

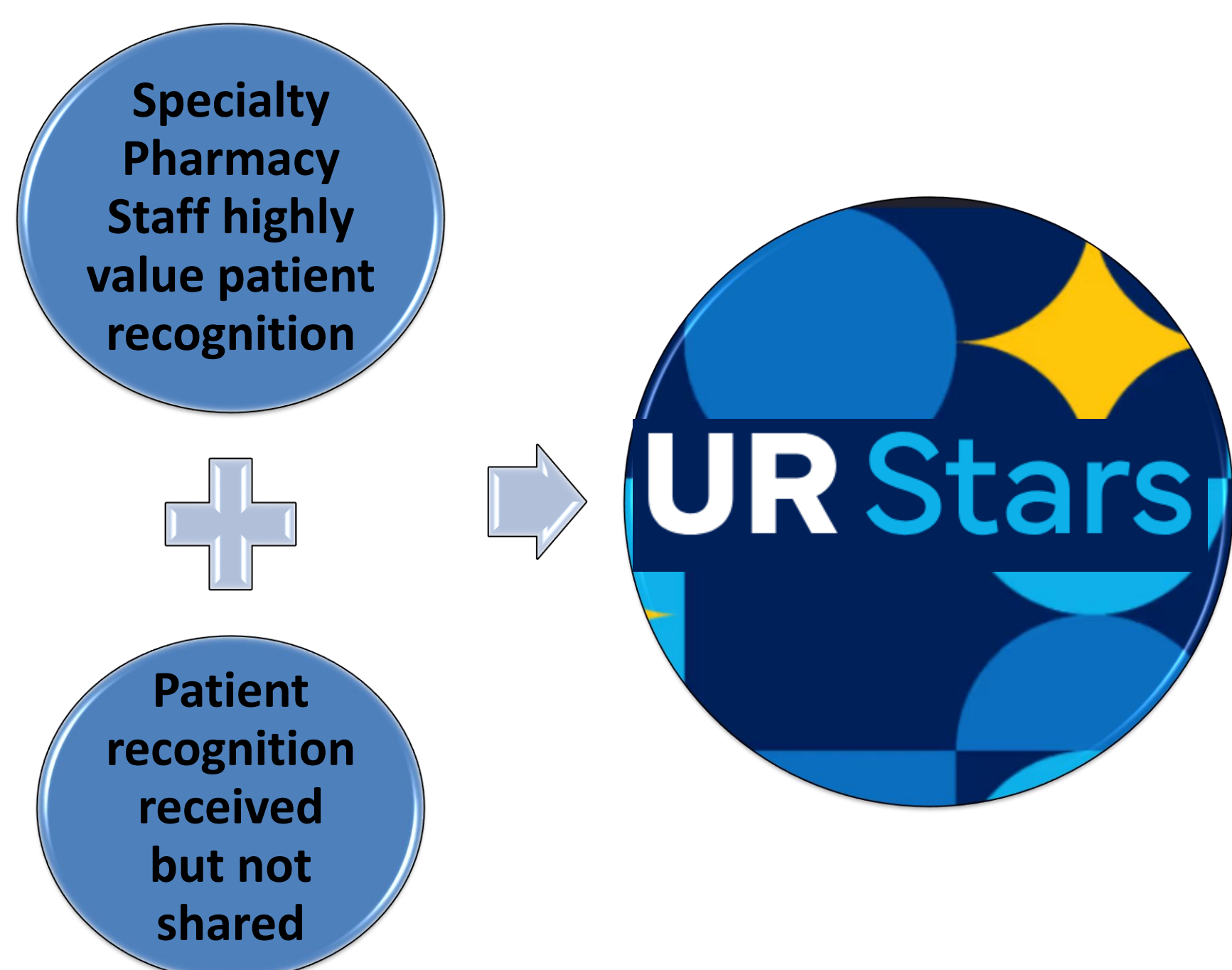
Recognition of Specialty Pharmacy Staff and Impact on Job Satisfaction and Burnout at Work



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Background

- Burnout and job satisfaction in health care have been shown to have multi-faceted drivers.^{1,2}
- Feeling valued at work is significantly associated with:
 - Higher job satisfaction in faculty at an academic medical center.³
 - Reduced burnout in clinicians, with those who feel valued reporting 32% lower levels of burnout compared to those who did not.⁴



Wellbeing Issue to Solve/Hypothesis

If patient recognition is increased, will this correlate to an increase in self-reported employee job satisfaction and a decrease in self-reported burnout?

