

National Pharmacy Council

2024 NATIONAL COMBINED COUNCILS VIRTUAL MEETING

MARCH 19-21, 2024



THE NATIONAL COUNCILS

- National Council of Behavioral Health
- National Council of Chief Clinical Consultants
- National Council of Chief Executive Officers
- National Council of Chief Medical Officers
- National Council of Clinical Directors
- National Council of Executive Officers
 - National Council of Informatics
- National Laboratory Professionals Council
- National Nurse Leadership Council
 - National Oral Health Council
 - National Pharmacy Council
 - National Quality Council

-INNOVATIVE HUMAN CAPITAL -

NATIONAL PHARMACY COUNCIL

PRESENTED BY:

PRINCIPAL PHARMACY CONSULTANT
CAPT KAILEE FRET LAND, PHARMD, BCPS

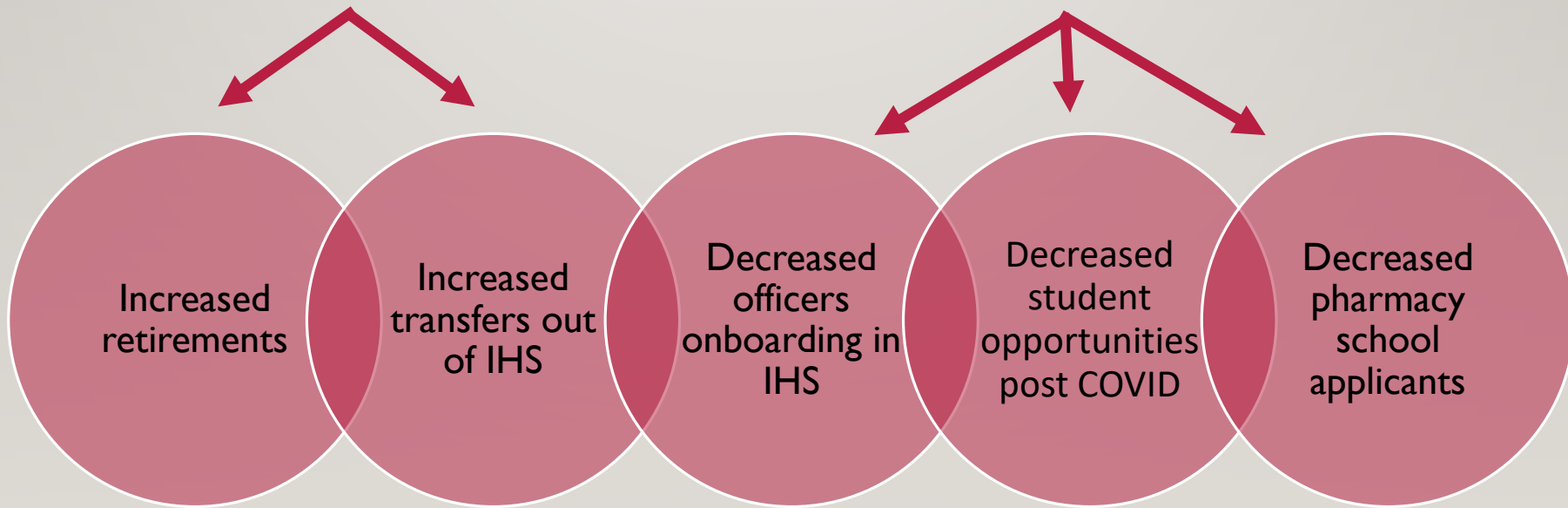
NATIONAL PHARMACY COUNCIL, CHAIR
CDR SHANNON LOWE, PHARMD, MPH, BCPS



CHALLENGES FOR PHARMACY HUMAN CAPITAL

Pharmacist Leaving IHS

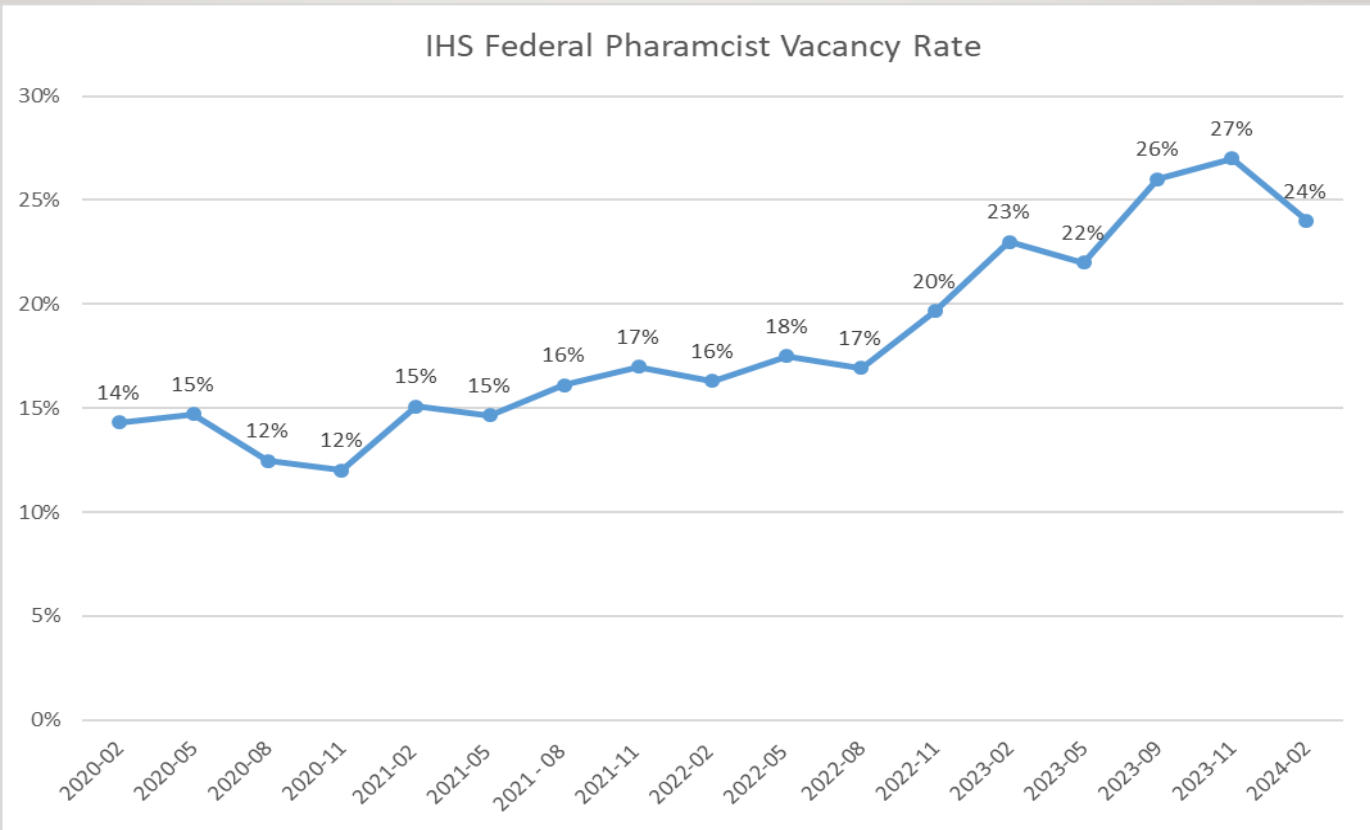
Fewer Pharmacist coming into IHS



CHALLENGES OF PHARMACY HUMAN CAPITAL

- Pharmacy technicians
 - 335 technician positions
