





# Burnout and Wellness in Hematology/Oncology Pharmacy

Jeryl Villadolid, PharmD, BCPS, BCOP

March 2, 2023

#ISOPP2023

www.isopp.org





## Disclosures

- Bristol Myers Squibb Medical Science Liaison (2021 Present)
- AstraZeneca Consultant (2021)
- Merck Speakers Bureau (2019-2021)









# Objectives

- Define the impact of burnout on health care providers and patients
- Acknowledge key results related to hematology/oncology pharmacist burnout
- Describe opportunities for well-being in the workforce
- Explore potential initiatives and collaborations across pharmacy organizations









Advancing ology Pharma Care Globally

# Poll Question #1

What is your current practice setting?

- Hospital/Inpatient
- Ambulatory Clinic/Infusion
- Industry
- Academia
- Managed Care
- Specialty Pharmacy
- Student/Resident
- Other

#### #ISOPP2023







Advancing cology Pharmac

Care Globall

## Poll Question #2

How many years have you been in practice?

- Student/Resident
- 0-2 years
- 3-5 years
- 5-10 years
- ≥10 years

#### #ISOPP2023







Advancing cology Pharma

Care Globall

# Poll Question #3

What is your current role?

- Student/Resident
- Staff Pharmacist
- Clinical Pharmacist
- Manager/Supervisor/Director
- Professor
- Other







cology Pharmac

Care Globally



### What country are you from?



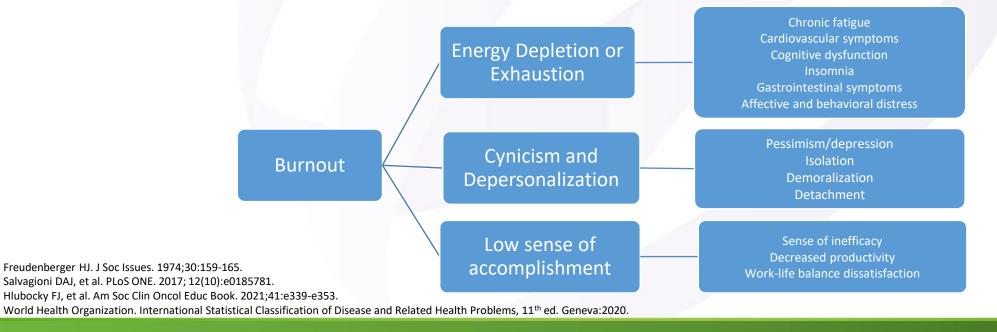






# Background

- Burnout is defined as an occupational-related syndrome
  - First identified in 1974 by Dr. Herbert Freudenberger
  - Not a formal medical or mental health disorder
  - Incorporated into International Classification of Diseases 11<sup>th</sup> Revision (ICD-11; QD85 Burnout)



#### #ISOPP2023

www.isopp.org





cology Pharmac

Care Globally

## Impact of Burnout

• \$4.6 billion in yearly costs in the United States

osion in teamwork	↑ Substance abuse
Sense of professional accomplishment	↑ Symptoms fatigue, gastrointestinal disturbances, headache
ork disengagement	↑ Family discord
por team communication	Altered sleep
Occupational injury	Impaired concentration
Absenteeism	Altered eating patterns
oor patient communication	↓ Social interaction
civility potential	↑ Anger, cynicism, blaming
uboptimal performance	↑ Depression, suicide
	Sense of professional accomplishment ork disengagement or team communication Occupational injury Absenteeism or patient communication civility potential

Han S, et al. Ann Intern Med. 2019;170:784-790. Hlubocky FJ, et al. Am Soc Clin Oncol Educ Book. 2021;41:e339-e353.

#ISOPP2023







# U.S. Surgeon General Advisory – 2022

- Projected health worker shortages
  - >3 million essential low-wage health workers in the next five years
  - ~140,000 physicians by 2033



Addressing Health Worker Burnout: The US Surgeon General's Advisory on Building a Thriving Health Workforce. U.S. Department of Health and Human Services Office of the U.S. Surgeon General. 2022.

#### #ISOPP2023







# Key Drivers for Burnout

• Influenced by individual, work unit, organizational, and national factors



Shanafelt TD, et al. Mayo Clin Proc. 2017;92(1):129-146.

