Impact of Community Pharmacy Task-Based Metrics on Pharmacy Workflow, the Pharmacist, and Patient Care

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Purpose: Community pharmacy is the most accessible healthcare professionals for patients to contact. Patients will go to pharmacists for a variety of questions involving prescription medications, OTC medications and general health. Lately, pharmacists have been having less time for patients which puts strain on the pharmacy. This study was constructed to determine how pharmacists felt about how community pharmacy task-based metrics were affecting themselves (the pharmacist), the pharmacy, and patient care.

Methods: An anonymous survey was sent out to current retail pharmacists consisting of demographic questions, Likert scale (rating scale to measure opinions by selecting strongly disagree, disagree neutral, agree, or strongly agree to statements) questions involving statements about pharmacy workflow, the pharmacist and the patient. Participants could then answer three open-ended questions.

Results: Overall, 205 participants were included in this survey with only 91 participants finishing the entire survey. Number of participants completing the survey dropped drastically once the open-ended questions were reached. Of the participants, 73.47% worked for a large corporation pharmacy, 15.82% worked for a grocery store retail, 5.61% worked for an independent pharmacy, 4.59% selected other and 0.51% choose not to say. Majority of participants leaned toward strongly agree on the Likert scale questions involving negative statements based on how task-based metrics affect pharmacy workflow, the pharmacy and patient care. Responses for the three open-ended questions ranged from a few sentences to a few paragraphs about the negative impacts of task-based metrics have on the pharmacy profession.

Conclusion: Pharmacists are the most accessible healthcare professional; however, the results of this survey show that is no longer the case. Community pharmacy task-based metrics have hindered time for patient care and causes the pharmacist to focus more on the profit of the pharmacy. Change is necessary involving task-based metrics to allow the pharmacist optimal time for patient care and to bring patient care back to the forefront of the community pharmacy profession.