



Ontario College
of Pharmacists

Putting patients first since 1871

Provider Experience Indicators 2022 Summary Report

Response Rate and Demographics Summary

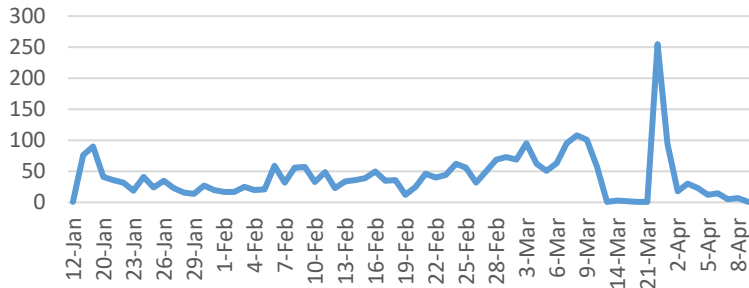
- Provider experience indicators are a subset of the [quality indicators for pharmacy](#)
- 1889 responses (8% response rate) during the January 16th to April 8th survey period
- Responses from pharmacists and technicians practising in community across all 14 LHINs
 - Responses representative of the registrant population practising in community pharmacy in terms of registration type and place of practice
 - Current indicators focus on community practice, therefore all respondents indicating practice in a community pharmacy have been included for data analysis

Quality Indicators for Community Pharmacy

Appropriateness of Dispensed Medications	Medication-Related Hospital Visits	Transitions of Care
<p>📍 Percentage of patients who were newly dispensed an opioid prescription greater than 50 mg morphine equivalents per day.</p>	<p>📍 Hospital visits for opioid poisonings among patients that are actively treated with an opioid prescription.</p>	<p>📍 Percentage of eligible people who have had a medication review within seven days of discharge home from hospital.</p>
Patient/Caregiver-Reported Experience		Provider Experience
<p>📍 My pharmacist helped me understand why I am taking each of my medications.</p> <p>📍 My pharmacist made sure I understood how to take my medication properly.</p> <p>📍 My pharmacist made sure I understood what results I might expect from my medication, including any side effects or drug/food interactions that may occur.</p> <p>📍 My pharmacist helped me understand how to know if my medication is working.</p>		<p>📍 My workplace performance goals or targets enable me to provide high quality care to my patients.</p> <p>📍 My work environment (e.g. staffing) enables me to provide high quality care to my patients.</p> <p>📍 I have an effective working relationship with health care providers (e.g. prescribers) with whom I collaborate regarding patient care.</p> <p>📍 Overall, based on your definition of burnout, how would you rate your level of burnout?</p>

Data Collection

- **Anonymous** data collection
- Survey open from **January 16th to April 8th**, coinciding with registrant annual renewal
- Primary point of access to the survey was a link in registrants' annual renewal
 - Link was later added to the website and shared through eConnect



Provider Experience Quality Indicators

Measuring and Reporting on Provider Experience

All responses to this survey are anonymous and cannot be traced back to any individual respondent. The Provider Experience Quality Indicators will not be used to track the performance of individual pharmacy professionals or to provide information about any one specific pharmacy/pharmacy professional, rather they will be published at an aggregate level (for example by LHIN or pharmacy type) to help identify demographic and regional variations in responses. If the number of responses within an aggregate group are too low (1 to 5 individuals), that group would be excluded from reporting. For more information and an example of how the other Quality Indicators have been reported please visit the [Quality Indicators Data & Resources](#) page.

The survey will take approximately 5 minutes to complete.

Next

* 12. Indicator: I have an effective working relationship with health care providers (e.g. prescribers) with whom I collaborate regarding patient care.

