

SUMMARY RESULTS

ABACUS DATA

# THE CANADIAN PHARMACY MENTAL HEALTH AND WORKFORCE WELLNESS SURVEY

CONDUCTED FOR THE CANADIAN PHARMACISTS ASSOCIATION

RESEARCH AND ANALYSIS FROM CANADA'S LEADING PUBLIC AFFAIRS AND  
MARKET RESEARCH EXPERTS

# METHODOLOGY



- **Sample size: 1,399 pharmacy professionals, including 1,113 pharmacists and 183 pharmacy technicians.**
- **Survey field dates: January 20 to February 7, 2022.**
- **The data was weighted by gender, role, and region.**
- **Totals may not add up to 100 due to rounding.**



# MENTAL HEALTH & WORK

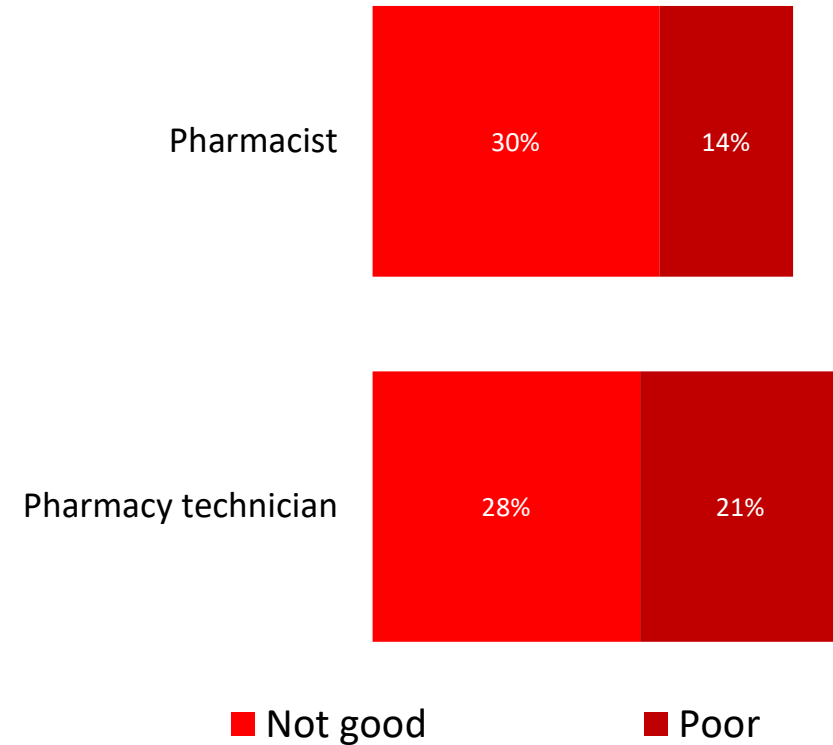
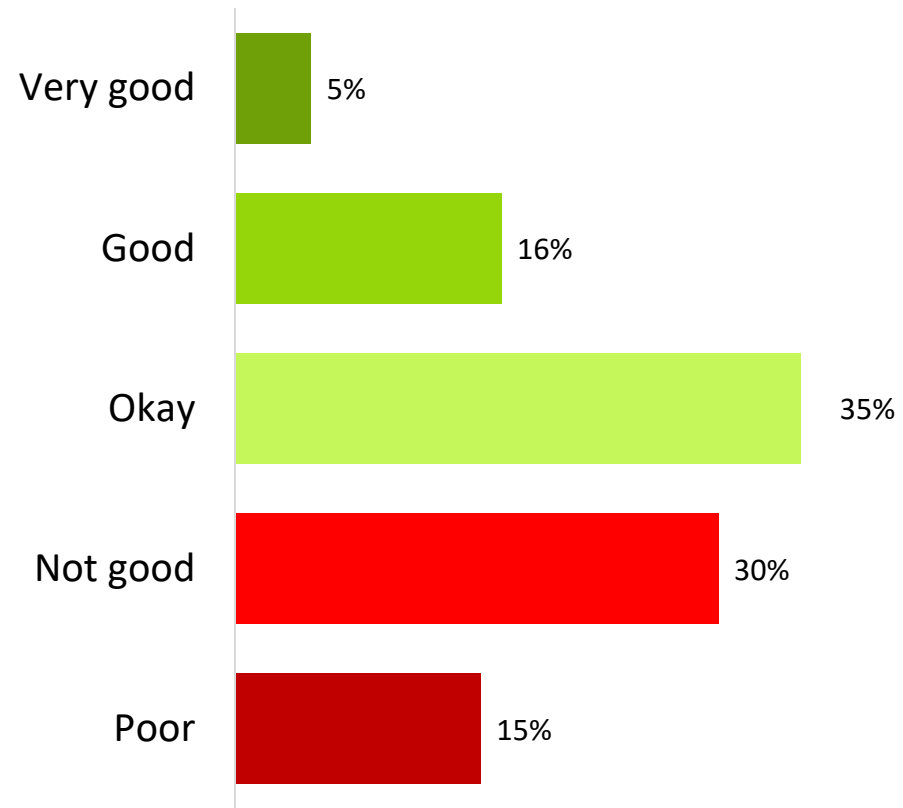
**ABACUS DATA**