- **Key Result 1:** Increasing trend from baseline in self-reported job satisfaction
- **Key Result 2:** Decreasing trend from baseline in self-reported burnout
- **Key Result 3:** Increasing count of patient-sourced UR Star recognitions
- **Key Result 4:** Positive correlation between recognition types and improved job satisfaction and/or burnout

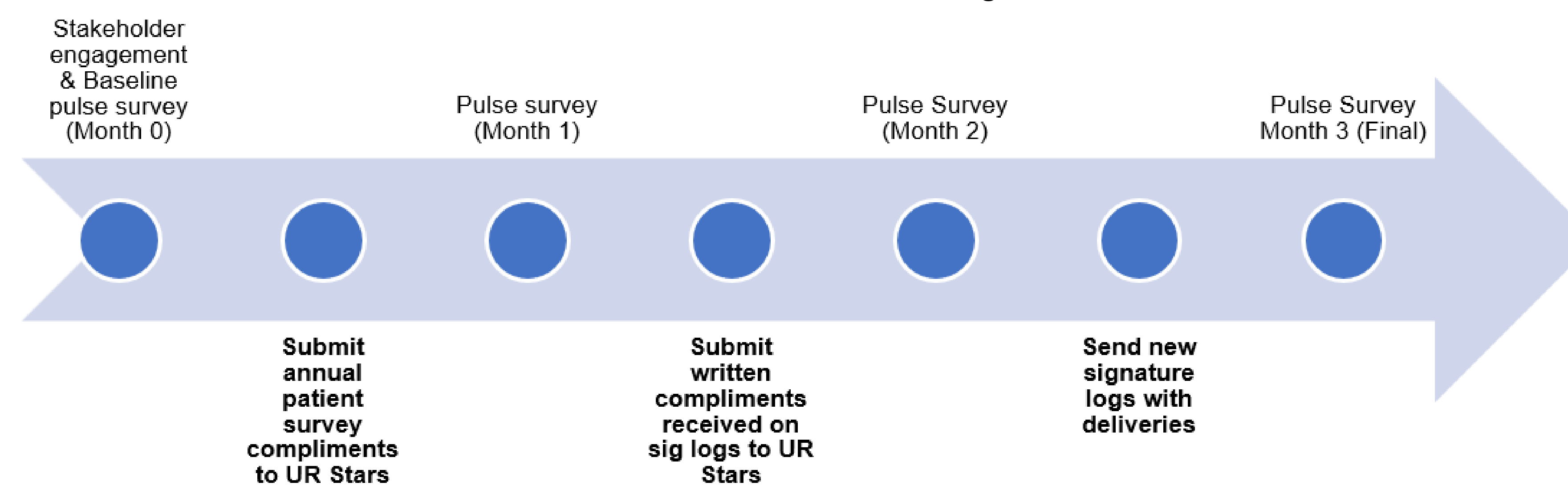


Methods

Survey Purpose and Design: The survey assessed the impact of recognition from various sources (Patients, Providers, Clinic Staff, Peers, Leaders) on job satisfaction and burnout among specialty pharmacy staff over four months, using both quantitative and qualitative data collected anonymously via REDCap.

Analysis and Administration: The survey utilized novel and validated questions (mini-Z) and employed Spearman's rank-order correlations to analyze relationships between recognition sources, job satisfaction, and burnout.⁵

Interventions: Between each time point of the survey an intervention was completed to increase the patient recognition documented in the UR Stars Platform. No intervention was solicited for recognition from other sources.



