Q1 Are you currently licensed as a pharmacist in CA?

Total Respondents: 4,253/4,270
Q2 Are you actively practicing as a pharmacist in CA?

- Yes: 91%
- No: 9%

Total Respondents: 4,247/4,270
Q3 Is your primary practice setting located in CA?

96% Yes  
4% No

Total Respondents: 4,245/4,270
Q4 Which of the following best describes your primary practice setting?

- Outpatient/Community Pharmacy - Chain: 2,931
- Outpatient/Community Pharmacy - Independent: 407
- All Other: 932

Total Respondents: 4,206/4,270
Q5 Are you the designated pharmacist-in-charge (PIC)?

Community Chain Pharmacy
- Yes: 34%
- No: 66%

Community Independent Pharmacy
- Yes: 47%
- No: 53%

Total Respondents: 2,699
Total Respondents: 361
Q6 As the designated PIC, do you feel you have sufficient autonomy and power to fulfill the necessary requirements?

![Community Chain Pharmacy](chart1)

- Yes: 44%
- No: 56%

**Total Respondents: 883**

![Community Independent Pharmacy](chart2)

- Yes: 78%
- No: 22%

**Total Respondents: 182**
Q8 Do you work at multiple worksites for a single employer or through a relief agency?

Community Chain Pharmacy
Only answers by PIC are shown

- Yes: 4%
- No: 22%
- Unanswered: 74%

Community Independent Pharmacy
Only answers by PIC are shown

- Yes: 9%
- No: 27%
- Unanswered: 64%

Total Respondents: 930
Total Respondents: 190
Q8 Do you work at multiple worksites for a single employer or through a relief agency?

**Community Chain Pharmacy**
- Only answers by non-PIC are shown
- Yes: 30%
- No: 49%
- Unanswered: 21%

**Community Independent Pharmacy**
- Only answers by non-PIC are shown
- Yes: 17%
- No: 54%
- Unanswered: 29%

Total Respondents: 1,769

Total Respondents: 171
Q10 How long is a typical work shift at your primary work site?

**Community Chain Pharmacy**
Only answers by PIC are shown

119 of 124 respondents indicated their shifts vary between 4 and 12 hours. 5 of 124 respondents indicated they work more than 12-hour shifts and/or they work “off the clock” for multiple hours outside of their regular shift.

**Community Independent Pharmacy**
Only answers by PIC are shown

24 of 25 respondents indicated their shifts vary between 4 and 12 hours. 1 of 25 respondents declined to state.
Q10 How long is a typical work shift at your primary work site?

Community Chain Pharmacy
Only answers by non-PIC are shown

198 of 202 respondents indicated their shifts vary between 4 and 12 hours. 4 of 202 respondents indicated they work more than 12-hour shifts and/or they work “off the clock” for multiple hours outside of their regular shift.

Community Independent Pharmacy
Only answers by non-PIC are shown

16 of 16 respondents indicated their shifts vary between 4 and 12 hours.

Total Respondents: 1,769

Total Respondents: 171
Q11 Provide the number of **pharmacists** that work during a typical shift.
Q11 Provide the number of **interns** that work during a typical shift.
Q11 Provide the number of **pharmacy technicians** that work during a typical shift.
Q11 Provide the number of **unlicensed clerks/typists** that work during a typical shift.
Q12 What is the average prescription volume during a typical shift?

Total Respondents: 2,370
Q13-14 Does your primary worksite perform sterile or non-sterile compounding?

**Community Chain Pharmacy**
- Non-sterile (546/2,112): 0.38%
- Sterile (8/2,116): 25.85%

**Community Independent Pharmacy**
- Non-sterile (55/258): 21.32%
- Sterile (9/257): 3.50%
Q13-14 If yes, what is the average number prepared in a typical shift?

Community **Chain** Pharmacy  
Sterile Compounding

- 0-5: 37.50%  
- 6-10: 37.50%  
- 20-30: 25.00%  
- Unanswered: 0%

Total Respondents: 8

Community **Independent** Pharmacy  
Sterile Compounding

- 0-5: 33.33%  
- 20-30: 55.56%  
- Unanswered: 11.11%

Total Respondents: 9
Q13-14 If yes, what is the average number prepared in a typical shift?

Community Chain Pharmacy
Non-sterile Compounding

Community Independent Pharmacy
Non-sterile Compounding

Total Respondents: 546
Total Respondents: 55
Q15 Which of the following services are provided at your primary worksite?
Q16 As a pharmacist, are you required to perform these services?

Community Chain Pharmacy
- Yes: 95%
- No: 5%
- Total Respondents: 2,103

Community Independent Pharmacy
- Yes: 43%
- No: 57%
- Total Respondents: 253
Q17 Indicate the average number of immunizations administered in a typical work shift.
Q18 Do you believe you have sufficient time to provide adequate screening prior to the administration of immunization?