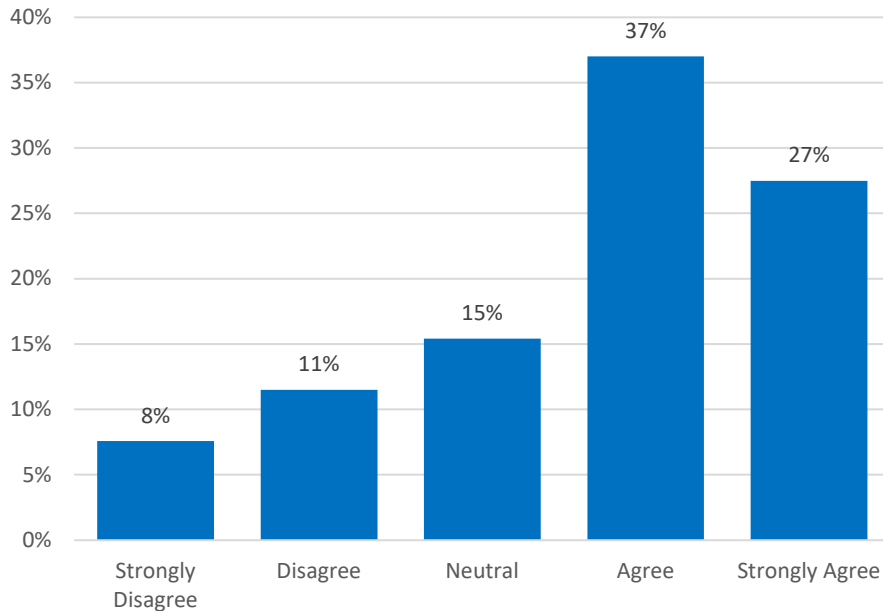
Response	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Indicator Snapshot

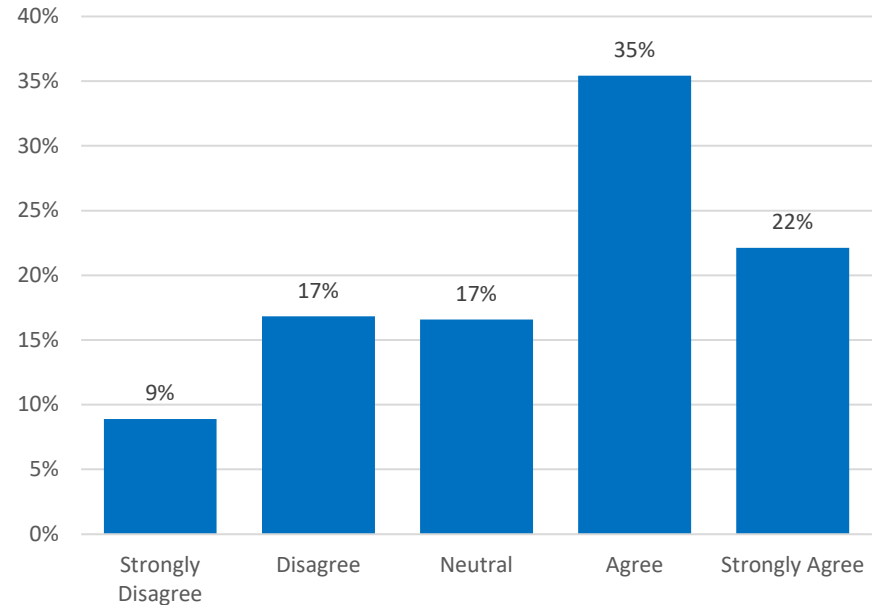
Registrants were asked to respond to the following indicator questions based on their experience within community pharmacy practice in the past 12 months

n = 1,889

My workplace performance goals or targets enable me to provide high quality care to my patients.