 - Vacancy rate is **22%**, ranging from **14-50%**
- Pharmacists
 - 775 pharmacist positions (464 USPHS pharmacists)
 - Vacancy rate is **24%**, ranging from **11-40%**
- **IHS has lost 70 USPHS pharmacists since 2022**

PHARMACY VACANCY RATES



CHALLENGES IN PHARMACY HUMAN CAPITAL

Pharmacy shortage crisis....no employer is immune

- United Kingdom:
 - leaving profession increased from 32% (2021) to **73% (2022)**
- United States
 - **35.1% (2023)** not seeking employment compared to 15.7% (2019)
- Job postings/vacancies increased from
 - 62,051 (2021) to 68,988 (2022) - 41,484 being retail positions

CHALLENGES OF PHARMACY HUMAN CAPITAL

College of Pharmacy Applicants

- Fall 2011- 106,815
- Fall 2015- 76,525
- Fall 2021 – 40,552

60% decrease in less than a decade



CHALLENGES IN PHARMACY HUMAN CAPITAL

- PCAT (Pharmacy College Admission Test)
 - No longer required
 - Started in 1974, retired January 10, 2024
- Lower class sizes, fewer students at IHS sites
- Fewer Students
 - Fewer Student → Staff Hires
 - Fewer Residency Candidates
 - Fewer Qualified pharmacists available

