



Ontario College
of Pharmacists
Putting patients first since 1871

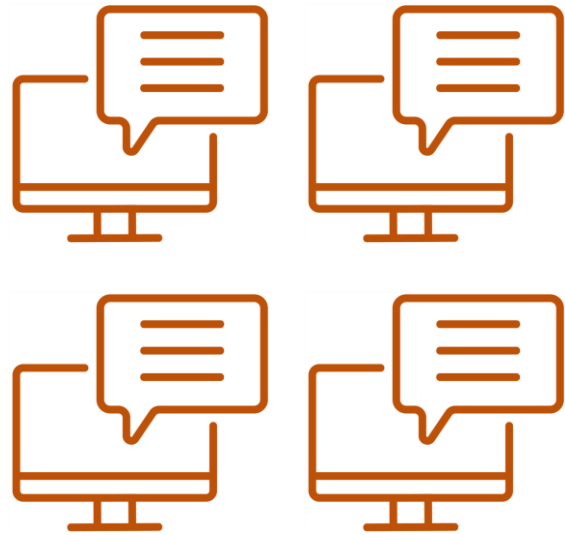


Feedback Themes from Virtual Town Halls

Is it happening, where it is happening and how? Where is the pressure coming from?

How does it impact ability to provide the kind of care they want to provide?

Are they empowered to speak up, and what are the repercussions?



4 sessions over 1 week

2,000 registered

1,300 attended

3,000+ written comments

100 verbal comments



**WHAT WE
HEARD &
READ**

Lived experiences validate that these pressures are real, with often very specific examples



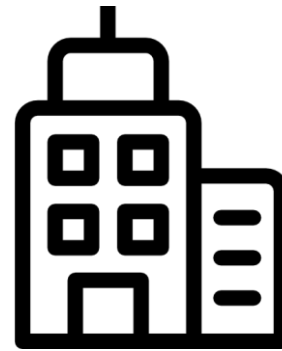
**WHAT WE
OBSERVED**

Anger, frustration, despair, skepticism, worry, eagerness = members of the profession under stress and duress

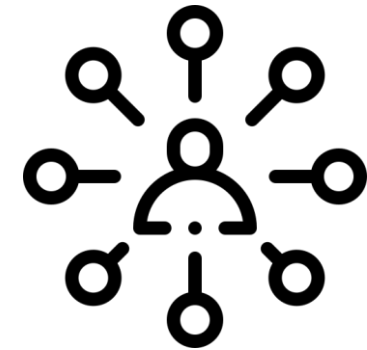
Theme 1: Pressures are real and sustained



MEDSCHECK A SYMPTOM OF A BROADER ONGOING CONCERN ABOUT CORPORATE/VOLUME/REVENUE PRESSURE



PRESSURES MOST OFTEN COMING FROM NON-PHARMACISTS AND THOSE IN CORPORATE/ REGIONAL/ HEAD OFFICE ROLES –MANY SPECIFIC EXAMPLES PROVIDED

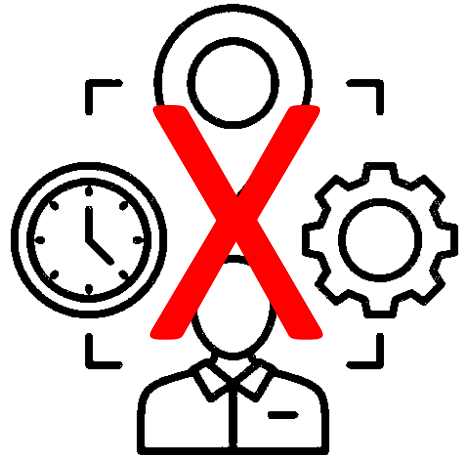


PRESSURES EXPERIENCED PRIOR TO COVID, BUT PANDEMIC EXACERBATED THEM

Theme 2: Role as healthcare professionals undermined



UNDERMINING OF VALUE AND TRUST IN SERVICES AND THE PROFESSION



LOSS OF AUTONOMY TO MAKE DECISIONS IN THE BEST INTERESTS OF PATIENTS



LOSS OF PROFESSIONAL IDENTITY AS HEALTHCARE PROFESSIONALS



NO VOICE – FEELING POWERLESS, AND ARE LOOKING TO REGULATOR, ASSOCIATIONS & GOVERNMENT TO ACT

Theme 3: Quality care is impacted



OVERWORKED – CAN'T TAKE ON MORE SAFELY; CONCERN ABOUT MORE EXPANDED SCOPE



IMPACT ON QUALITY AND SAFE CARE – PRESSURE AND FOCUS ON VOLUME LEADS TO MISTAKES, ERRORS, INCREASED PATIENT SAFETY RISKS



MORE COMPLAINTS FROM PATIENTS AS A RESULT OF OVERWHELM

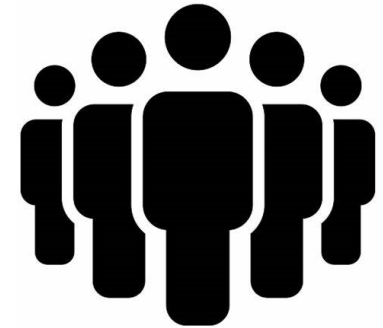
Theme 4: Pharmacy professional wellbeing at risk



**FEAR (AND EXPERIENCE)
OF REPERCUSSIONS**



**MENTAL HEALTH IMPACTS
INCLUDING STRESS, ANXIETY,
EXHAUSTION, DEPRESSION**



**AFFECTS ALL STAFF IN THE
IMPACTED PHARMACY,
INCLUDING THOSE JUST
ENTERING THE PROFESSION**

"Nobody wants to lose their job. Even the associates are afraid to say anything."

"The time and quota pressures make you feel like you have to choose between patient safety and keeping your job."

"I am so emotional right now as finally I can see that I am not the only one who's struggling with the problems/circumstances in pharmacy."

"There was tremendous pressure to deliver professional services and your performance was tied directly with the number of services your team provided. If you don't meet the number there will be repercussions."

"I am told I need to 'buy my shifts'."