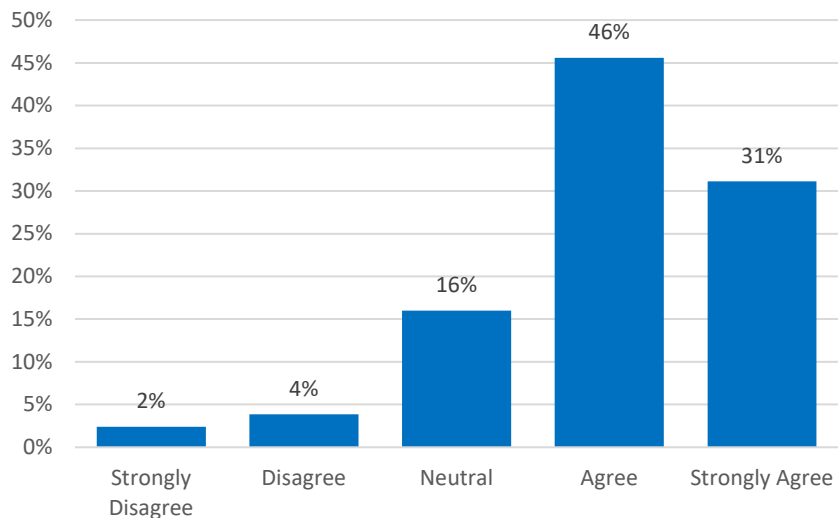
My work environment (e.g. staffing) enables me to provide high quality care to my patients.



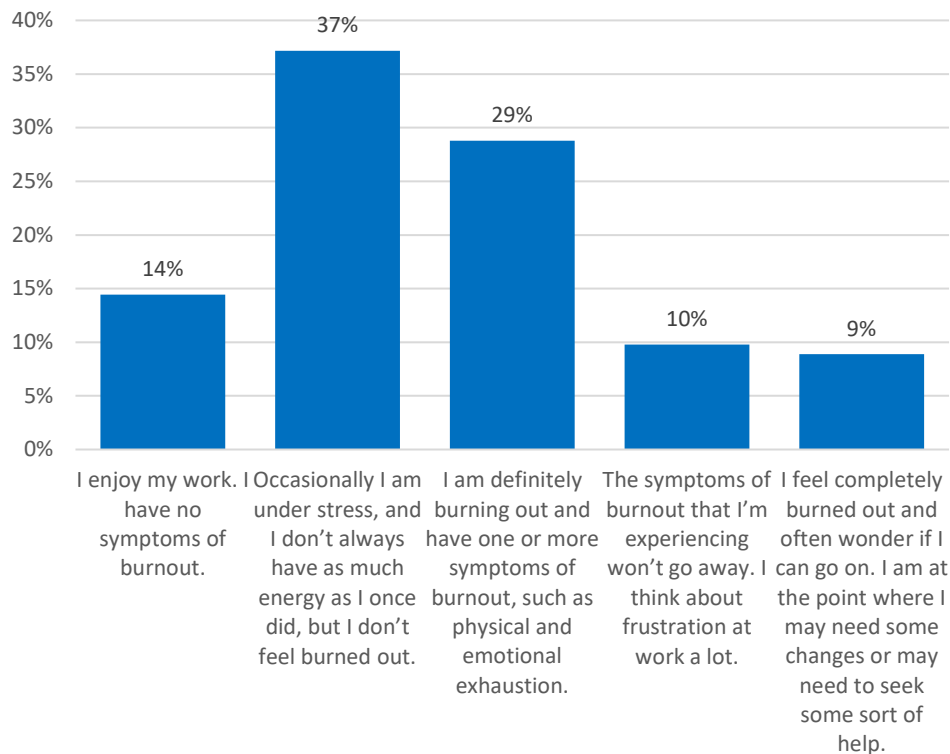
Indicator Snapshot

Registrants were asked to respond to the following indicator questions based on their experience within community pharmacy practice in the past 12 months
 n = 1,889

I have an effective working relationship with health care providers (e.g. prescribers) with whom I collaborate regarding patient care.



Overall, based on your definition of burnout, how would you rate your level of burnout?