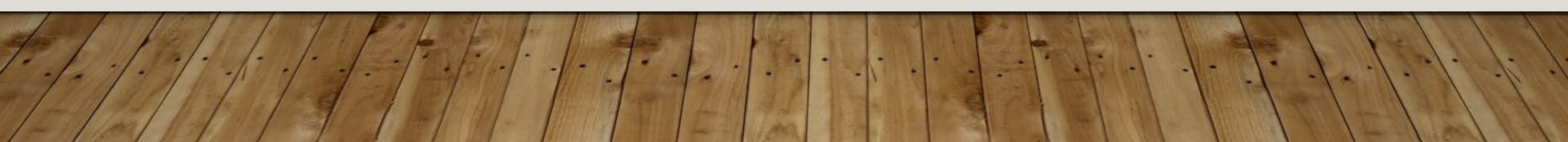
CHALLENGES IN PHARMACY HUMAN CAPITAL

- OPM – Pharmacists (0660 Series)
 - GS 11 – New Grad
 - GS 12 – One year of experience as a pharmacist
 - GS 13 and above – IHS pharmacy has very few
- Health Clinics
 - Chief Pharmacists at "small pharmacies" are often in GS 12 positions, the same GS level as staff pharmacists, with no incentive to become/stay in Chief Position
- USPHS – few 06 Billets for Chief Pharmacists and Clinical Pharmacists, decreasing promotion potential

CHALLENGES IN PHARMACY HUMAN CAPITAL

- OPM – Pharmacy Technicians (066 I series)
 - GS 3 to GS 5 (education level)
 - GS 4 and above based on experience
 - No defined OPM classification for advanced certification and training
 - Ex. Point of Sale Technicians, Sterile Compounding Technicians, Inventory and Procurement Technicians

CHALLENGES IN PHARMACY HUMAN CAPITAL

- Turnover
 - Training on HR processes & optimizing 3Rs
 - Not optimizing Direct Hire Authority for pharmacists
 - Not utilizing SME to review before rating
 - Non-standardized position descriptions (PD) across Areas has made some sites less competitive with wage /grade.
 - Other issues: housing, childcare
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CHALLENGES OF PHARMACY HUMAN CAPITAL



- Increase patient wait times
- Increase risk of patient safety errors
- Increase primary care provider workload
- Increase contract costs
- Increase staff burnout



- Decrease in pharmacy managed primary care services
- Decrease in pharmacy collateral support for facility

CHALLENGES OF PHARMACY HUMAN CAPITAL

Sustainability of NPC:

- Committee succession planning: mostly officers on committees, many retiring soon
- Less time and effort dedicated to committee workload and initiatives

**WHAT'S THE
SOLUTION?**

NPC RECRUITMENT & RETENTION EFFORTS

- 2023 NPC Hot Topic:
 - Develop and implement a Pharmacy Technician Special Salary Rate incentive
 - Raise pay scales and GS grades for IHS Pharmacy Technicians and Pharmacists
- Title 38 Pay for Pharmacy Technicians - **IMPLEMENTED**
 - Private sector: \$19-22 per hour
 - IHS: \$29 per hour (1 yr experience)
- Title 38 Increase for Pharmacists – **IMPLEMENTED**
 - Private sector: \$138,720 per year (ambulatory), \$129,920 (retail)
 - IHS: \$124,214 (new graduate), \$131,761 (1 year experience)

TITLE 38 PAY PHARMACY TECHNICIANS

GERALDINE WILLIAMS, CPHT



NPC RECRUITMENT & RETENTION EFFORTS

Position Descriptions

- OPM modernization
 - Pharmacy Technician Series 0661, last updated in June 1972, lacking reference to the expansion of duties and standard of practice for certification
- PD Standardization
 - Repository – NPC has developed a repository for both pharmacists and technician PDs that can be used to help improve standardization

NPC RECRUITMENT & RETENTION EFFORTS

Pharmacy Residency Programs:

- Currently: 33 PGY1 and PGY2 Residents across 25 IHS & Tribal sites
- Over 400 residents have completed a PGY1 or PGY2 IHS Residency since 2000
- 81% of the IHS residents stay within IHS