#ISOPP2023







cology Pharmac

Care Globally

## Measuring Burnout

Scale	Description	Comments
Maslach Burnout Inventory (MBI)	22 questions with three subscales	<ul> <li>Gold standard</li> <li>High burnout:         <ul> <li>≥27 Emotional exhaustion</li> <li>≥10 Depersonalization</li> <li>&lt;33 Personal accomplishment</li> </ul> </li> </ul>
Well-Being Index	9 questions focused on six dimensions of distress and well-being	<ul> <li>Measures risk of medical error for certain healthcare providers</li> <li>Available for seven distinct populations</li> </ul>
Mini-Z Survey	11 questions (one open-ended question) measuring satisfaction, stress, burnout, work control, chaos, values alignment, teamwork, and documentation demands	<ul> <li>Zero Burnout Program</li> <li>Adapted from Physician Job Satisfaction Scale and validated against MBI</li> <li>Updated versions and templates for use both inside and outside of healthcare</li> </ul>

Other examples include: Physician Job Satisfaction Scale, Areas of Work Life Survey, Empowerment at Work Scale, Oldenburg Burnout Inventory, Shirom-Melamed Burnout Measure, Copenhagen Burnout Inventory

Maslach C, et al. Maslach Burnout Inventory Manual. Palo Alto, CA: Consulting Psychologists Press; 1996.

Well-Being Index, www.mywellbeingindex.org/. Accessed 15 February 2023.

The Institute for Professional Worklife, https://www.professionalworklife.com/mini-z-survey. Accessed 15 February 2023.

Shanafelt TD, et al. Mayo Clin Proc. 2017;92(1):129-146.

#### #ISOPP2023







Advancino

Care Global

cology Pharmac

# Hematology/Oncology Team Burnout

Type of Teammate	Burnout
Physicians	• 45% U.S. ASCO Oncologists (2021)
Advanced Practice Providers	<ul> <li>31.3% NPs (2015); intent to leave correlated to emotional exhaustion and depersonalization</li> <li>53.3% PAs (2019); increased from 2015 despite adjustments for age, sex, relationship status, practice setting, subspecialty, practice type and hours worked</li> </ul>
Nurses	• 35-54% (2022); 2 in 5 intend to leave practice
Pharmacists	<ul> <li>53% (2018); highest burnout among multiple professional groups with the highest mean moral distress scores</li> </ul>
Pharmacy Technicians	<ul> <li>Turnover rates of at least 21-30% (2021) with 89% of health-system pharmacy administrators using pharmacists to fill in shifts or duties</li> </ul>

Hlubocky FJ, et al. Am Soc Clin Oncol Educ Book. 2021;41:e339-e353.

Bourdeanu L, et al. J Adv Pract Oncol. 2020;11:141-148.

Tetzlaff ED, Ruth K, et al. J Clin Oncol. 2020;38:15s (suppl; abstr 11009).

Addressing Health Worker Burnout: The US Surgeon General's Advisory on Building a Thriving Health Workforce. U.S. Department of Health and Human Services Office of the U.S. Surgeon General. 2022.

Neumann JL, et al. Biol Blood Marrow Transplant. 2018;24:849-860.

ASHP Pharmacy technician shortage survey findings executive summary. https://www.ashp.org/-/media/assets/pharmacy-technician/docs/Technician-Shortage-Survey-Exec-Summary.pdf. Accessed 15 February 2023

#### #ISOPP2023

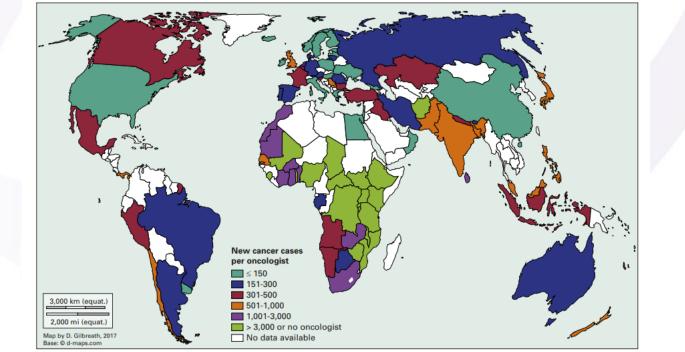






# Global Oncology Workforce - Oncologists

- United Nations Sustainable Development Goal 3
  - Ensure healthy lives and promote well-being for all at all ages