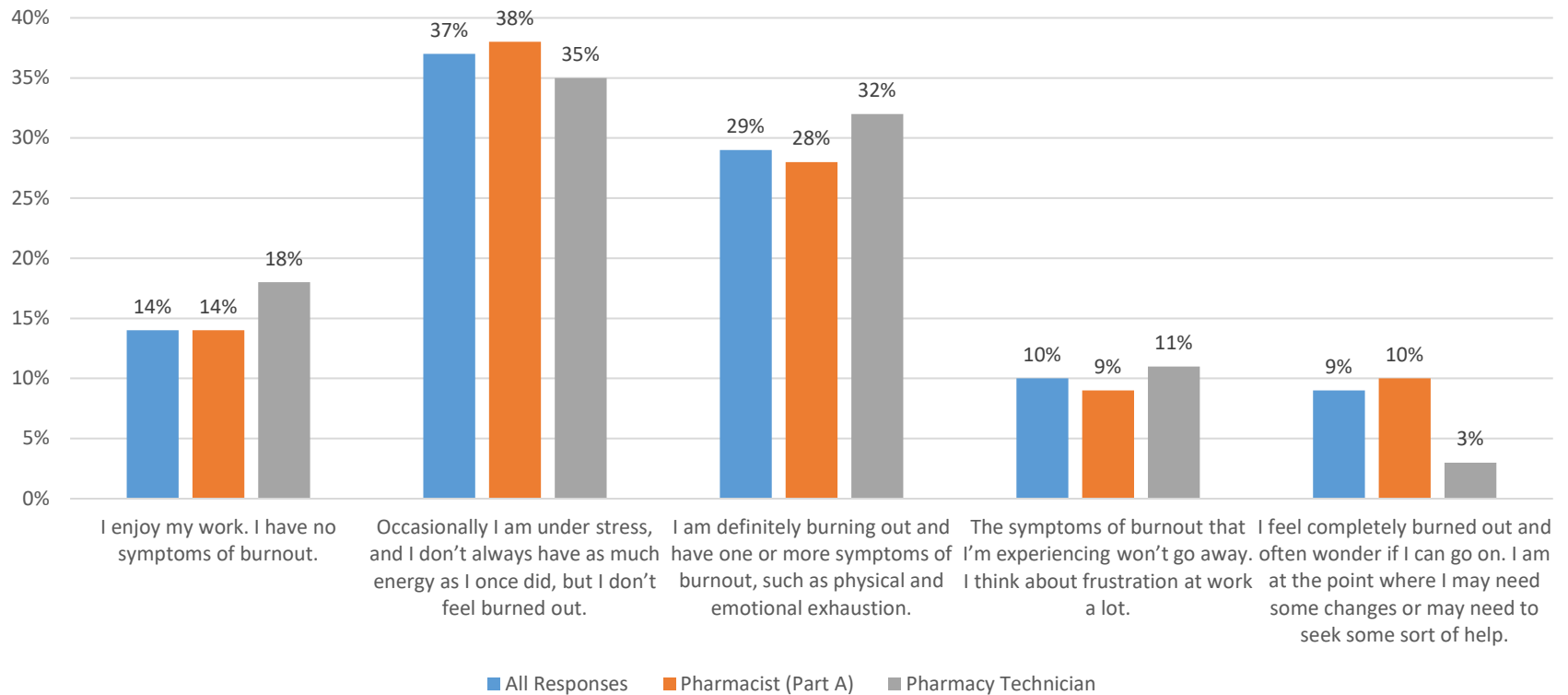
Burnout

Registrants were asked to respond to the following indicator questions based on their experience with community pharmacy practice in the past 12 months

Overall, based on your definition of burnout, how would you rate your level of burnout?

n = 1,889

Registrant Type



Burnout

Indicator: Overall, based on your definition of burnout, how would you rate your level of burnout?

Responses included:

