ABSTRACT:

TITLE: Evaluation of Burnout Among Health-System and Hospital Pharmacists and Pharmacy Technicians in North Carolina

AUTHORS: Kang K, Absher R, Granko R

PRACTICE SITE: Cone Health – Moses H Cone Memorial Hospital; Greensboro, NC

PURPOSE/BACKGROUND – To assess the current state of burnout among health-system and hospital pharmacists and pharmacy technicians in North Carolina.

OBJECTIVE – To determine the percentage of health-system and hospital pharmacists and pharmacy technicians in North Carolina who are experiencing burnout based on the Maslach Burnout Inventory.

METHODS – This cross-sectional study used the Maslach Burnout Inventory-Human Services Survey for Medical Professionals to assess burnout. This survey measures three subscales of burnout: emotional exhaustion, depersonalization, and personal accomplishment. In addition to the Maslach Burnout Inventory, the survey asked questions addressing various modifiable and non-modifiable factors. To distribute the survey, we utilized an email listserv from the North Carolina Board of Pharmacy of all health-system or hospital pharmacists and pharmacy technicians who are licensed or registered in the state. The survey was distributed in June 2018. A follow-up e-mail reminder encouraging participation in the survey was sent two weeks later. The survey was open for a total of four weeks.

RESULTS – The response rate was 15.1% for pharmacists and 11.3% for pharmacy technicians. 198 (55.5%) pharmacists and 163 (69.1%) pharmacy technicians who responded were found to be experiencing burnout. Technicians were found to have a significantly higher level of burnout compared to pharmacists (p=0.001). Factors such as awareness of burnout resources, age, months with learners, hours worked, and job responsibilities may be associated with higher burnout.

CONCLUSION – The results of this survey revealed that over half of pharmacists and over two-thirds of pharmacy technicians who work in hospital and health-system settings are experiencing burnout. These results highlight the need to focus on preventing and reducing burnout among hospital and health-system based pharmacy personnel in North Carolina.