

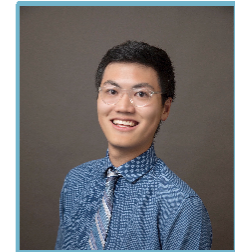
Poll Everywhere Audience Response



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Speaker Introduction

Dylan Ren is currently the PGY2 Pharmacy Informatics Resident at University of Utah Health. He completed his PGY1 residency at PeaceHealth Southwest Medical Center a few minutes north of Portland, OR.



Dylan obtained his PharmD from the University of Wyoming located in Laramie, WY, where he completed his undergraduate coursework as well. His professional interests include automation, clinical decision support, and data analytics and reporting and he hopes to pursue a role as an informatics pharmacist upon completion of his PGY2.



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UTAH SOCIETY OF
HEALTH-SYSTEM PHARMACISTS

Dylan Ren, PharmD
11/9/2021

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Home Sweet Home: Improving Efficiency, Productivity, and Wellness/Resilience for the Remote Working Individual

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Disclosure

- Relevant Financial Conflicts of Interest
 - **CE Presenter, Dylan Ren, PharmD:**
 - None
 - **CE Mentor, Bryan Edvalson, PharmD:**
 - None
- Off-Label Uses of Medications
 - None



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Learning Objectives

- **Pharmacists and Pharmacy Technicians**
 - Recognize the barriers to working productively when working remotely or from home
 - Compare and contrast the benefits of working remotely or from home to the office
 - Describe methods and techniques to improve productivity and efficiency when working remotely or from home



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Learning Objectives

- **Pharmacists and Pharmacy Technicians (Continued)**
 - Design strategies to work effectively when working remotely or from home
 - Discuss the importance of wellness and resilience for pharmacists and pharmacy technicians
 - Apply strategies to maintain wellness and resilience from burnout when working from home



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Audience Response Question

Which of the following are potential barriers to working productively from home?




- A. Increased home distractions
- B. Inadequate resources (office space, internet connectivity, etc.)
- C. Social isolation
- D. All of the above



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Audience Response Question



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Introduction

- Remote Working Definitions:
 - “A flexible work arrangement whereby workers work in locations, remote from their central offices or production facilities, the worker has no personal contact with co-workers there, but is able to communicate with them using technology”

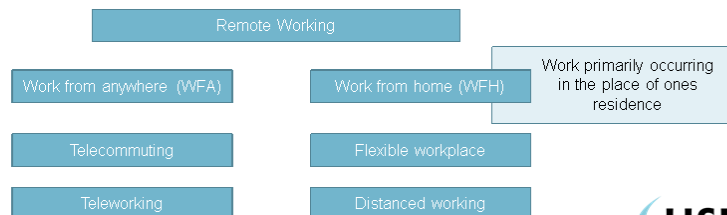


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Introduction

- Synonyms and Terminology

Numerous other terms are used to encompass the concept of remote working



Frequently asked questions pandemic. U.S. Office of Personnel Management. <https://www.opm.gov/>. Accessed October 5, 2021.

COVID-19 Impact on Remote Work

- Pre-COVID-19:
 - Estimated **2.9%** of the total US workforce worked remote for more than half of the time in 2017
- COVID-19
 - March and April of 2020 – 43 states issued stay at home and lockdown orders
 - The Bureau of Labor Statistics (BLS) estimated **35.2%** of individuals in the US were working remotely in May 2020

Current estimates that approximately ~1/4 individuals are still working remotely



Raboin-Melanson, M., Boudreau, M., & Mironic, K. REMOTE WORK IN TERMS OF COVID-19. International Journal of Entrepreneurship, 2020(25), 1-6.
 Brynjolfsson, E., Hooton, J., O'Connell, A., Rod, S., Sharma, O. TUBE BY COVID-19 and Remote Work: An Early Look at Data. National Bureau of Economic Research, 2020. W27344.
 Zhou, B., Li, Y., Oishi, J., Parker, S.K. Anticipating effects: remote working during the COVID-19 pandemic: A work design perspective. Applied Psychology, 2020(70), 1649. doi:10.1111/apps.12290

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Benefits of WFH

- There are numerous benefits by WFH



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WFH Benefits

- Public Health Benefits
- **Reduction in COVID-19 Spread**
 - CDC Investigative Report

Incidence of Symptomatic and Positive COVID-19 Test

Remote Workers
35% (42/120)

Non-Remote
53% (68/120)

Statistics:
OR of 1.8
95% CI = 1.2 – 1.7

Individuals going into the office were almost twice as likely to be infected with COVID-19



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Holzer, K. A., Olson, S. M., Tomoda, M. W., Feldstein, L. R., Undersell, C. J., Strachan, K. L., ... & NY Network Investigators. (2020). Network Exposure: Infection Origin Among Symptomatic Adults Aged ≥18 Years With and Without COVID-19 in 110 Upstate Health Care Facilities—New York State, July 2020. *Morbidity and Mortality Weekly Report*, 69(44), 1643.

