

## **NABP Supports Efforts to Improve Pharmacist Workplace Safety and Well-Being**

The issues of pharmacist workload, burnout, and well-being, and their effect on patient safety, have been considered for years, but the coronavirus disease 2019 (COVID-19) pandemic has brought concerns related to these issues to the forefront. In fact, the National Association of Boards of Pharmacy® (NABP®) member boards of pharmacy recently passed a resolution addressing this subject during the Association's 117<sup>th</sup> Annual Meeting, held in May 2021. Resolution 117-4-21, Task Force on Workplace Safety and Well-Being, reads:

**WHEREAS**, it has been noted that some pharmacists throughout the country are voicing concerns over pharmacy practice operations, metrics, and workplace safety issues that potentially put patients at risk; and

**WHEREAS**, some local, state, and national pharmacy associations are addressing system issues, such as pharmacy workplace conditions and expectations that may impact pharmacists' ability to provide patient care; and

**WHEREAS**, some state boards of pharmacy are investigating the potential negative effects and/or patient safety risks presented by specific staffing models, metrics, and pharmacy staff workload expectations;

**THEREFORE BE IT RESOLVED** that NABP convene a task force to examine the topic of pharmacy workplace safety and well-being and the effects on patient safety, which will include members with experience overseeing investigative activities related to these topics and other stakeholders to develop suggested guidelines and objective tools that may be used by member state boards of pharmacy.

With this resolution in mind, NABP expresses its support for the American Pharmacists Association (APhA) and the National Alliance of State Pharmacy Associations (NASPA) in the development of the [\*Pharmacist's Fundamental Responsibilities and Rights\*](#) document.

NABP recognizes that pharmacists have a primary role in the protection of public health and the provision of quality health care. In support of this role, pharmacists must be given the opportunity to understand their rights and responsibilities and preserve patient safety without fear of intimidation or retaliation. Pharmacists have the right to practice pharmacy with empathy, respect, and passion to effectively deliver quality health care to patients in all demographics.

NABP commends APhA and NASPA for their efforts to bring a renewed focus to the role of the pharmacist and, while recognizing that certain provisions of the document pertaining to specific business models may fall outside of the regulatory purview of the boards of pharmacy, NABP supports efforts to ensure that pharmacy practice occurs in a working environment that is conducive to the well-being and safety of all patients.

In light of the resolution noted above, the Task Force on Workplace Safety and Well-Being was formed and convened on November 18-19, 2021. The charge of the task force was to:

1. Examine the topics of pharmacy workplace safety and pharmacist well-being and their effects on patient safety.
2. Review existing guidelines and objective tools that address these issues and make recommendations regarding their use.
3. Amend, if necessary, the *Model State Pharmacy Act and Model Rules of the National Association of Boards of Pharmacy* to reflect the work of this task force.

In support of this charge, the task force was provided with the *Pharmacist's Fundamental Responsibilities and Rights* for their review and consideration. In summary, the task force recommended collaborating with relevant stakeholders regarding continuous quality improvement programs, the collection of aggregate prescription error and quality-related event data, and pharmacy staff well-being and mental health, the development of a medication safety training academy, and the development of model regulatory language to reflect these recommendations. The full report of the task force will be released in Spring 2022.

*NABP is the independent, international, and impartial Association that assists its member boards in protecting the public health.*