Assessment of the incidence of burnout in health-system pharmacists

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Background

The Maslach Burnout Inventory Human Services Survey (MBI-HHS) was developed to assess job-related emotional exhaustion, depersonalization, and reduced personal accomplishment. The MBI and research surrounding its development originated from employees in human services professions such as health care, social work, and criminal justice.\(^1\) In recent years, research in nurses and physicians has indicated that burnout exists at an incidence of 25-45%.\(^1,2\)

Literature on pharmacists has shown that burnout exists in the community pharmacy setting in other countries.\(^3\) A 2008 study on pharmacists’ job stress found a correlation between factors inside and outside of work and perceived job stress; however, no formal assessment of burnout was included in the study.\(^4\) Gaps in the literature exist which lend to new opportunities to study the incidence of burnout in health-system pharmacists. Further, the ASHP Pharmacy Forecast for 2016-2020 highlights the potential for a rapidly changing healthcare environment to impact the rate at which pharmacists experience emotional exhaustion, depersonalization, and reduced personal accomplishment.\(^5\)

This study aims to identify if burnout exists among health-system pharmacists and potential risk factors for burnout, through assessment with the MBI-HHS survey.

Objectives

**Primary Objective**

To determine the incidence of burnout among health-system pharmacists, if it does in fact exist.

**Secondary Objectives**

- To assess for risk factors for burnout and satisfaction with work-life balance.

**Methods**

**Study Design**

- Prospective survey of pharmacists
- October 1 – November 30, 2016
- Eligible study participants will be identified via email survey of national professional network channels including Vizient-UHC
- Data will be collected using a Qualtrics survey and exported into a Microsoft Excel Database for analysis

**Inclusion Criteria**

- Practicing pharmacist within a health system

**Primary Outcome:** Pharmacists’ average score for each of the MBI-HHS subscales

- Emotional exhaustion\(^*\)
- Depersonalization\(^*\)
- Reduced personal accomplishment\(^2\)

**Secondary Outcome:** Risk factors associated with burnout in pharmacists who have taken the MBI-HHS

- Age
- Gender
- Primary position
- Primary practice setting
- Primary work area
- Years of experience
- Post-graduate training completed

**MBI-HHS Subscale Interpretation**

*High risk of burnout correlates with a high score on the emotional exhaustion* and depersonalization* subscales and a low score on the reduced personal accomplishment subscale.\(^3\)

**Statistical Analysis**

- Continuous variables will be reported using means/medians, standard deviations, and ranges
- Categorical variables will be reported using frequencies and percentages
- Primary and secondary outcomes will be evaluated using descriptive statistics, Fisher’s exact and/or chi-square tests

**Data Collection**

The following demographic data will be collected from the survey:

- Age
- Gender
- Pharmacy degree
- Practice setting
- BPS certification
- Years of experience as a pharmacist
- Primary position
- Primary practice setting
- Primary work area
- Hours worked per week
- Size of institution
- Orders verified
- Patients under your care
- Products checked
- Depart from your institution
- Postgraduate training completed

Select questions from the 22-question Maslach Burnout Inventory Human Services Survey

**References**


Disclosures: authors have nothing 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.