**The Scoop on Pharmacy Burnout: Description and Management Strategies**

Pharmacy Technician Post-test

Pharmacy Technician Learning Objectives:

* Describe burnout and its effects in the pharmacy
* Discuss risk factors and possible causes of burnout in the pharmacy
* Differentiate between different burnout subscales
* Identify strategies to manage burnout

**1. Which of the following measures assesses burnout among pharmacy professionals?**

1. The Maslach Burnout Inventory
2. DSM-V
3. ICD-11 diagnostic guidelines for anxiety

**2. Turnover resulting from burnout in the pharmacy profession can be described as**

1. Employees tend to retire immediately after reaching retirement age
2. Employees leave because they don’t fit in with the work culture
3. Employee with good salary/benefits leave due to relocation of spouse’s job

**3. Which of the following is a risk factor for burnout among pharmacy professionals?**

1. Employees receive hardly any raises or recognition after favorable end-of-year performance reviews
2. Employee is included from decision making in the workplace
3. Employees find the level of social interaction and collaboration at work adequate

**4. Which of the following scenarios is a risk factor for burnout among pharmacy professionals?**

1. During the COVID-19 pandemic, some pharmacies hired additional staff to help administer covid shots
2. During the COVID-19 pandemic, some pharmacy staff worked overtime, while administering COVID-tests, and consulting face-to-face with patients
3. An extremely busy pharmacy has qualified staffing and flexible scheduling for their employees

**5. XY has been a pharmacy technician for 5 years and works at a busy community pharmacy. XY often feels overwhelmed, stressed, and burdened by keeping up with prescription numbers, prior authorizations and patients’ health needs and challenges. What is XY experiencing?**

1. Depersonalization
2. Emotional exhaustion
3. A decreased sense of personal accomplishment

**6. XY usually lies awake at night dreading the next shift. Pharmacy practice now feels like a chore and XY finds patients at drop-off and pick-up very irritating. What is XY experiencing?**

1. Depersonalization
2. Emotional exhaustion
3. A decreased sense of personal accomplishment

**7. XY now finds pharmacy practice unmotivating and often questions having accomplished anything worthwhile, or having had a positive impact on patients. What is XY experiencing?**

1. Depersonalization
2. Emotional exhaustion
3. A decreased sense of personal accomplishment

**8. Which of the following would be considered a good strategy to combat burnout among the pharmacy team?**

1. States must mandate more continuing education requirements for pharmacy technicians
2. Employees must seek medications from their healthcare providers
3. States should pass laws that place caps on pharmacy shift lengths and reduce excessive performance metrics

**9. Which of the following is best practice for the employee to prevent full blown burnout?**

1. Limit hobbies outside of work as they are distracting and hinders job focus
2. Limit communication and collaboration with team mates to help avoid dispensing errors
3. Use vacation times or restful periods to recharge and avoid fatigue

**10. Coworker relationships at XY’s workplace are somewhat cordial. XY however feels blind-sided by recent company decisions about technician break times. What is the BEST way for XY’s employer to ensure that XY avoids burnout?**

A. Pharmacy technicians understand that management usually makes workplace decisions without employee input.

B. Pharmacy technicians have more continuing education hour requirements within the organization

C. Pharmacy technicians must be actively involved in making certain workplace decisions