



**NABP**

National Association of  
Boards of Pharmacy

# Workforce Taskforce & National Perspective

California State Board of Pharmacy

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### *NABP Mission Statement*

The National Association of Boards of Pharmacy® (NABP®) is the independent, international, and impartial Association that assists its member boards in protecting the public health.

### *Vision Statement*

*Innovating and collaborating today for a safer public health tomorrow.*

### *NABP Purpose*

Founded in 1904, the purpose of the Association is to provide for interstate and interjurisdictional transfer in pharmacist licensure, based upon a uniform minimum standard of pharmacist education and uniform legislation, and to improve the standards of pharmacist education, licensure, and practice by cooperating with state, national, and international governmental agencies and associations having similar objectives.



## NABP Taskforce on Workplace Safety and Well-Being

- Taskforce Charge
  - Examine the topics of pharmacy workplace safety and pharmacist well-being and their effects on patient safety.
  - Review existing guidelines and objective tools that address these issues and make recommendations regarding their use.
  - Amend, if necessary, the *Model State Pharmacy Act and Model Rules of the National Association of Boards of Pharmacy (Model Act)* to reflect the work of this task force.



## NABP Taskforce on Workplace Safety and Well-Being

- Taskforce Recommendations
  - NABP collaborate with relevant stakeholders, including AHRQ, PQA, ISMP, and others, to develop a standardized CQI program that boards of pharmacy can recommend to their licensees and includes:
    - training on developing and implementing the program; and
    - monitoring on an annual basis to ensure it is effectively being used.
  - NABP collaborate with AHRQ to provide a platform to obtain de-identified aggregate medication error data that can be shared with boards of pharmacy, pharmacies or pharmacy chains, and other industry specialists.
  - NABP endorse the recommendation of the Task Force on Safety Sensitive Measures to Review Medication Errors to explore the development of a medication safety training academy.
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## NABP Taskforce on Workplace Safety and Well-Being

- Taskforce Recommendations (Continued)
  - Measures to Review Medication Errors to explore the development of a medication safety training academy.
  - NABP endorse the APhA/NASPA *Pharmacist's Fundamental Responsibilities and Rights* while acknowledging that certain provisions pertaining specifically to business models may fall outside the boards of pharmacy's regulatory purview.
  - NABP collaborate with other organizations, such as impaired pharmacist programs, to emphasize the importance of mental well-being and care for mental health through the development of webinars for burnout, well-being, and stress management and the dissemination of information regarding the correlation between a poor well-being index and increased medication errors.
  - NABP review the *Model Act* and, if necessary, consider the following:
    - adding or further amending the definitions pertaining to errors, adverse events, and missed errors that mirror those used by the Centers for Medicaid and Medicare Services;
    - adding a provision for mandated break periods; and
    - adding a provision for anti-retaliatory (whistleblower) protections.



## NABP Incoming Presidential Initiative

- 2022 NABP President Reggie Dillard: [Incoming Message](#)
- Initiative will begin with a comprehensive review of the current pharmacy regulatory environment
- Take into account pharmacy education and other external factors that impact patient safety.
- Three key areas will be identified:
  - Barriers in existing statutes or regulations that limit patient access to medication and care;
  - Opportunities to increase patient safety by enabling pharmacists to practice at the top of their education and training; and
  - Extrinsic factors that foster unsafe working environments when delivering patient care not already identified by the Working Conditions Task Force.



## Pharmacy Workforce- Member Board and Stakeholder Suggested Approaches for Consideration

- Promote the creation of a contingency plan for a pharmacy that is understaffed relative to patient demand to ensure safe staffing levels
- Encourage PIC or Pharmacy Manager to develop and implement use of a board of pharmacy staffing report form
- Develop regulations related to CQI programs, error reporting and just culture approach to quality events
- Allow for the aggregation of medication error data that can be shared with boards of pharmacy and Industry
- Review daily workflow report to identify pharmacies in need of assistance and route additional staff to support those locations.
- Encourage Managers to utilize alternative methods to monitor the individual pharmacists' work patterns to prevent burnout



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## Pharmacy Workforce- Member Board and Stakeholder Suggested Approaches for Consideration

- Analyze the workplace and well-being status of pharmacy teams within states that have progressive and permissive pharmacist's authority or regulation.
- Encourage organizational management to spend time within the pharmacy practice sites to personally observe what pharmacy teams are facing and have open and "safe space" discussions with pharmacy team members.
- Provide appropriate opportunities for uninterrupted rest periods and meal breaks
- Delegate non-discretionary tasks to properly trained pharmacy technicians or pharmacist interns
- Report violations and/or unsafe conditions to board of pharmacy
- Provide an option for patients to have their prescriptions delivered or shipped to their home for their convenience.
- Let patients know if the pharmacy is experiencing significant delays or cannot dispense prescriptions in a timely manner
- Adding outside staff to clean the pharmacy and clinical areas to prevent insanitary conditions





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Thank you