hours	45.4	53.1
Schedule flexibility	41.7	48.8	Role being too stressful	43	53.1
Advance career	40.5	40.2	Not being prepared for the role	39.8	47.2
Higher earnings	41.8	36.3	Taking on more responsibilities	39.9	44.2
None of these	12.8	11.6	Managing difficult personnel	33	41.4

Respondents were staff pharmacists & faculty members.

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## Retired

n=534	Average Age Years	Percent by Gender	Percent Volunteer Time in a Service Capacity	Percent Receiving Social Security Benefits	Percent Working for Pay in Some Capacity	Percent Working In Pharmacy related work
Male	69.8	65.4	35.7	80.3	26.1	78.0
Female	64.9	34.6	58.7	56.5	21.1	64.1

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