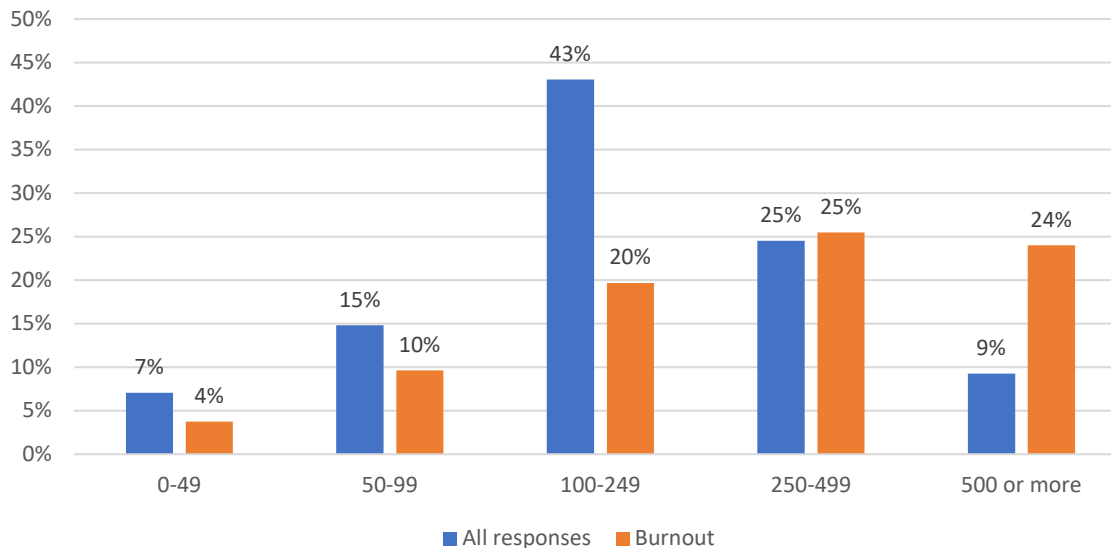
- The symptoms of burnout that I'm experiencing won't go away. I think about frustration at work a lot.
- I feel completely burned out and often wonder if I can go on. I am at the point where I need some changes or may need to seek some sort of help.

n = 353 (19%)

Environment	All responses	Burnout
Urban/ Suburban	85% (1598)	19% (302)
Rural	15% (291)	18% (51)

Registrant Type	All responses	Burnout
Pharmacist	87% (1650)	19% (319)
Pharmacy Technician	13% (239)	14% (34)

Prescriptions Filled per Day



LHIN	All responses	Burnout
Erie St. Clair	4% (78)	13% (10)
South West	9% (174)	18% (31)
Waterloo Wellington	6% (106)	25% (27)
Hamilton Niagara Haldimand Brant	10% (191)	19% (36)
Central West	3% (49)	14% (7)
Mississauga Halton	10% (193)	15% (28)
Toronto Central	19% (354)	22% (78)
Central	9% (165)	20% (33)
Central East	7% (135)	19% (25)
South East	4% (75)	13% (10)
Champlain	8% (150)	20% (30)
North Simcoe Muskoka	4% (75)	12% (9)
North East	6% (105)	17% (18)
North West	2% (39)	28% (11)



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Appendix: Quality indicators, data collection, response rate and demographic details