#ISOPP2023







# Global Oncology Workforce - Nurses

- Challenges may be underreported in low and middle-income countries
- Rural areas may offer more autonomy but also isolate from support services
- Specialized training and occupational safety standards are needed
- Burnout may differ based on culture and region

	Country	Number of nurses	Proportion of nurses with high levels of emotional exhaustion	Proportion of nurses with high levels of depersonalisation	Proportion of nurses with low levels of personal accomplishment
Shen et al (2019)12	China	3100	30.2%	19.9%	47.2%
Üzar Özçetin et al (2019) <sup>59</sup>	Turkey	66	36%	17%	10%
Molavynejad et al (2019)60	Iran	106	19%	19.8%	44.7%
Cañadas-De la Fuente et al (2018; meta-analysis) <sup>61</sup>	USA (seven studies); Italy (three studies); Turkey (one study);Spain (one study); Sweden (one study);Greece (one study); Australia (one study); Canada (one study); China (one study)	9959	30% (mean)	15% (mean)	35% (mean)
Mego Saavedra (2017) <sup>62</sup>	Peru	9	44.4%	44-4%	22.2%
Nabadda (2012)63	Uganda	65	31.7%	9.5%	32.9%
Gallegos-Alvarado et al (2009) <sup>64</sup>	Mexico	31	3%	0%	13%
Proportions are shown to the number of decimal places as reported in each study.					

Table: Results from studies of oncology nursing burnout from high-income, middle-income, and low-income countries using the Maslach Burnout Inventory instrument

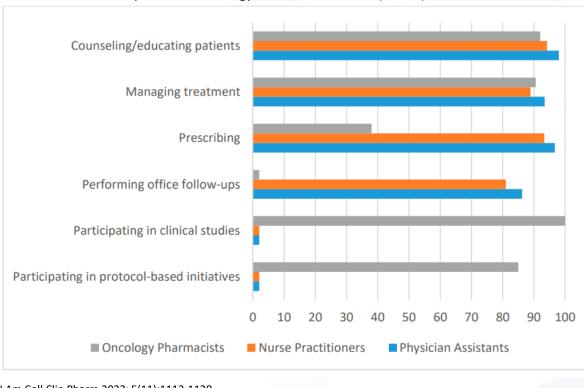


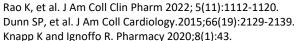




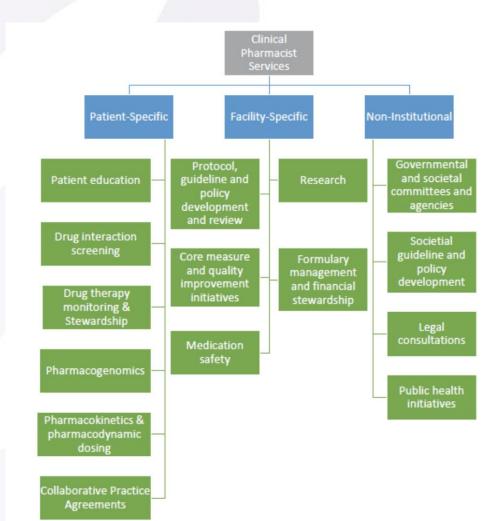
### **Clinical Pharmacist Role**

Comparison of Oncology Pharmacist and APP (NP/PA) Activities





**#ISOPP2023** 



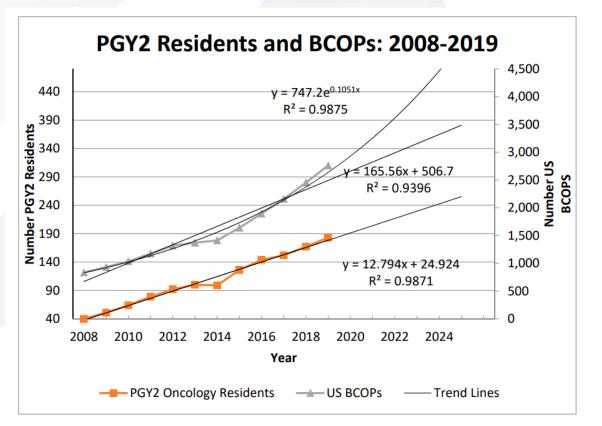
#### www.isopp.org





### Clinical Pharmacist Role

- The growing number of BCOP pharmacists could mitigate the needs of the larger oncology care workforce but also increase workload
- Well-being initiatives should be incorporated throughout all career stages



Knapp K and Ignoffo R. Pharmacy 2020;8(1):43.









