

# Tennessee Pharmacists Association

## RESOLUTION 19.1 TPA House of Delegates

### **A Resolution Advocating for Pharmacy Working Environments that Promote Optimal Patient Care**

**WHEREAS**, one of the primary responsibilities of a pharmacist is to hold the health and safety of patients to be the first consideration and to render to each patient the full measure of the pharmacist's ability as an essential health practitioner; and,

**WHEREAS**, the Tennessee Board of Pharmacy states that a pharmacist is not to agree to practice under terms or conditions which tend to interfere with or impair the proper exercise of professional judgment and skill, which tend to cause a deterioration of the quality of professional service and patient care, or which require the pharmacist to consent to unethical conduct; and,

**WHEREAS**, the pharmacy work environment is increasingly complex due to a variety of different internal and external factors, including the use of quotas, metrics, as well as other quality indicators; and,

**WHEREAS**, financial constraints may result in inadequate or inappropriate pharmacy staffing models which could interfere with pharmacists' responsibilities regarding the provision of patient care and services; and,

**WHEREAS**, individuals managing pharmacy operations are not required to be licensed pharmacists, and may lack adequate knowledge regarding the practice of pharmacy and the legal and professional responsibilities of pharmacists and pharmacy professionals; and,

**WHEREAS**, the mental health and wellness of pharmacists and pharmacy professionals are essential to ensuring patient safety; and,

**WHEREAS**, professional burnout is common among pharmacists and other healthcare professionals; and,

**WHEREAS**, the ability of pharmacists to provide clinical services to patients, including but not limited to counseling, medication therapy management, immunizations, and other essential patient care services, is essential to patients in Tennessee; and,

**WHEREAS**, state and national pharmacy organizations, as well as state boards of pharmacy, are working to evaluate pharmacy workplace environments and patient safety;

**NOW, THEREFORE, BE IT RESOLVED**, that the Tennessee Pharmacists Association supports pharmacy practice models which promote pharmacists' ability to provide patient care services and ensure optimal outcomes related to medication therapies; and



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**BE IT FURTHER RESOLVED**, that the Tennessee Pharmacists Association supports the adoption of patient-centered quality and performance measures that promote optimal patient outcomes; and

**BE IT FURTHER RESOLVED**, that the Tennessee Pharmacists Association opposes the application of operational quotas, prescription limits, or time-oriented metrics which may impair pharmacists' ability to provide optimal patient care; and

**BE IT FURTHER RESOLVED**, that the Tennessee Pharmacists Association urges employers to establish collaborative mechanisms to engage the pharmacist-in-charge of each practice, as well as pharmacists, pharmacy technicians, and pharmacy staff, in addressing workplace issues that may impact patient safety; and

**BE IT FURTHER RESOLVED**, that the Tennessee Pharmacists Association denounces any policies or practices of third-party administrators, processors, and payers that contribute to a workplace environment that negatively impact patient safety; and,

**BE IT FURTHER RESOLVED**, that the Tennessee Pharmacists Association calls upon public and private policy makers to establish provider payment policies that support the safe provision of medications and delivery of effective patient care; and

**BE IT FURTHER RESOLVED**, that the Tennessee Pharmacists Association urges employers to collaborate with the pharmacists, pharmacy technicians, and pharmacy staff to regularly and systematically examine and resolve workplace issues that may negatively impact patient safety; and

**BE IT FURTHER RESOLVED**, that the Tennessee Pharmacists Association works with the Tennessee Board of Pharmacy to evaluate the current working environment in the profession of pharmacy to ensure the health, safety, and welfare of patients; and,

**BE IT FURTHER RESOLVED**, that the Tennessee Pharmacists Association opposes retaliation against pharmacists, pharmacy technicians, and pharmacy staff for reporting workplace issues that may negatively impact patient safety.

Brought forward by the TPA Resolutions Committee as amended  
January 31, 2019

**A** Adopted as amended on a proper motion by the Tennessee Pharmacists Association House of Delegates  
February 26, 2019