Community **Chain** Pharmacy

- Yes: 78%
- No: 22%

Total Respondents: 2,024

Community **Independent** Pharmacy

- Yes: 44%
- No: 56%

Total Respondents: 164
Q19 Does your primary worksite use an automated drug delivery system?

<table>
<thead>
<tr>
<th></th>
<th>Community Chain Pharmacy</th>
<th>Community Independent Pharmacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>18%</td>
<td>22%</td>
</tr>
<tr>
<td>No</td>
<td>97%</td>
<td>78%</td>
</tr>
<tr>
<td>N/A</td>
<td>3%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Total Respondents: 2,109

Total Respondents: 254
Q20 Does your primary worksite employer use workload metrics in the following areas?

<table>
<thead>
<tr>
<th>Metric</th>
<th>Independent</th>
<th>Chain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average time to fill a refill for a waiting patient</td>
<td>20%</td>
<td>60%</td>
</tr>
<tr>
<td>Average time to fill a new prescription</td>
<td>10%</td>
<td>50%</td>
</tr>
<tr>
<td>Number of MTM services completed</td>
<td>20%</td>
<td>60%</td>
</tr>
<tr>
<td>Number of prescriptions filled</td>
<td>30%</td>
<td>70%</td>
</tr>
<tr>
<td>Number of patients enrolled in auto-refill</td>
<td>20%</td>
<td>70%</td>
</tr>
<tr>
<td>Number of refill requests</td>
<td>20%</td>
<td>60%</td>
</tr>
<tr>
<td>Number of immunizations</td>
<td>20%</td>
<td>60%</td>
</tr>
</tbody>
</table>
Q21 Does your primary worksite have a work queue that monitors the wait time for a prescription?

Community **Chain** Pharmacy
- Yes: 90%
- No: 9%
- N/A: 1%

Total Respondents: 2,104

Community **Independent** Pharmacy
- Yes: 33%
- No: 61%
- N/A: 6%

Total Respondents: 256
Q22 Does your employer require non-dispensing related duties?

**Community Chain Pharmacy**
- Yes: 97%
- No: 3%

Total Respondents: 2,111

**Community Independent Pharmacy**
- Yes: 72%
- No: 28%

Total Respondents: 257
Q22 On average, what percentage of your time is spent on non-dispensing duties?

NOTE: Shown are answers from respondents who reported non-dispensing duties are required.
Q23 Are medication errors appropriately documented and evaluated consistently with the Board’s quality assurance requirements?

Community **Chain** Pharmacy
Only answers by **PIC** are shown

- Yes: 62%
- No: 27%
- Unanswered: 11%

Community **Independent** Pharmacy
Only answers by **PIC** are shown

- Yes: 34%
- No: 4%
- Unanswered: 62%

Total Respondents: 930

Total Respondents: 190
Q23 Are medication errors appropriately documented and evaluated consistently with the Board’s quality assurance requirements?

**Community Chain Pharmacy**
Only answers by non-PIC are shown

- Yes: 54%
- No: 29%
- Unanswered: 17%

**Community Independent Pharmacy**
Only answers by non-PIC are shown

- Yes: 55%
- No: 35%
- Unanswered: 10%

Total Respondents: 1,769

Total Respondents: 171
Q24 What was the cause for errors documented at your primary work site?

- Prescription given to wrong patient
- Incorrect patient name
- Incorrect quantity
- Incorrect prescriber
- Incorrect directions
- Incorrect strength
- Incorrect drug

![Bar chart showing the distribution of error causes.](chart.png)
Q25 What is the average number of medication errors that occur in a month at your primary worksite?

![Graph showing the distribution of medication errors.

- 60% of respondents report 1-2 errors.
- 50% report 3-5 errors.
- 40% report <1 error.
- 10% report 6-10 errors.
- 20% report 11-30 errors.
- 0% report >30 errors.
- 10% report unknown number of errors.

Legend:
- Green: Chain
- Purple: Independent]
Regarding medication errors:

A slight correlation between prescription volume and medication errors was found.

That is, the greater the volume, the more errors.

Further analysis is needed to determine strength of correlation.
Q26 Do you believe you have sufficient time to provide appropriate patient consultation?

**Community Chain Pharmacy**
- Yes: 83%
- No: 17%
- Total Respondents: 1,933

**Community Independent Pharmacy**
- Yes: 32%
- No: 68%
- Total Respondents: 237
Q27 Do you believe the pharmacy staffing in your primary worksite is appropriate to ensure adequate patient care?

**Community Chain Pharmacy**

- Yes: 91%
- No: 9%

Total Respondents: 1,932

**Community Independent Pharmacy**

- Yes: 37%
- No: 63%

Total Respondents: 236