# Hematology/Oncology Pharmacists Survey - 2020

- 61.8% of hematology-oncology pharmacists (n=614) reported high levels of burnout
- Pharmacists with burnout were more likely to report a major medication error in the past 3 months and an intent to leave their current position within 2 years
- Several risk factors were identified including increasing age, working hours, and administration hours

TABLE 2. Multivariable Analysis of Factors Associated With Burnout Variable	OR (95% CI)	Р
Are concerned they made a major medication error in the past 3 months (yes $v$ no)	4.07 (2.25 to 7.35)	< .001
With respect to programs to improve your wellness		
I know how to access a wellness program	Reference	
I have accessed a wellness program	1.11 (0.70 to 1.76)	.67
I am not aware of any wellness programs	2.40 (1.46 to 3.96)	< .001

Golbach AP, et al. JCO Oncol Pract. 2022; 18(8):e1278-e1288.

#ISOPP2023







ncology Pharmac

Care Globally

## Poll Question #5

### I am feeling burned out

- Yes
- No









## Poll Question #6

### I use resources from \_\_\_\_\_ to learn about well-being in pharmacy









# Oncology Pharmacy Workforce Survey - 2021

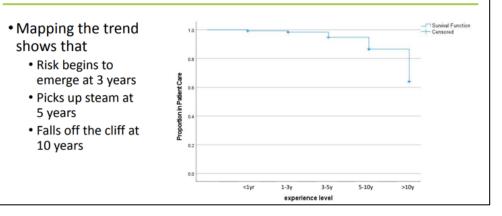
### • Of 573 respondents

#ISOPP2023

- 78% were satisfied or very satisfied in their current role
- 60% indicated that they were either actively considering or open to alternate careers

	Satisfaction	Attrition
Patient Care vs. Non-Patient Care	P=0.02	P=0.026
% Dedication to Patient care	P=0.006	P=0.097
Environment	P=0.48	P=0.045

### Plotting the Survival of Oncology Clinical Pharmacists



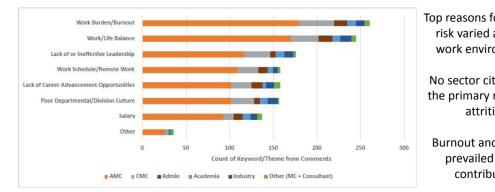
Rao K, et al. J Am Coll Clin Pharm 2022; 5(11):1112-1120.







# **Oncology Pharmacy Workforce Survey - 2021**



**Results: Reasons for Attrition Risk** 

"We need...better working hours working in a respectful culture, adequate resources for administrative tasks, managers that work clinically to see what is happening"

Top reasons for attrition risk varied amongst work environments

No sector cited pay as the primary reason for attrition

Burnout and balance prevailed as top contributors

MC = managed care

35

### What it Takes to Retain Staff



 Affinitized comments show the importance of support for professional development, additional training, and protected time to engage in activities outside core business

Rao K, et al. J Am Coll Clin Pharm 2022; 5(11):1112-1120.

#### #ISOPP2023

#### www.isopp.org





# Oncology Pharmacy Workforce Survey - 2021

• We need to Advocate, Recognize and Support our pharmacists from an institutional and organizational level to engage and retain the workforce

Advocate	Recognize	Support
<ul><li>Provider status</li><li>Board certification</li><li>Role transparency</li></ul>	<ul> <li>Networking</li> <li>Opportunities for connection/perspective</li> </ul>	<ul><li>Markers of productivity</li><li>Professional development</li></ul>

Rao K, et al. J Am Coll Clin Pharm 2022; 5(11):1112-1120.









ology Pharma Care Globally

Challenges

- COVID-19 practice model changes
- Increasing complexity of cancer care
- Performance metrics vs. quality of care
- Administrative demands
- Mergers and consolidation of competitors







