Better Communication

The results for this study are provided by information from the following three questions that were related to engagement needs. (See Figure 1). The responses were analyzed based off of the codes they were assigned.

Question 1: If you could change something about your job, what would that be? There was a 7.5% (n=10) response to better communication and a 26.3% (n=35) to improving staff/overworked.

Question 2: What would make your job more satisfying? If your manager did not meet your experience as you had hoped? There was a 15% (n=20) response to better communication and a 9.8% (n=13) to improving staff/overworked.

Question 3: What can your manager do to make your experience at work better for you? There was a 21.1% (n=28) to improving staff/overworked.

Purpose

Increasing industry growth translates to a growing workload for pharmacy technicians. Ensuring adequate communication and an accessible staffing model will help to keep employee engagement satisfaction. Keeping these pharmacy technicians engaged is essential for home infusion pharmacies. More is needed regarding pharmacist and pharmacy technician communication and an accessible staffing model in order to identify a universal model and effective way to improve communication companywide that will overall impact employee engagement. (See Figure 2).

Methodology

Current pharmacy technicians from 30 different care management centers were asked to participate in a survey designed by human resources (HR) and the clinical services pharmacy team. The surveys were administered to 100% (n=450) of pharmacy technicians, with a 24.9% (n=110) response rate. This survey was conducted via telephone by 12 HR team members. This survey included 12 open-ended questions with open-ended responses. The responses were then categorized into different codes, which are used to more effectively analyze qualitative data. The top response codes included better pay/bonus/benefits, training/opportunity for growth/development, improve staffing/overworked, and better communication.

Results

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Discussion

Based on these results, many new initiatives are underway to help pave a way to improve pharmacy technician engagement. (See Figure 4). The new strategy to improve communication is the initiation of pharmacy technician (PT) Advisory Council meetings. These meetings are available to all technicians companywide and are recorded for the members who are unable to attend. Another new program that has been created is a corporate clinical team. This team includes area clinical directors and pharmacy technicians that allows the technicians to be involved in new policy additions while staying up to date on current advancements. These monthly meetings include at least two pharmacy technicians from each branch, one compounding and one. Monthly meetings include at least two pharmacy technicians from each branch, one compounding and one.

Conclusion

Based on the information provided from pharmacy technician surveys, improvement in current communication and staffing model is crucial to increase employee engagement. Creating a playbook designed with tips and tricks to improve the current engagement level will be included. Engagement will be re-evaluated with the next employee survey to determine the applicability and outcome of these advancements.

References

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Disclosures

Authors of this presentation have the following to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation: Rudolph Caruso, Susan Naves, Erik Richman, Marci Bronwill, Darby Rosenfeld. Option Care Health, Inc. does not engage in conflicts of interest during Board of Directors meetings, company financial, or compensation discussions.