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# KEY FINDINGS

- 21% of pharmacy professionals think their mental health and well-being is good or very good compared with 43% who think it is not good or poor.
- Factors identified as having a negative impact on mental health include increased workload during work hours, inadequate staffing, long working hours/lack of work-life balance, and abuse/harassment/anger from patients/public.
- Almost half of working pharmacy professionals experience abuse or harassment at least weekly and almost a quarter feel it happens daily.
  - Those working in hospital settings are much less likely to report experiencing abuse or harassment.
  - There is a strong relationship between experiencing abuse and harassment and one's mental health. Only 13% of those who rate their mental health as good or very good experience abuse and harassment daily compared with 32% of those with poor mental health and well-being.
- During the pandemic, 72% of those working have considered leaving their position (40%) or the pharmacy profession (32%) because of the impact of their work on their mental health and well-being. That rises to 90% among those who say their mental health is poor or not good.

# MENTAL HEALTH AND WELL-BEING

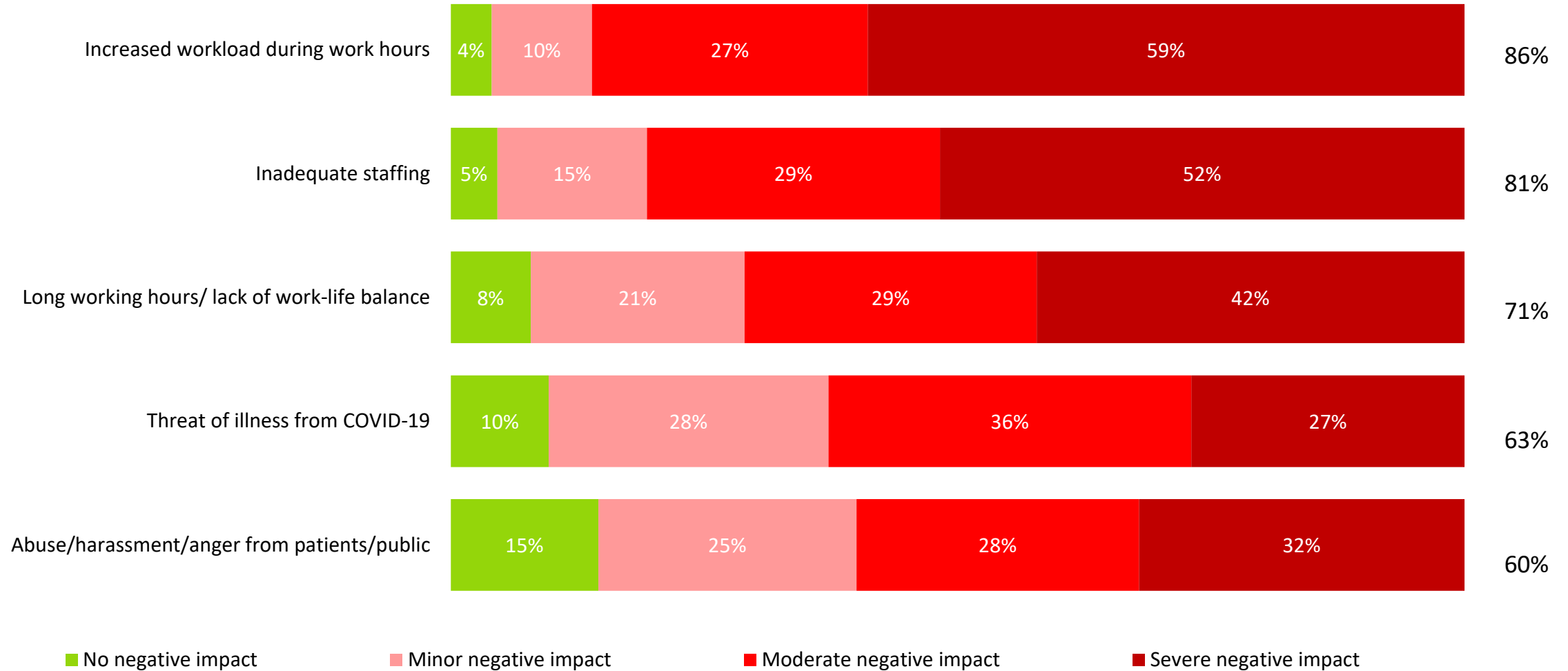


On average how would you rate your overall mental health and well-being over the past year?

BASE: All, n=1399

# IMPACTS: MENTAL HEALTH AND WELL-BEING

% Moderate/Severe negative impact

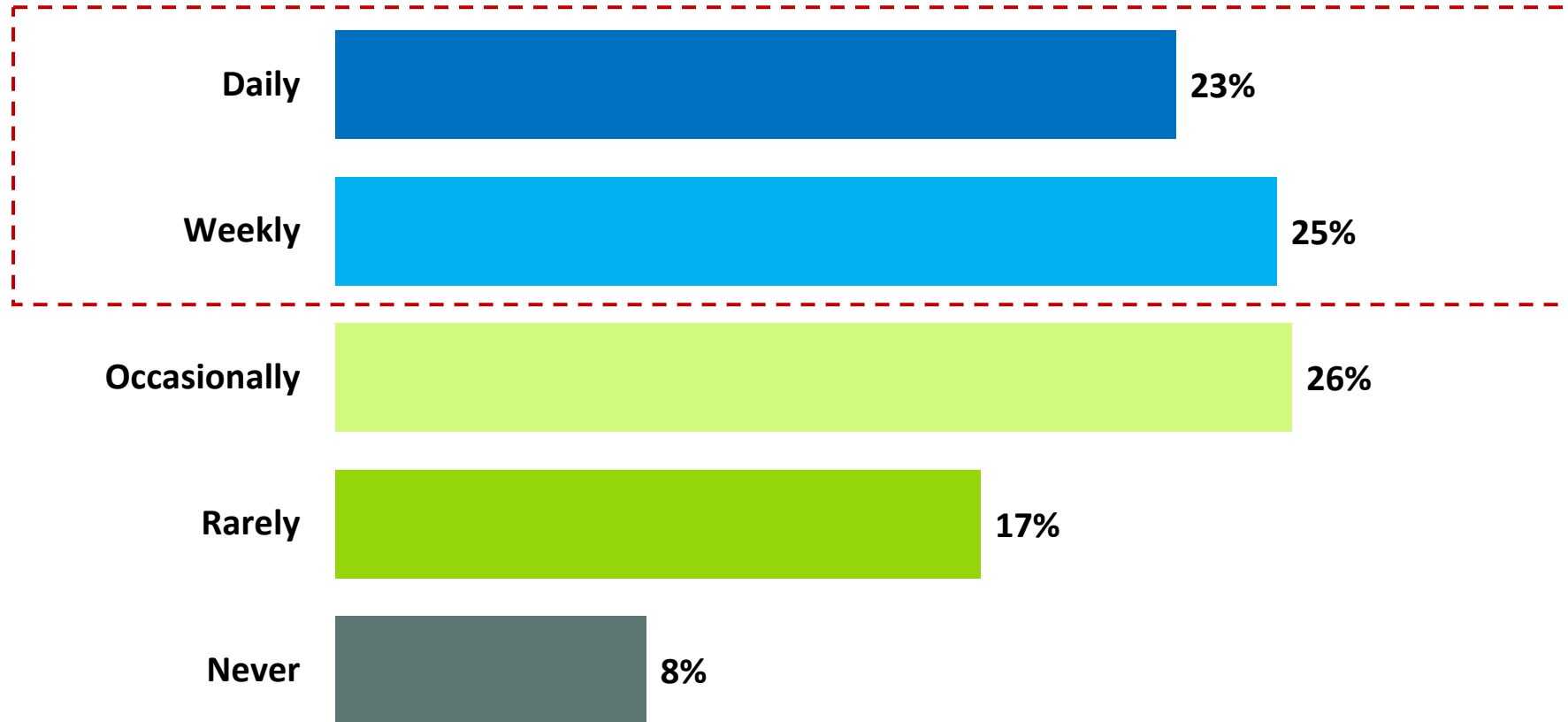


In the last year, have any of the following had a negative impact on your mental health and well-being?