Response Rate

2812 total responses

923 responses excluded

- 435 did not answer any indicator questions
- 488 did not practice in community

1889 complete responses

67% completion rate

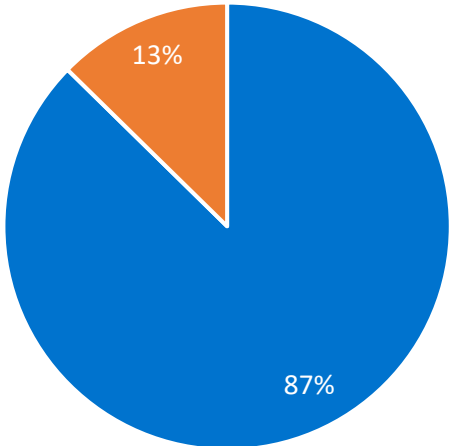
8% response rate

Typical time spent:
approx. **4 mins**

Respondent Demographics

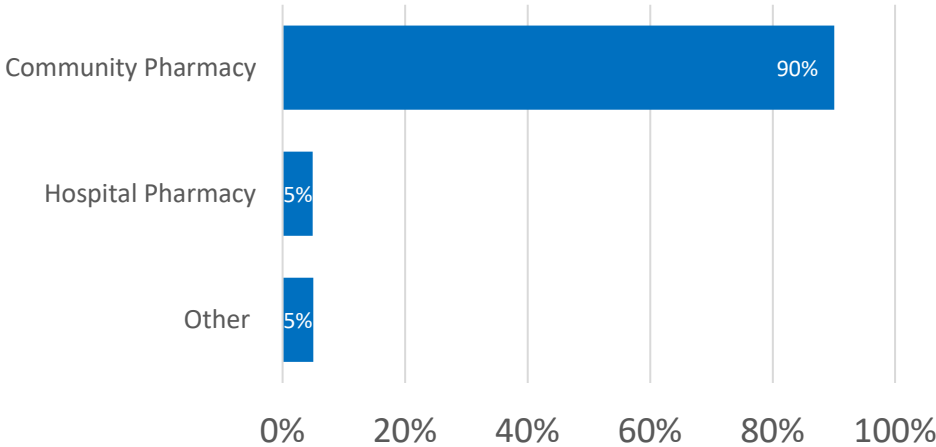
n = 1,889

Registrant Type

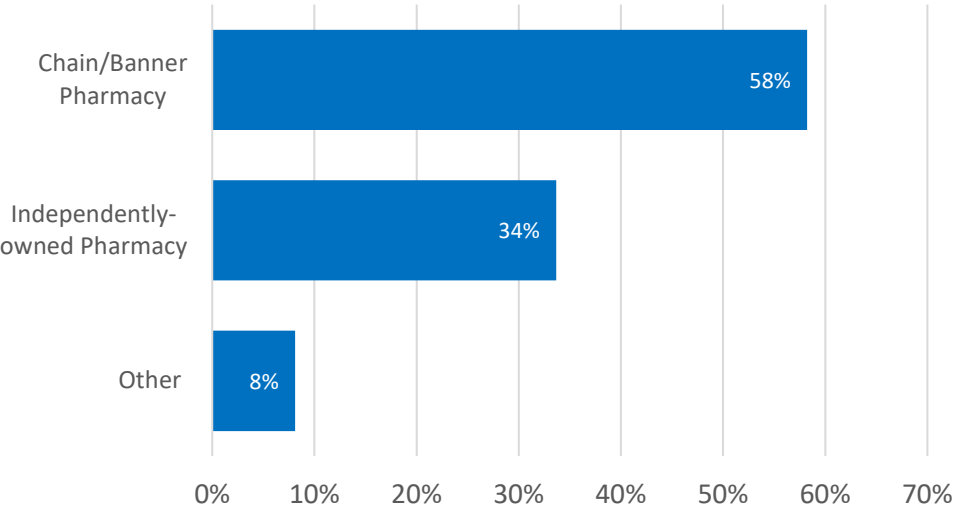


■ Pharmacist ■ Pharmacy Technician

Primary Place of Practice



