Pharmacy staff wellness during COVID-19 and beyond
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Background
- Staff burnout is increasingly recognized as a major concern in healthcare.
- The COVID-19 pandemic presented new unique and persistent stressors that can reduce resilience including personal health concerns, a lack of childcare, and financial strain.
- Yale New Haven Health System (YNHHS) offers a variety of employee support resources, including guided meditation, Reiki, chair massage and therapy dog visits.
- There remained a need to provide health system specialty pharmacy staff with additional and sustainable tools to navigate the pandemic and beyond.

Objectives
- Develop and implement a collection of resources focused on specialty pharmacy staff wellbeing and resilience to address contributors to burnout exacerbated during the COVID-19 pandemic.

Methods
- Survey participation was consistent over six months, with 34% to 36% of employees responding over three reporting periods.
- Staff reported concern with stress impacting job performance, and work impacting work-related and non-work related stress.
- At baseline, 49.5% of respondents were interested in resources for stress management, 23% in balancing work and family and 23% in support during life events.
- Town hall and support group topics included family and the pandemic, self-care, and gratitude.
- Support group attendance doubled from 10% to 20% staff engagement since implementation.
- Employees perceived the town hall and support groups as increasing importance for wellbeing.

Intervention
- Recurring town hall forum
- Peer support group (STEP OUT)
- Targeted enrichment activities

Survey Response Rate

Wellbeing Enrichment Activities

Baseline Tailored
- Chair massage
- Employee theme days
- Mindful meditation
- Reiki
- Therapy dog visits
- STEP OUT
- Specialty pharmacy wellbeing town halls
- Corn hole tournament
- On site food trucks
- Weekly newsletter

Analysis
- Survey responses coded such that higher values associated with desired perceptions
- Continuous variables presented as proportions and mean percent
- Windows Excel 2016

Survey 1
- 49.5% of respondents were interested in resources for stress management.
- Staff reported concern with stress impacting job performance.

Survey 2
- 34% of respondents were interested in resources for stress management.
- Staff reported concern with stress impacting job performance.

Assessment
- Survey of: self-reported perception of current mental health and wellbeing
- Utility of existing services
- Interest in learning more about specific topics and wellbeing resources
- 6 point Likert scale

Work Satisfaction Assessment
I have thought about looking for a new job outside of OPS.*
I can depend on the people I work with.
I feel appreciated when I do good work.
I feel welcome and accepted at work.

* = survey values were coded such that 0= negative perception, 5= positive perception

Conclusion
- A recurring pharmacy wellbeing survey paired with tailored peer focused interventions can be used to meet evolving staff needs at a health system specialty pharmacy during COVID-19 and beyond.

Future Directions
- Training of additional peer support facilitator
- Expanding peer support group sessions to include activity and craft based sessions

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