BASE: Working, n=1276

# EXPERIENCED ABUSE OR HARASSMENT



**48%**  
experience abuse or  
harassment at least  
weekly

Only 14% of those  
working in hospital  
pharmacy experience  
abuse or harassment  
weekly

In the last year, how often have you experienced abuse or harassment from patients?

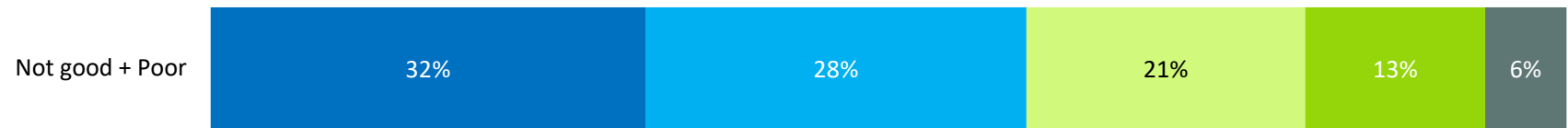
BASE: Working, n=1276

# EXPERIENCED ABUSE OR HARASSMENT



## CURRENT MENTAL HEALTH

Abuse or harassment experienced more frequently among those with poorer mental health



■ Daily

■ Weekly

■ Occasionally

■ Rarely

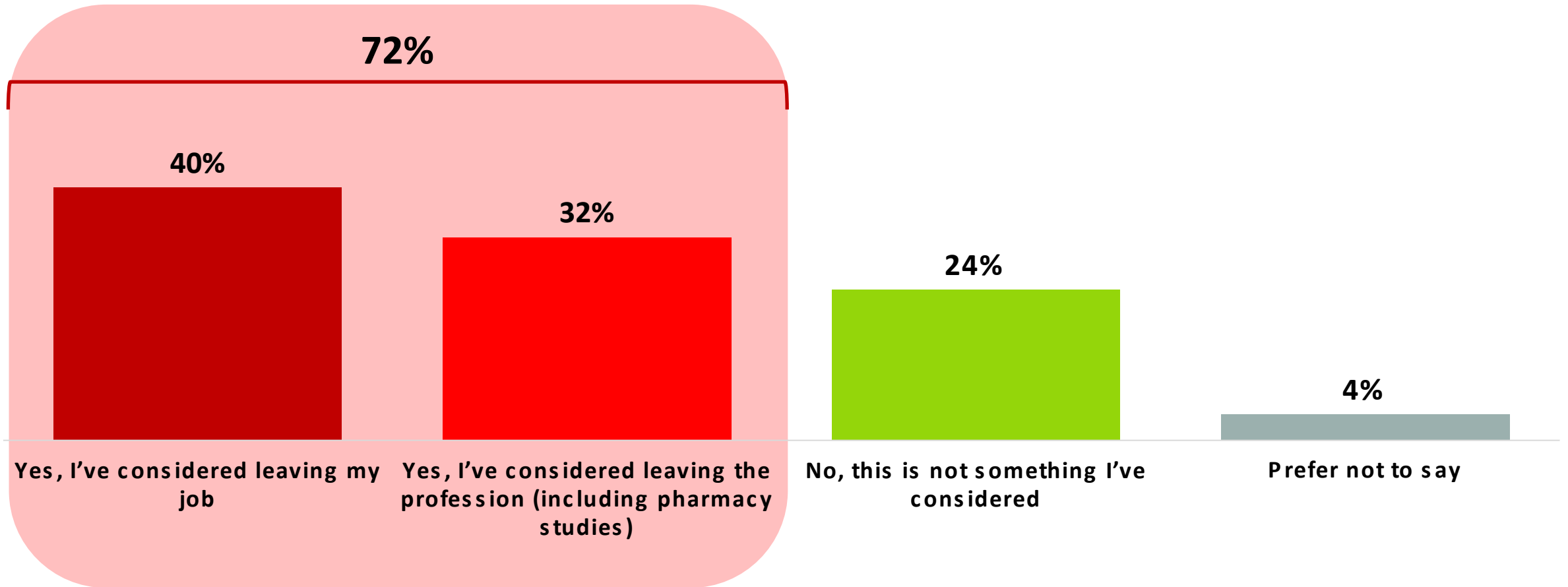
■ Never

In the last year, how often have you experienced abuse or harassment from patients?

