

Bank Pharmacist Survey: Unveiling Satisfaction and Aspiring for Space to Grow

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Introduction

Staff shortages within hospital pharmacy departments may hinder the delivery of effective pharmacy services. To mitigate the impact, casual pharmacists have been introduced as a bank of pharmacists to fill temporary and short-notice absences. There is limited research on the motivations and job satisfaction of bank pharmacists. Further investigation is needed to understand their well-being to enhance retention.

Objectives

To explore pharmacists' motivations for joining a hospital bank program, identify enjoyable aspects, assess satisfaction, and explore improvement opportunities.

Action

A survey was developed and distributed to all 35 active bank pharmacists in May 2023. Active bank pharmacists fulfil a minimum of one shift per month. Questions addressed demographics, motivations for joining the bank program, and job satisfaction. Further open-ended questions sought opinions on enjoyable aspects and suggestions for improvement. The survey was distributed via email and allowed a two-week response period.

Evaluation

Of the 35 pharmacists, 20 responded, with 70% identifying as female. Participants represented varying career stages and years of practice. More than half the participants (65%) did not have previous public hospital experience (Figure 1).

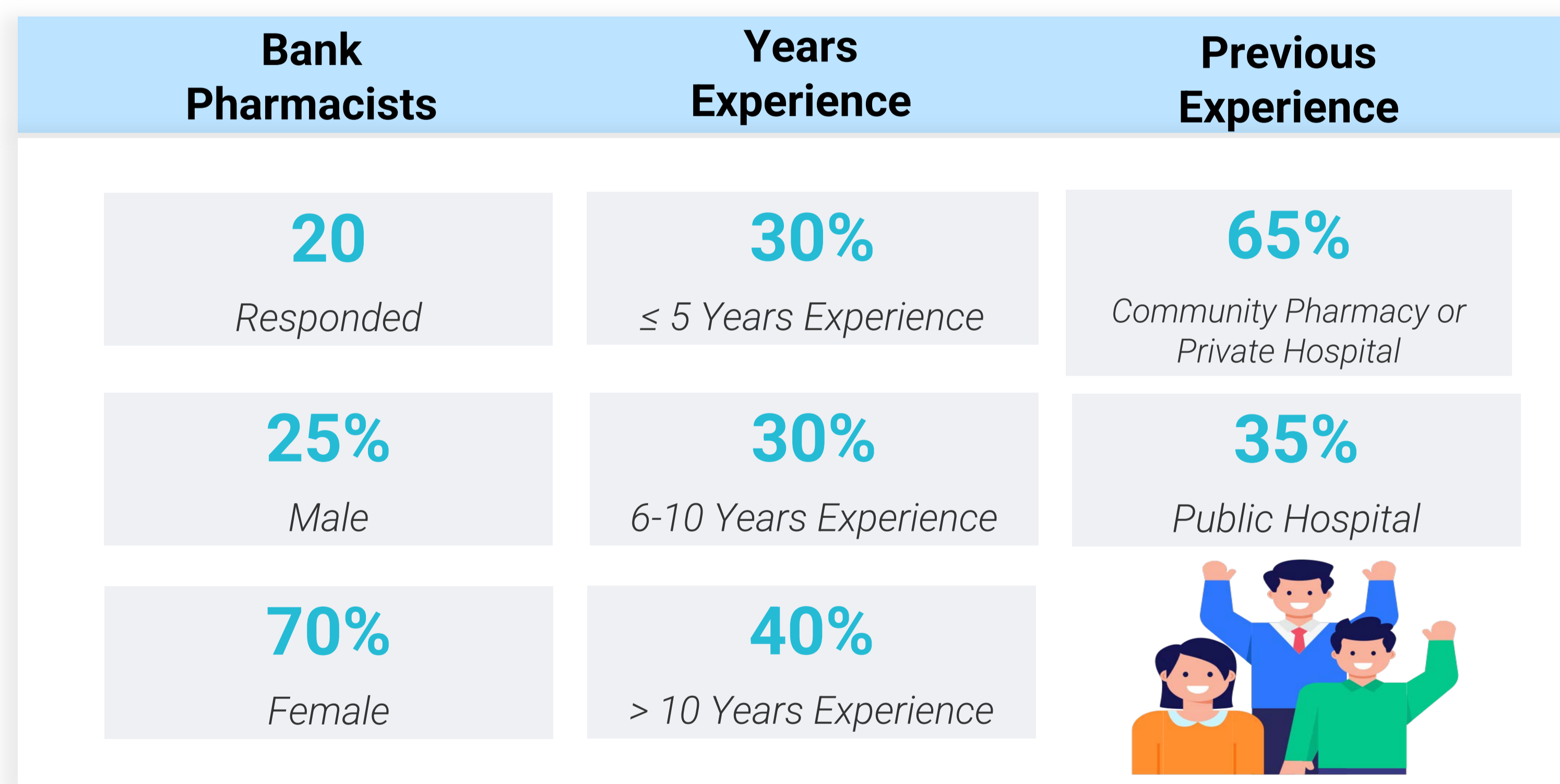


Figure 1: Bank pharmacists demographics

The top motivation for joining a Pharmacist Bank Program was flexibility (100%), followed by the opportunity to work in a different sector (50%) (Figure 2). When participants were asked about the most enjoyable aspects of their work, common themes emerged. These included teamwork, flexibility, and variety of experiences (Figure 3). Most participants (85%) agreed that they were fulfilled, supported, and satisfied with the program (Figure 4).