#### Advancing Oncology Pharmacy Care Globally

### Organizational Strategies

Strategy	Examples	
Acknowledge and assess the problem	<ul> <li>Use town halls, radio broadcasts, letters, interviews, and face-to-face meetings to have open/candid dialogue</li> <li>Assess well-being routinely – results should be used by leadership as a key measure of organizational performance</li> </ul>	
Harness the power of leadership	<ul> <li>Select and develop leaders who listen and engage</li> <li>Utilize individuals to assess the performance of their leaders</li> <li>Identify motivators for meaningful work</li> </ul>	
Develop/implement targeted work unit interventions	<ul> <li>Conduct focus groups based on high opportunity units using external benchmarks</li> </ul>	
Cultivate community at work	<ul> <li>Dedicate space or time for colleagues to connect</li> </ul>	

Shanafelt TD, et al. Mayo Clin Proc. 2017;92(1):129-146.

#ISOPP2023

www.isopp.org





cology Pharmacy

Care Globally

## Organizational Strategies

Strategy	Examples
Use rewards and incentives wisely	<ul> <li>Balance compensation methods (productivity, flexibility, protected time) to facilitate long-term sustainability</li> </ul>
Align values and strengthen culture	<ul> <li>Survey staff periodically to determine whether actions and values are aligned</li> <li>Communicate guiding principles to establish a common goal</li> </ul>
Promote flexibility and work-life integration	Adjust/tailor work professional work effort where possible
Provide resources to promote resilience and self-care	<ul> <li>Offer individual strategies that align as part of a broader strategy on an organizational level</li> </ul>
Facilitate and fund organizational science	<ul> <li>Develop analytics and research studies to provide evidence/support for interventions</li> </ul>

Shanafelt TD, et al. Mayo Clin Proc. 2017;92(1):129-146.

#ISOPP2023

www.isopp.org





## Cost of Burnout Calculator

- Available via worksheet and online
- Input data needed to calculate ROI
  - N: Number of providers
  - BO: Rate of burnout
  - TO: Turnover rate per year
  - C: Cost of turnover per provider
  - CB: Estimated cost of turnover due to physician burnout
  - CI: Cost of intervention per year
  - R: Relative reduction in BO

Example Using N = 450; BO = 50%; TO = 7.5%; C = \$500000

- A. TO without burnout: 0.075 = [TO without burnout × (1 - 0.5)] \* [(2 × TO without burnout) × 0.5] or 0.075/(1 + 0.5) = 5%
- B. No. of physicians turning over due to burnout per year: (0.075 0.05) × 450 = 11.25

<sup>a</sup> National mean, approximately 54%.

<sup>b</sup>National mean, approximately 7%.

<sup>c</sup> Mean cost of \$500 000 to \$1000 000 per physician.

<sup>d</sup> Assumes that burned out physicians are approximately 2 times as likely to turn over as non-burned out physicians.

Example Using CB = \$5625000; CI = \$1000000; R = 20%

A. Savings due to reduced BO: \$5625000 × 0.20 = \$1125000

B. ROI: (\$1125000 - \$1000000)/\$1000000 = 12.5%

Shanafelt TD, et al. JAMA Intern Med. 2017;177(12):1826-1832.

#### #ISOPP2023

#### www.isopp.org

C. Projected cost of physician turnover per year due to burnout: \$500 000 × 11.25 = \$5 625 000





# Implementation of Well-Being Initiatives

- A system-wide well-being program can create a structure to collect, implement, and continuously improve well-being across pharmacy staff
- One system surveyed 49% of invited pharmacists (137/278) in November 2020 and 41% (116/283) in June 2021 with improvements in mean (SD) Well-Being Index scores from 2.06 (2.47) to 1.52 (2.49)
- Key elements noted for a successful program include support from pharmacy and hospital leadership, diverse representation by pharmacy employees, and a committee to oversee interventions

Pillinger KE, et al. Am J Health-Syst Pharm. 2022;79:1337-1344.