Type of Pharmacy*

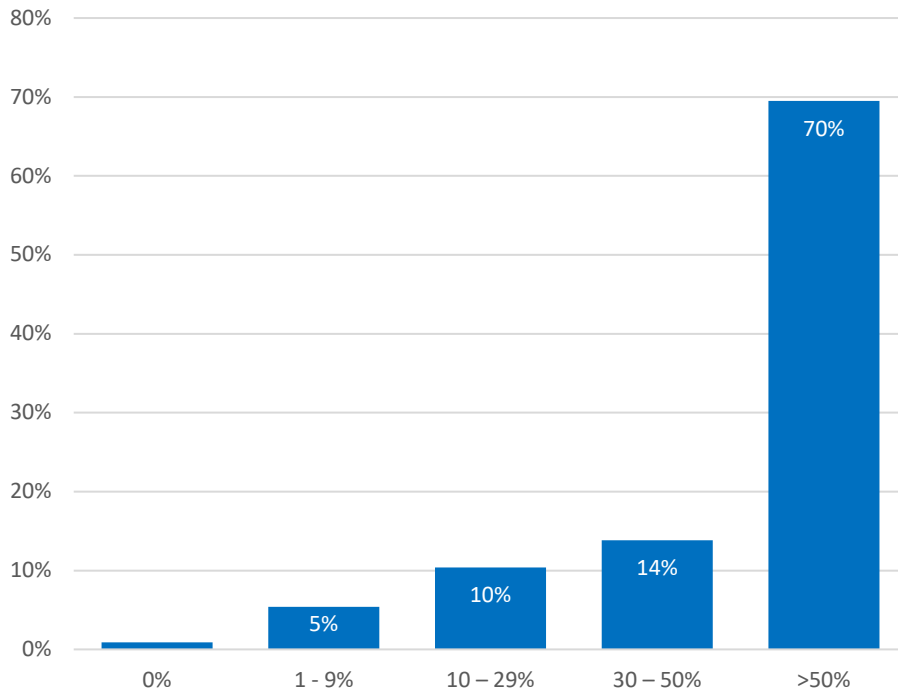


**The "Pharmacy Type" categories used in the 2022 survey do not permit further analysis. The 2023 survey has been modified to include additional pharmacy types.*

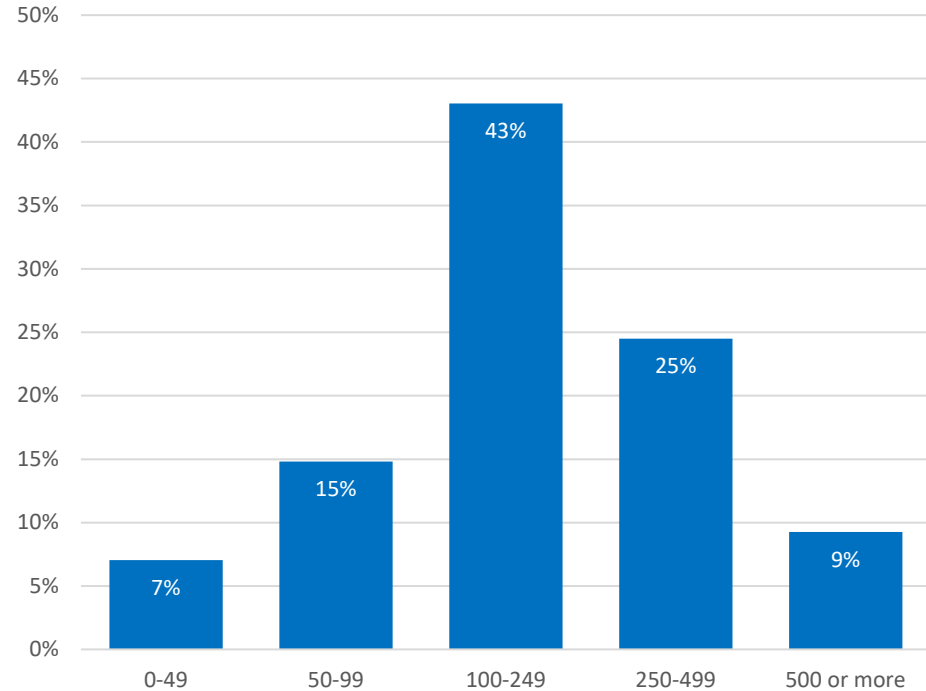
Respondent Demographics

n = 1,889

Percentage of time per week in community pharmacy



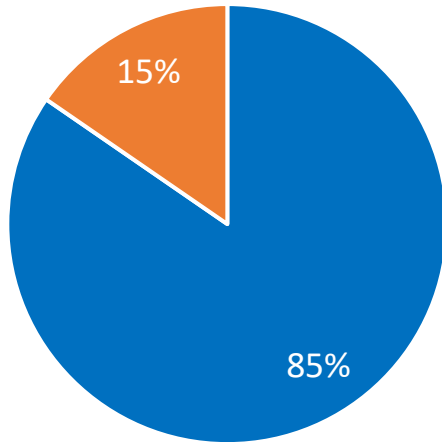
Average prescriptions filled per day in primary place of practice