BASE: Working, n=1276



# CONSIDERED LEAVING WORK DURING PANDEMIC



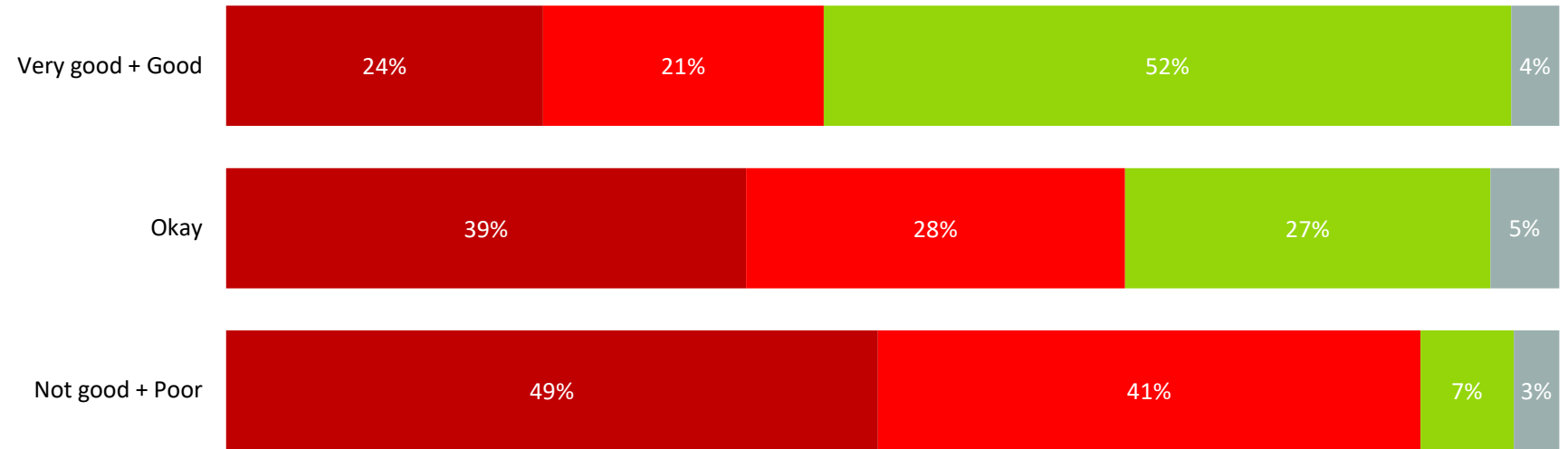
During the pandemic, has the impact of your work on your mental health and well-being caused you to consider leaving your position or the pharmacy profession?

BASE: n=1276

# CONSIDERED LEAVING WORK DURING PANDEMIC



## CURRENT MENTAL HEALTH



■ Yes, I've considered leaving my job

■ Yes, I've considered leaving the profession (including pharmacy studies)

■ No, this is not something I've considered

■ Prefer not to say

During the pandemic, has the impact of your work on your mental health and well-being caused you to consider leaving your position or the pharmacy profession?