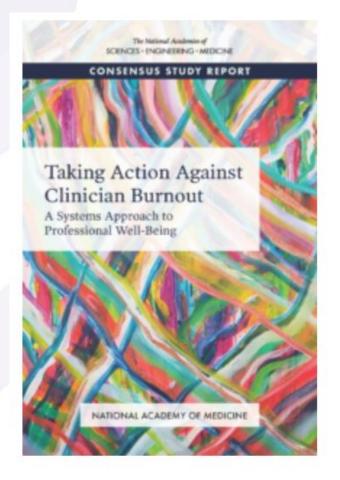






# ASHP and NAM

- ASHP has sponsored the NAM Action Collaborative of Clinician Well-Being and Resilience since 2017
- Developed a consensus report to include system-level goals and recommendations to reduce burnout which received the James A. Hamilton Book of the Year Award
- NAM's National Plan for Health Workforce Well-Being involved more than 200 organizations over six years



ology Pharma

Care Global

National Academies of Sciences, Engineering, and Medicine; National Academy of Medicine; Committee on Systems Approaches to Improve Patient Care by Supporting Clinician Well-Being. Washington (DC): National Academies Press; 2019 Oct 23.

#### #ISOPP2023

#### www.isopp.org





- Pharmacist Workforce Well-Being and Resilience
- 2019 National Consensus Conference to support actionable change
- 50 total recommendations in critical areas:
  - Pharmacist work conditions and patient safety
  - Payment models
  - Relations between pharmacists and employers
  - Pharmacist and student pharmacist well-being
  - Well-being education and training
  - Communications
  - Data, information, and research on pharmacist well-being









American Pharmacists Association. Enhancing Well-Being and Resilience Among the Pharmacist Workforce: A National Consensus Conference. 2019.

#### #ISOPP2023







## HOPA Wellness and Burnout Task Force

- Well-Being for HOPA Members Webpage
- Wellness Toolkit
  - Resources based on stage of career
  - Real-time Wellness Forum
- Wellness Roadmap
- Collaborations White Paper
  - To include: ISOPP, ASTCT, ATOPP, ACCP, NCODA

