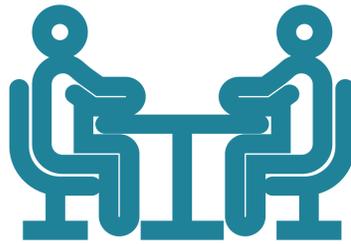
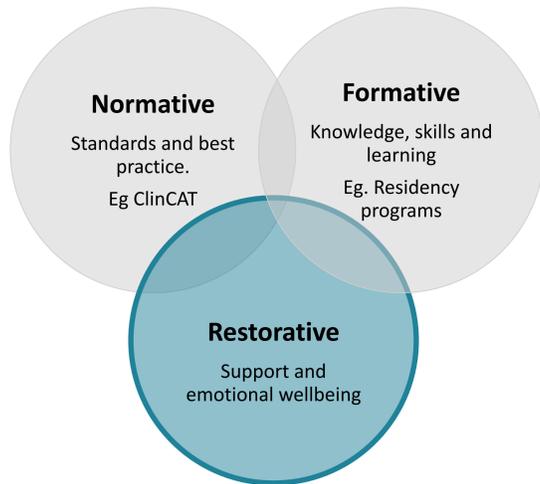


Introducing a restorative support program to support pharmacy staff wellbeing

Karlee Johnston^{1,2} and Daniel Lalor¹
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What?

- Restorative support is one component of Proctor's model of clinical supervision
- Pharmacy traditionally provide high quality normative and formative practices, but not restorative.



- Restorative support provides an opportunity for dedicated time to discuss the emotional and personal effects of work.
- Driven by the needs of the recipient (supervisee)
- There is a focus on reflective practice, morale and job satisfaction.
- It is not a form of performance review or measurement.
- Training is required to develop skills for restorative communication

So What?

- Restorative supervision benefits**
- Improved psychological wellbeing
 - Reduced Burnout
 - Reduced absenteeism
 - Reduced intention to leave
 - Reduced error
 - Improved patient experience
 - Reduced stress and anxiety
 - Increased supportive work environment
 - Increased confidence and leadership

Why?

- People are burnt out
- A high proportion of pharmacists in Australia are experiencing burnout following COVID-19



Burnout and the challenges facing pharmacists during COVID-19: results of a national survey

Karlee Johnston¹, Claire L. O'Reilly², Brett Scholz¹, Ekavi N. Georgousopoulou¹, Imogen Mitchell¹

Interventions for burnout

- Expensive
- Tokenistic
- Resource intensive
- Focused on individual "resilience"
- Require organisational support
- Not profession/craft specific

The experiences of pharmacists during the global COVID-19 pandemic: A thematic analysis using the jobs demands-resources framework



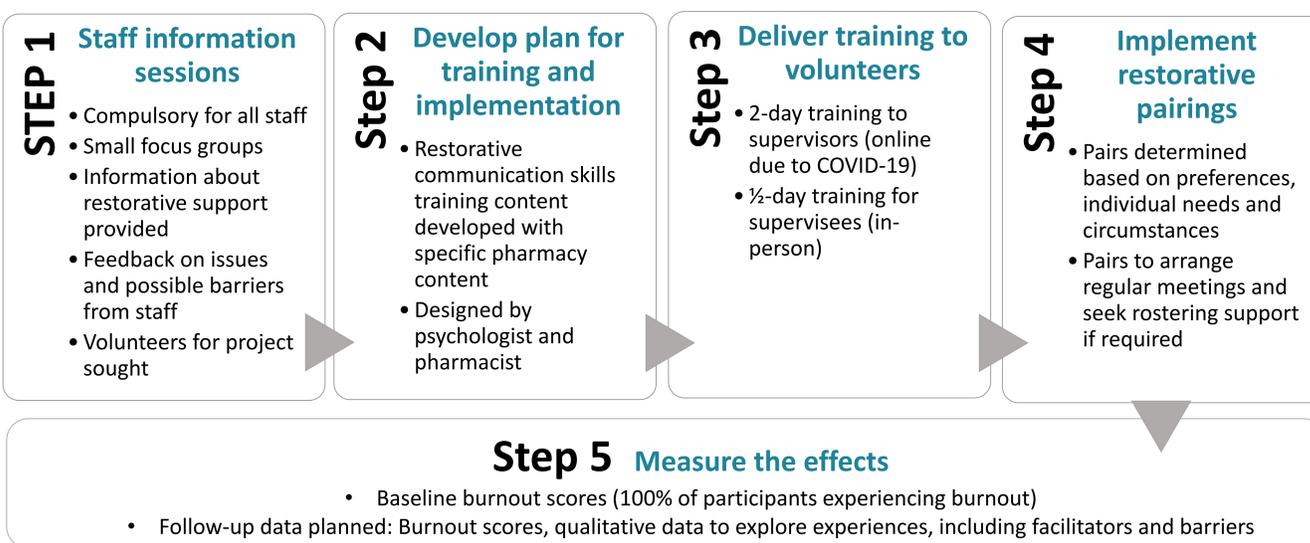
Karlee Johnston¹, Claire L. O'Reilly², Brett Scholz¹, Imogen Mitchell¹

There is growing research into the positive effects of high quality restorative support, however not yet in pharmacy.

So What?

- Burnout outcomes**
- Increased absenteeism
 - Early attrition
 - Increased intention to leave
 - Physical and mental morbidity
 - Reduced quality of work
 - Reduced quality of patient care

How?



Now what?

- Plan for restorative support program**
- Program extension throughout the department with all staff receiving and providing restorative support
 - Ongoing facilitation of restorative support to supervisors
 - Continued measurement and support of the program

Challenges and solutions