RESIDENCY SUCCESS STORY

CAPT Rebecca Reyes and
CAPT Holly Van Lew



NPC RECRUITMENT & RETENTION EFFORTS

Student Opportunities

- COSTEPS
 - 11 Junior COSTEPs and 6 Senior (COSTEPS) selected this year
 - Program participation drops by 75% when no HQ funding is available
- College of Pharmacy Rotations
 - Encouraging all pharmacists to reach out to their College of Pharmacies for recruitment opportunities
 - Developing informational packets featuring IHS opportunities for every college of pharmacy

COSTEP/STUDENT SUCCESS STORY

CYNTHIA GUNDERSON



COSTEP/STUDENT SUCCESS STORY

CAPT Ed Stein and CAPT
Rebecca Reyes



NPC RECRUITMENT & RETENTION EFFORTS



PHARMACY LEADERSHIP TRAINING

Pharmacy Leadership Training:

- Held twice per year, over 250 pharmacists have completed since inception in 2017
- Federal/Tribal/Urban participants
- Networking and resources
- Succession Planning

SP - 1.1.9, 1.1.110, & 1.1.12

NPC WELLBEING & RESILIENCE

- Submitted as a Hot Topic for NCC 2023
- In-person CEU meetings
 - Oklahoma
 - Northern Tier
 - QUAD
- Increased Engagement and Support
 - Quarterly All Pharmacy Calls
 - Bi-monthly Chief Calls

NPC WELLBEING & RESILIENCE

- Improved Recognition and Appreciation
 - Initiated Monthly Pharmacy Spotlights, shared in Week in Review
 - Letters of Appreciations for Pharmacist and Pharmacy Technicians
 - Pharmacy Highlighted during National Pharmacist Month
 - Improved Award process
 - Highlighting programs in NPC Innovations Newsletter

INNOVATIVE INITIATIVES



PHARMACY INITIATIVES TO SUPPORT PHARMACY STAFFING SHORTAGES

RMOP (Remote Medication Order Processing) Initiative

- Goal: Support Pharmacy Staffing Remotely
 - **Phase 1:** Establish baseline expectations, work-flow, onboarding, impact/metrics with 2-week TDYs
 - **Phase 2:** Remote 120-day TDYs, establish intra-agency agreement, develop PDs
 - **Phase 3:** Hire permanent RMOP pharmacists

PHARMACY INITIATIVES TO SUPPORT PHARMACY STAFFING SHORTAGES

Pharmacy Technician Long-Term Training Program

- Goal: Recruit local high school to pharmacy careers
 - Develop High School recruitment program
 - Develop Pharmacy Technician Career pathway
 - Support Pharmacy Technician training/certification

PHARMACY INITIATIVES TO SUPPORT PHARMACY STAFFING SHORTAGES

National Pharmacy Residency and Student Coordinator

- Goal: Create sustainability and future of pharmacy workforce pipelines
 - Create National Pharmacy Residency/Student Coordinator Position
 - Coordinate Pharmacy Residency Program
 - Coordinate COSTEPs Program
 - Coordinate Intern Agreements and College of Pharmacy Engagement

SUMMARY

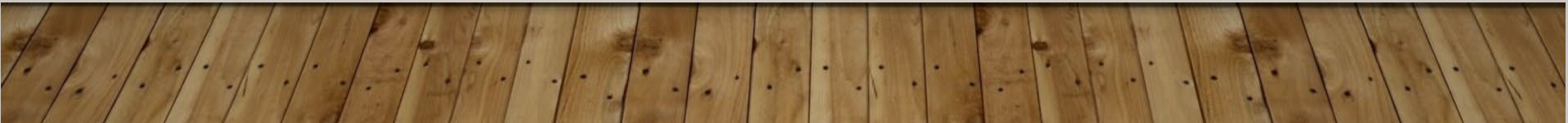
NPC Successes and Ongoing Activities

- Recruitment Activities
- Residency & COSTEP Program
- Title 38 Pay for Techs & Increase for Pharmacists
- Pharmacy Leadership Training – mentorship
- Wellbeing & Resiliency Activities

SUMMARY

Pharmacy Initiatives in Progress

- RMOP
- Pharmacy Technician Training
- National Pharmacy Residency and Student Coordinator



SUMMARY

Additional Solutions for Consideration

- Standardized PDs
- OPM updates
- USPHS Billet levels
- Additional HR Training for Supervisors
- Recruitment Support
- Expand IHS Scholarship Program

NO COST CHALLENGE

- Challenge respective alma maters and to recruit or mentor students
- Recruit for vacancies in and outside of your department
- Change the atmosphere of your department

DISCUSSION/ QUESTIONS



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How did you
meet the
mission today?