	WELLNESS AND BURNOUT
	WELLNESS AND BOTT
1 HOPA	STATEMENT
	STATEMEN
Hematology/ Osociation	here you and we understand that
The second secon	the action on well-being. We hear you organization. Our
we recognize the need	to take action on well-being. We hear you and we understand that rates of burnout and need the support of our organization. Our take second and a support of our organization. Our take nencourge a positive and supportive environment for our support of the suppor
t HOPA, the suffering high r	to take action on well-being. We hear you and we undersaule and ates of burnout and need the support or organization. Our is to encourage a positive and supportive environment for our out students to learn and grow professionally. By establishing and and students to learn and grow professionally.
mission for workplace well-being	to take action on well-being, we paper of our organization. Our ates of burnout and need the support of our organization. Our is to encourage a positive and supportive environment for our ind students to learn and grow professionally. By establishing and defore we can optimize cancer care and medication management.
maintaining well-being in a	in our workforce through collaboration Appa Councils:
with to integrating w	ell-being in our workforce through collaboration, coucus ell-being in our workforce through ollaboration, coucus the task force will align with each of the HOPA Councils: neuroal conditions are experienced at work, health care providers entrol conditions are experienced at work, health care providers entrol conditions are experienced at work, health care providers
HOPA commits to	ell-being in the event of the table of the table for the table force will align with each of the table force will align with each of the table force will be table of the table of the table of the table of the table of t
tailored mittail	ontimal conditions are experiences key drivers of burnout in exibility. We
Professional Practice - When	ind engaged. We aim to addression, and autonomy and iteration
remain dedicated, absorbed, d	ob demands, work-tile integrations alone. Our task force of the force of the sector of
workplace such as workford as	innot solve the burden of large pharmacy organize
unocristante multi-discipti	nary of general addition of the set most
understand that multi-disciplin collaborate with multi-disciplin system-wide approaches to w	reliness sustained in areas of burnout that are inter-
system-wide approx	ide gractical tools that are focused on individual and organization
Education - We strive to pro	nary organizationability. wellness sustainability. wellness existianability. Worker practical tools that are focused on areas of burnout that are most wellness resources should highlight both individual and organizational in the set of the most of the set of
impactful to HOPA members	vellness susaan ovide practical tools that are focused on areas of burnout that are when in these resources should highlight both individual and organizational physical, social, and emotional wellness at all career stages.
approaches that encompass	ovide practical tools that are rocover These resources should highlight both individual and orque- physical, social, and emotional wellness at all career stages. strive of promoting research to assess benchmarks for machine expectations and metrics to quantify burnout and improve quality machine expectations and metrics to quantify burnout and improve packing models, identifying workplace inefficiencies, and st practice staffing models, identifying workplace inefficiencies, and st practice staffing models, identifying workplace inefficiencies into any pack of the pack of the pack of the pack of the pack of the p
HOPA IS SUPPO	artive of promoting team and metrics to quantify during inefficiencies, and
Research - Hor phart	nacist expectation models, identifying work of a growth mindset into
hematology being about be	strive of promoting research to assess and the second state of the
imparting self-care strateg	social support, volunteer opportunities, and outreach events, we can and purpose in our work. Our goal is to advocate for policies to protect and purpose in our work. Our goal is to advocate for policies to protect and purpose in our work. Our goal is to advocate for policies to protect and purpose in our work.
the future.	social support, volunteer opportunities, and outreach events, we can and purpose in our work. Our goal is to advocate for policies to protect antinuity to a culture advancing the protessional quality of life of our number of the protession of the protession of the protect of the protect antinuity of the protession of the protession of the protect of the protect of the protect of the protect of the protect of the protect of the protect of the protect of
Doibitman	social support, volunteer our goal is to advocate to plant out work. Our goal is to advocate to plant out work
Advocacy - By providing	social support, volunteer opportunities? environment of purpose in our work. Our goal is to advocate for policies to policies to intrinuity to a culture advancing the professional quality of life of our gatents. If the policy outcomes and experiences for our patients.
continue to and add co	nunuity to a steemes and experiences
our workion of contributin	g to positive well-being interest with
members	Task Force created by HOPA with the pape to achieve an enriched worth
The Wellness and Burno	uninuity to a very outcomes and experiment of the second s
the skills and metrics in	el to implement sustainable neuros el to implement sustainable neuros cology pharmacy workforce well-being. cology pharmacy workforce well-being.
at an organization (on	cology prior many
support hematorous	Merten JA. Evaluation of burner
n-terences:	South SA, Mara KC, Shanalett 10, Oncol Pract 2022, 16(0).
Golbach AP, McCullou	cology pharmacy weather ingh KB, Soefje SA, Mara KC, Shanafelt TD, Merten JA. Evaluation of Burnout ingh KB, Soefje SA, Mara KC, Shanafelt TD, Merten JA. Evaluation of Burnout of Hematology-Oncology Pharmacists. JCO Oncol Pract 2022;18(8):e1278- of Hematology-Oncol Pharmacists. JCO Oncol Pract 2022;18(8):e1278- of Hematology-Oncol Pharmacists. JCO Oncol Pharm
in a National Sample	a Thriving
c1288.	Surgeon General's Advisory of the U.S. Surgeon
Health W	orker Burnout, The US stand Human Services Onice of the
Addressing Health	of Hematology-Orceets orker Burnout: The US Surgeon General's Advisory on Building a Thriving S. Department of Health and Human Services Office of the U.S. Surgeon
Health Working	
General 2022	

Well-Being at HOPA, https://www.hoparx.org/about/well-being-at-hopa. Accessed 15 February 2023.

#### #ISOPP2023

www.isopp.org

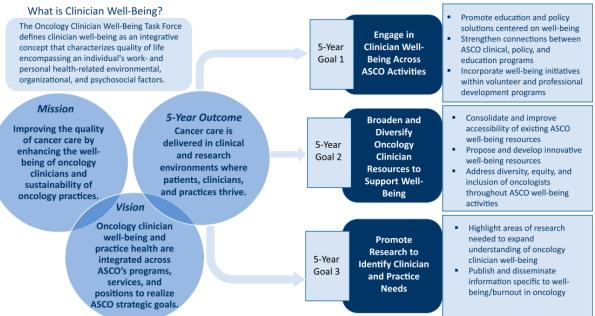




#### Advancing Oncology Pharmacy Care Globally

### Example Road Maps

#### ASCO Oncology Clinician Well-Being Task Force Roadmap



	1	- 11		
1	Assessment of needs & burnout	Goldbach Study This step is complete. Use data to inform needs assessment.	Needs Survey What does membership need from HOPA to decrease burnout?	Committees New Committee conducts focus groups or interviews
2	HOPA Statement	Create Board & members create a wellbeing statement.	Embed Update materials to reflect the statement	Launch Release the statement alongside action plans and recommendations
3	Well-being Programs	Metrics Determine what success will look like and measures.	Existing Programs Update Leadership, Mentor, and other programs with well- being materials	New Programs Consider students, faculty, and early/mid/advanced carner members, Create materials, and schedules
4	Implementation, Communication	Timing Create a timeline for pilot, assessment, revision, and rollout	Messaging Create consistent messaging around each program	Follow-through Use a communication plan to launch, embed, and follow- up/repeat to show commitment and focus in well-being and encourage program use