BASE: n=1276



# RISK OF BURNOUT

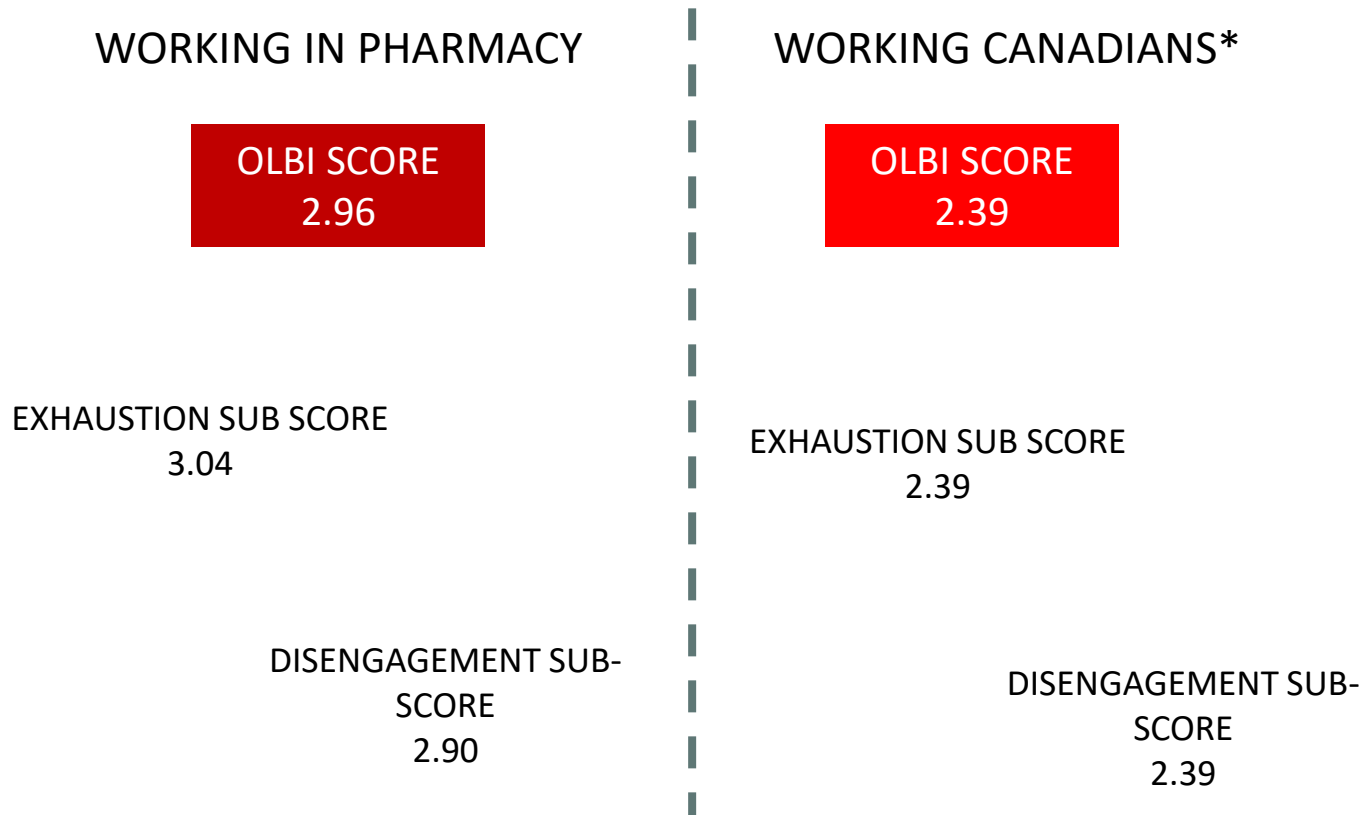
**ABACUS DATA**

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# KEY FINDINGS

- According to the Oldenburg Burnout Inventory (OLBI), 92% of pharmacy professionals working right now are at risk of suffering from burnout. Compared to the general public, those working as pharmacists or pharmacy technicians score 23% higher on burnout.
  - The OLBI strongly aligns with self-rated mental health and well-being. The score of 3.20 out of 4 among those who feel their mental health is not good or poor is dramatically higher than among those who feel it is a good or very good.
- The disengagement index is high, reflecting a large majority who agree to such items as they talk about their work in a negative way, sometimes feel sickened by their work tasks, and feel that lately they tend to think less at work and do their job almost mechanically.
- The exhaustion index is also high, which can be seen in the high level of agreement that pharmacy professionals usually feel worn out and weary after their work, tend to need more time than in the past in order to relax and feel better, there are days they feel tired before they arrive at work, and often feel emotionally drained at work.

# OLDENBURG BURNOUT INVENTORY (OLBI)



Compared to the average working Canadian, those working as a pharmacist or technician score 23% higher.

A score of 2.25 or higher on exhaustion or 2.41 on disengagement are considered high risk of burnout.

At these cutoffs, 92% are at risk of burnout because they score above the cutoff for one of the indices.

The OLBI is a 16 item index that measures two components of burnout, Exhaustion and Disengagement. A mean score of 1 would indicate the absence of burnout in the population and a score of 4 would indicate everyone is burned out.

\*Abacus Data surveyed 1201 working Canadians between January 18 and 21, 2022.