Respondent Demographics

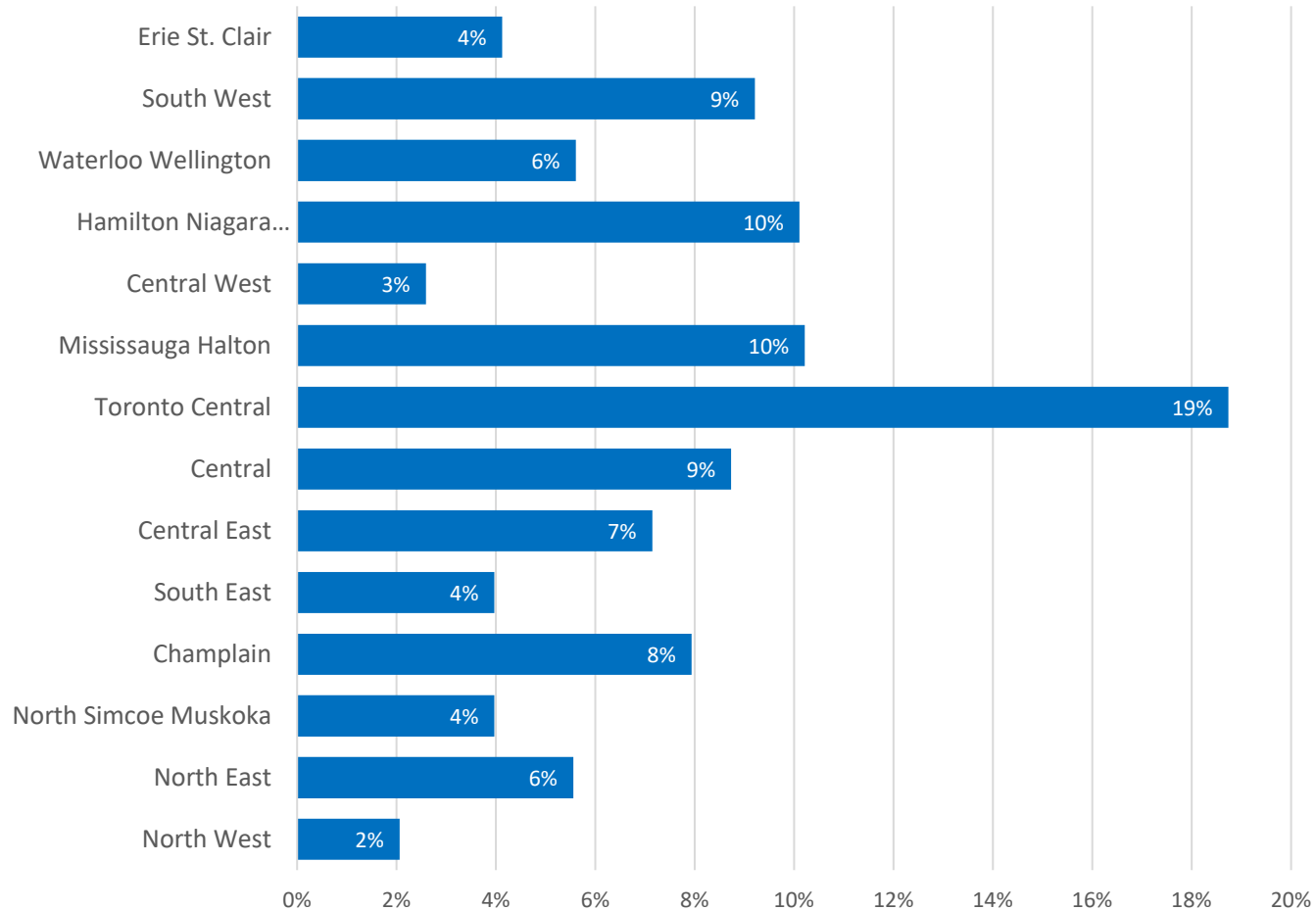
n = 1,889

Geography



■ Urban/Suburban ■ Rural

Region





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