Hlubocky FJ, et al. Am Soc Clin Oncol Educ Book 2021;41:e339-e353.

Collins K and Coburn-Litvak P. Preventing Burnout and Promoting Wellbeing. Recommendations for: HOPA. Rebound 2021.

#### #ISOPP2023







# HOPA and ISOPP Collaborations

- HOPA President: Heidi Finnes, PharmD, BCOP, FHOPA
- HOPA Wellness and Burnout Task Force Vice Chair: Kate Reichert, PharmD, BCPPS
- ISOPP President: Evelyn Handel, PharmD, BCOP, BCPS
- ISOPP Task Force Representative/Research Committee Chair: Jennifer Jupp, BScPharm, BCOP









# HOPA and ISOPP Collaborations

- 2020 collaboration
  - "Impact of coronavirus of 2019 on the delivery of pharmacy services to patients with cancer: An international survey of oncology pharmacy practitioners"
- Well-being initiatives
  - Representation on HOPA Wellness and Burnout Task Force
  - Gather feedback from members to guide actionable items
  - Future Collaborations White Paper

Chazan G, et al. J Oncol Pharm Pract 2022(8):1832-1847.









Advancin

Care Globall

cology Pharmac

Resources

- HOPA Well-Being at HOPA
- ASCO Recognizing Burnout & Promoting Well-Being
- APhA Well-Being Resilience Report
- ASHP Well-Being Resources
- AMA How to Address Physician Burnout and Well-Being
- ACP Individual Physician Wellness and Burnout Tools
- NAM Clinician Well-Being Knowledge Hub









## Poll Question #7

### What would you like ISOPP to focus on next for wellness?









### Summary

- Burnout can have detrimental effects leading to decreased quality of care, patient safety, and provider/patient dissatisfaction
- Hematology/oncology pharmacist burnout is highly prevalent
- Well-being initiatives beyond individual needs are necessary for a sustainable workforce
- Pharmacy organizations will continue to develop strategies to mitigate burnout and optimize cancer care







### Acknowledgements

- HOPA President: Heidi Finnes, PharmD, BCOP, FHOPA
- HOPA Wellness and Burnout Task Force, Collaborators, and Staff
  - Anna Brown, PharmD, BCOP
  - Anthony Cirincione, PharmD, BCOP
  - Laura Darland, PharmD
  - Allison Golbach, PharmD, BCOP, BCPS
  - Alison Gulbis, PharmD, BCOP
  - Derek Gyori, PharmD
  - Evelyn Handel, PharmD, BCOP, BCPS
  - Jennifer Jupp, BScPharm, BCOP
  - Anne Krolikowski, CAE
  - Nicole Lubcke, PharmD, BCOP
  - Zahra Mahmoudjafari, PharmD, BCOP, DPLA
  - Lauren McBride, PharmD, BCOP

• Kamakshi Rao, PharmD, BCOP, FASHP

cology Pharmac

Care Globally

- Kate Reichert, PharmD, BCPPS
- Ryan Shaw, PharmD
- Michelle Sieg
- Rosanne Stelpflug, MS, CAE
- Carissa Treptow, PharmD, BCOP
- Nicole Watts, PharmD, BCOP
- Laura Whited, PharmD, BCOP
- Allison Winkler
- Bethany Withycombe, PharmD
- Jason Yeh, PharmD, BCOP

#### #ISOPP2023

#### www.isopp.org





## Poll Question #8 - Open Discussion

What is working well for wellness and preventing burnout for you and/or your organization?











# Burnout and Wellness in Hematology/Oncology Pharmacy

Contact Information: Jeryl Villadolid, PharmD, BCPS, BCOP Jeryl.Villadolid@bms.com

#ISOPP2023

www.isopp.org