Base: Working, n= 1237



# RESPONDENT PROFILE

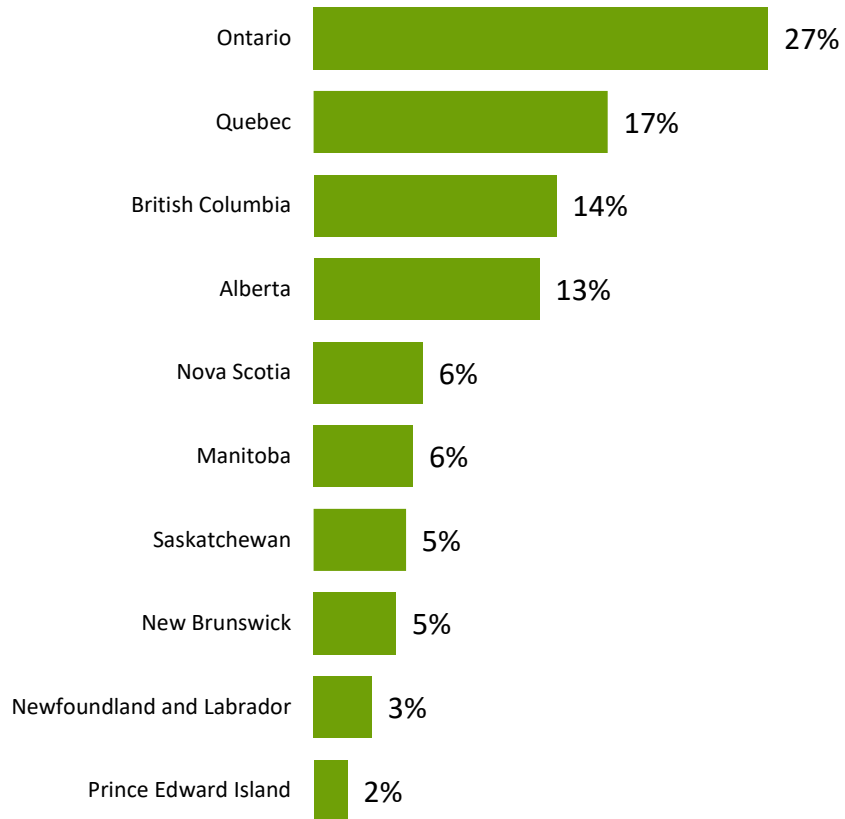
**ABACUS DATA**

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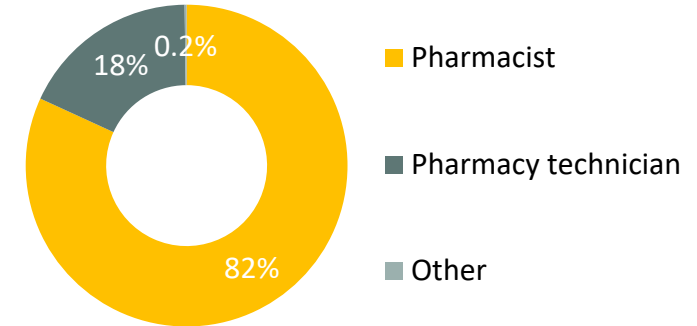
# SAMPLE CHARACTERISTICS

## PROVINCE, CURRENT POSITION, AND EMPLOYMENT STATUS

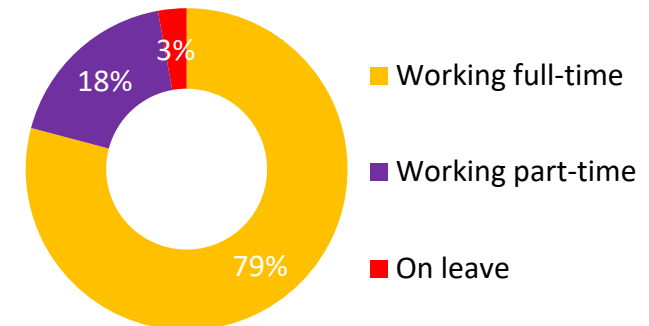
Province of Practice



Position



Employment status



Geographic region in which you are currently practicing

Current position. Are you....

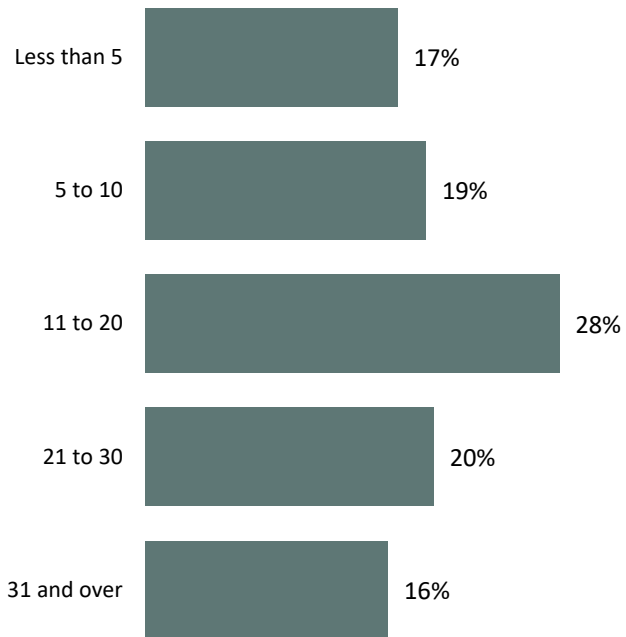
Please identify your main practice setting