Results

Figure 1: Recognition Value by Source vs. Job Satisfaction and Burnout

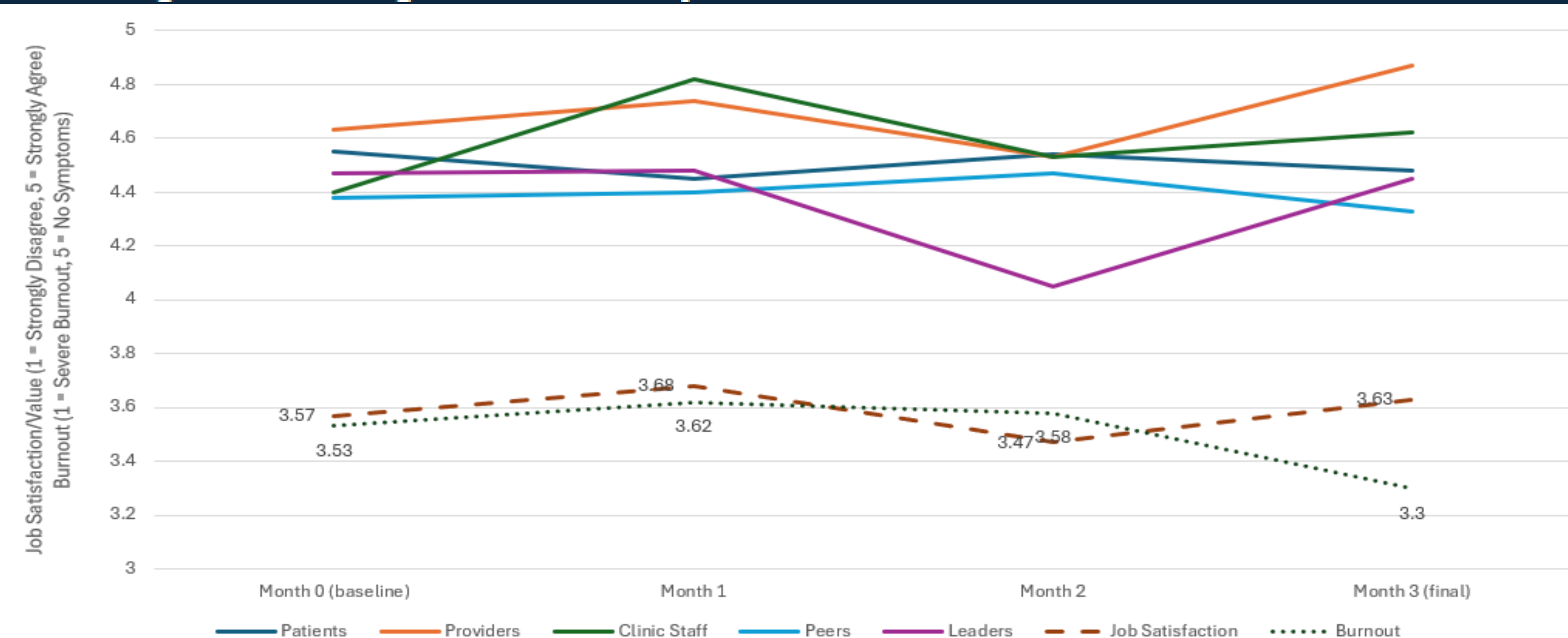


Figure 1: There were strong positive and significant correlations at month 2 between recognition from Leaders and Job Satisfaction ($p < .001$). There were positive and significant correlations at month 3 between recognition from Patients ($p = 0.14$), Peers ($p < .001$), and Leaders ($p = .002$) and Job Satisfaction.