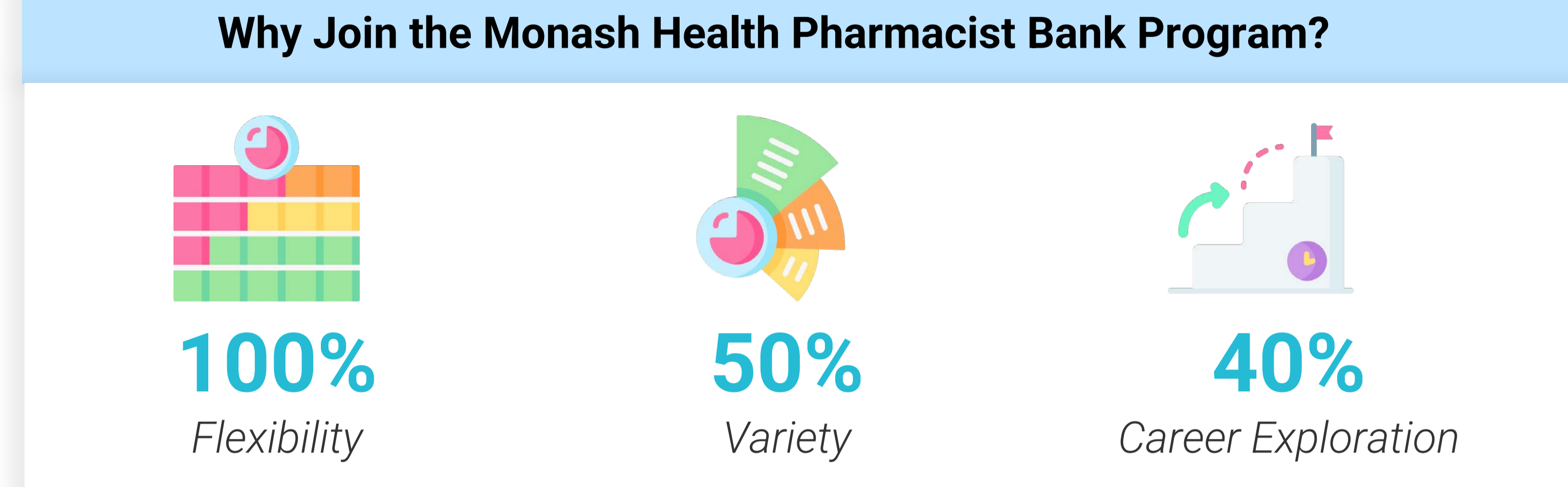


Figure 2: Motivations for joining Pharmacist Bank Program

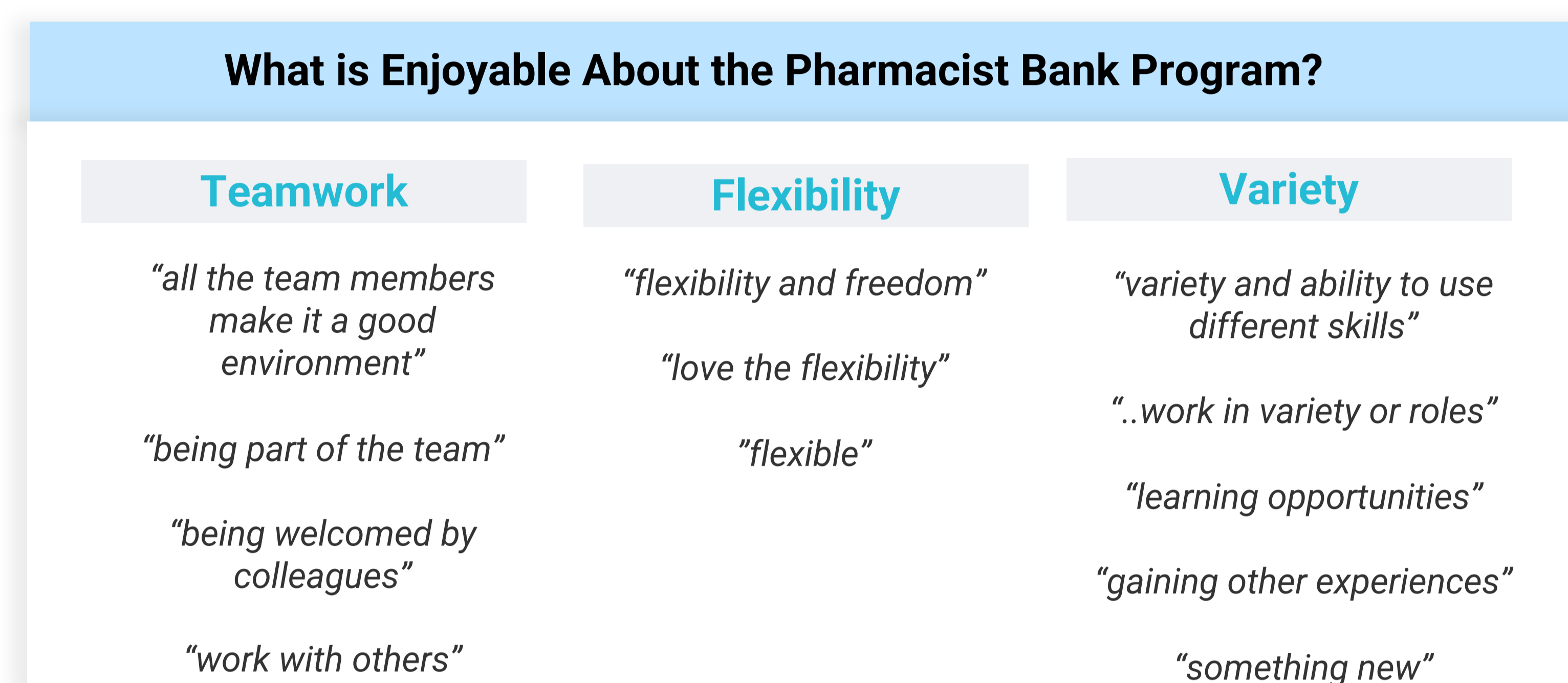


Figure 3: Top 3 themes from enjoyable aspects of the Pharmacist Bank Program

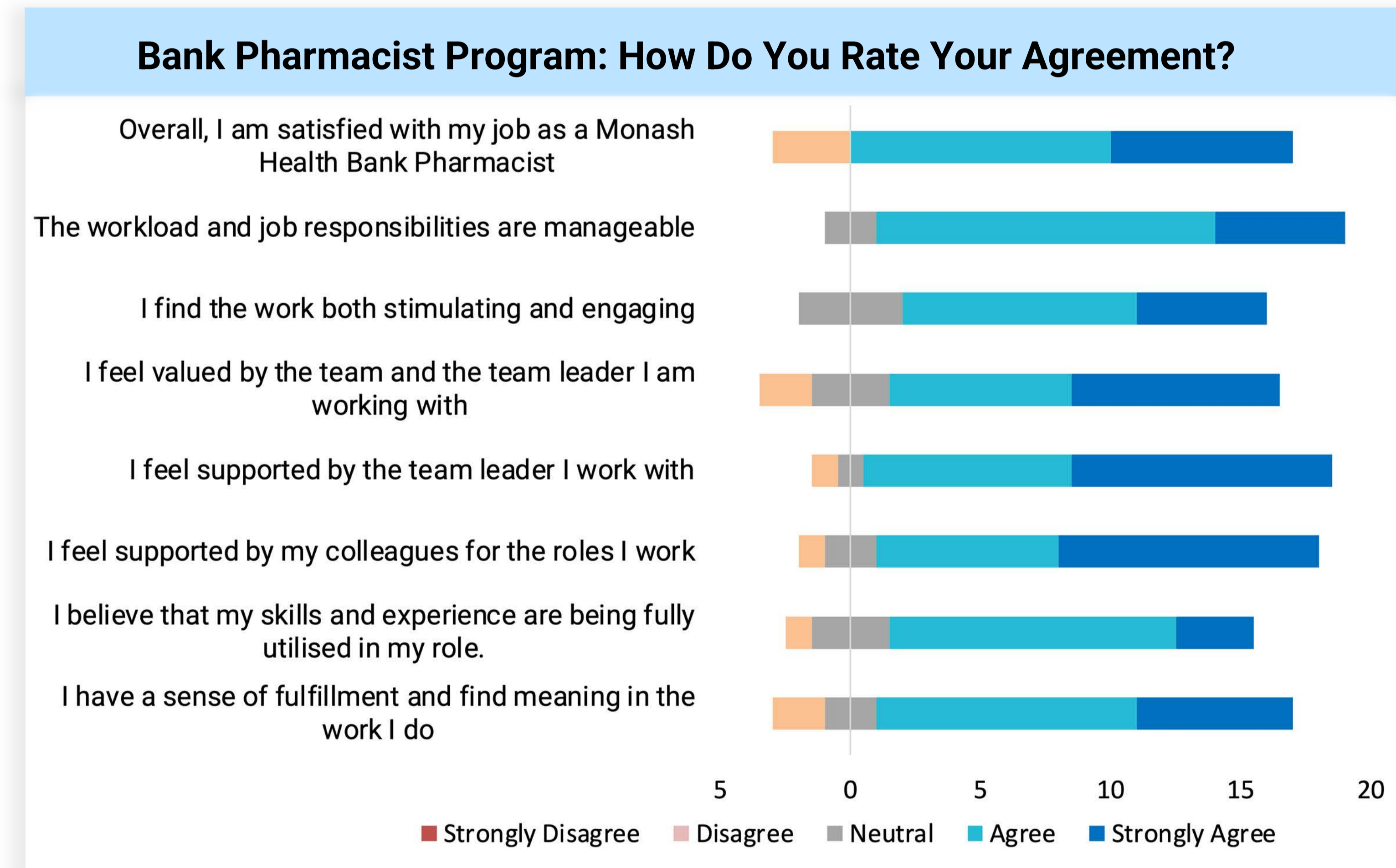


Figure 4: Likert scale questionnaire exploring overall feedback

Half the participants, all from community or private hospital backgrounds, expressed their interest in professional development opportunities, particularly in the form of clinical training and working in other areas within the hospital.

Discussion

These findings highlight the need for flexibility and development opportunities as key priorities of bank pharmacists. To enhance satisfaction, well-being, and retention, potential improvements include implementing professional development opportunities such as a clinical training program. This can address professional development and growth needs.

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