BASE: All, n=1399. Unweighted

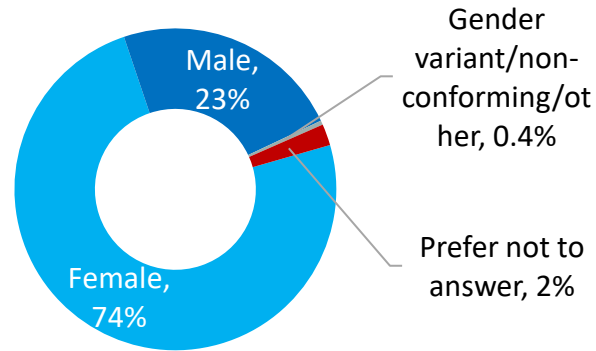
# SAMPLE CHARACTERISTICS

## GENDER, YEARS IN PRACTICE, COMMUNITY TYPE AND BACKGROUND

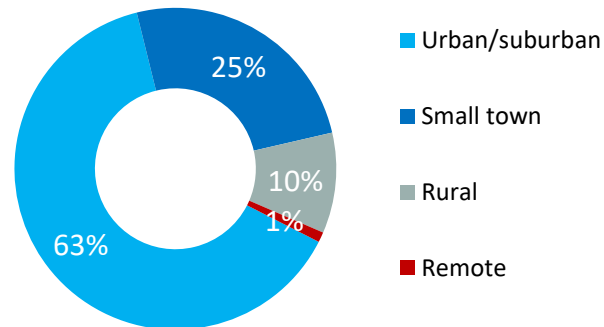
Years in practice



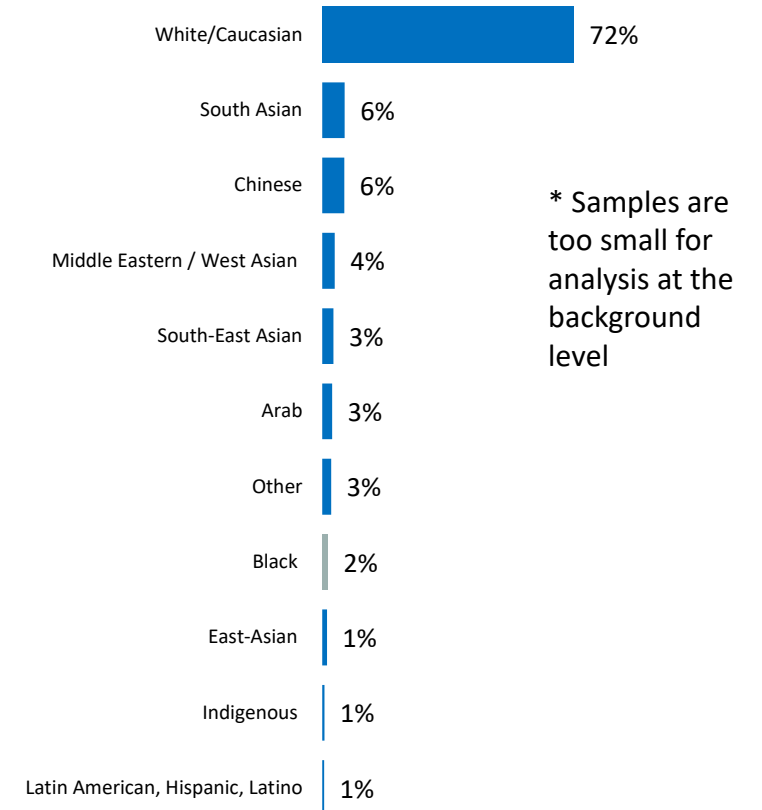
Gender



Community type



Background\*



Gender identity

Years in practice

BASE: All, n=1399. Unweighted

What is your employment status?

Type of community in which you work.

What background do you most identify with?