Figure 2: Count of UR Stars Received in Specialty Pharmacy

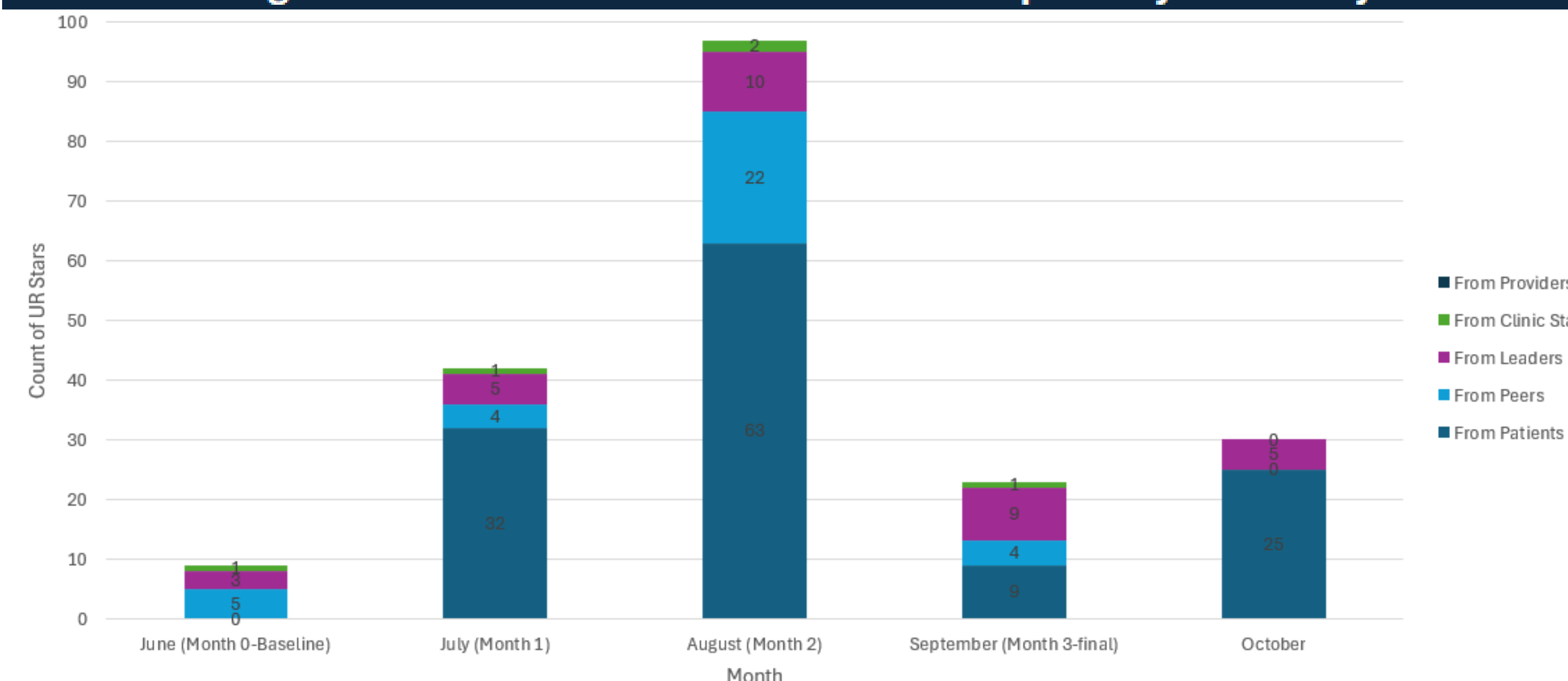


Figure 2: There was an increase in appreciative patient UR Stars throughout the survey period and beyond.

Conclusions

Positive, statistically significant correlations were found between job satisfaction and recognition from patients, leaders, and peers (from month 2 onward). Recognition ranked highly from all sources across all survey months (Figure 1).

Formalizing patient recognition via the UR Stars system **significantly increased appreciative patient UR Stars** during the intervention period (Figure 2).

The survey achieved a **high response rate** (90.1% at the final time point), providing confidence in the data's accuracy for specialty pharmacy employees.

Organizations should assess the **types of recognition employees value most** and establish methods to effectively capture and document these preferences to enhance job satisfaction.

Future Directions/Scalability

ASK: What types of recognition make your employees feel valued at work?

ASK: Where are you teams receiving recognition that's not being formally shared?

ACT: Make it simpler for patients to send in recognition- utilize the UR Stars QR code on patient facing materials

CONTINUE: Recognition from Peers and Leaders can positively influence job satisfaction-keep sending!

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