WFH Benefits

- **Reduction in Carbon Emissions and Green House Gases (NO₂):**
 - Decreased Commutes and Traffic
 - 80% of NO₂ released is through motor vehicle exhaust

The US NO₂ emissions declined by 25.5% during COVID-19
(some countries and areas had declines by almost 70%)

- **Public Health and Environmental**
 - Asthma is one of the predominant respiratory disease that is further exacerbated or triggered by NO₂

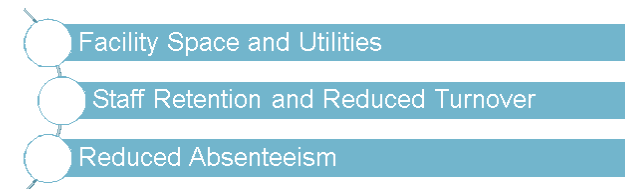


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Rune, T., Islam, S.M.-U. Environmental effects of COVID-19 pandemic and potential strategies for air quality. *Atmosphere*, 2020, 11(10), 2104-2106.

WFH Benefits

- Organization and Operational Cost Benefits

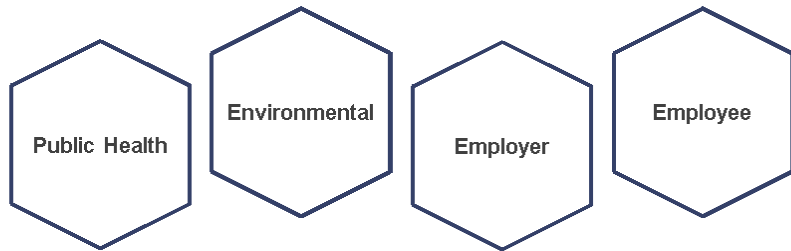


Productivity will be discussed in the upcoming slides



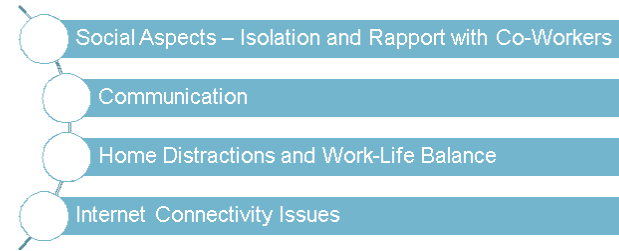
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WFH Benefits



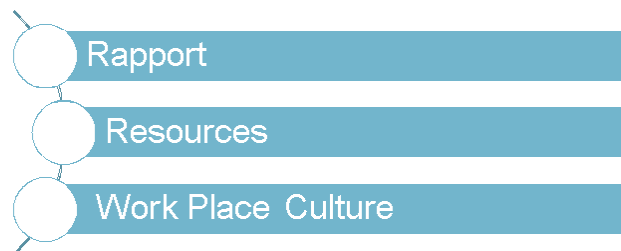
Barriers of WFH

- Personal and Organizational Challenges and Barriers



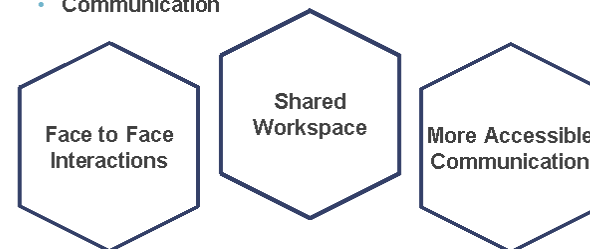
The Benefits of the Traditional Office

- Traditional Office



Benefits of the Traditional Office

- Social Isolation - Rapport Among Co-Workers and Colleagues
- Communication



Distractions are present both in WFH as well as the traditional office

Benefits of the Traditional Office

Resources

- Work Space
- Office Supplies and Tools
- Network Resources
- Coworkers and Collaboration



Barriers of WFH

Work-Life Balance

Issues that may be present at work, may also be present at home (such as distractions)

- Individuals may find themselves unable to separate work from home life due to lack of a physical separation
- Ease of access to the working station
- This may result in working longer hours to accomplish tasks

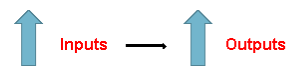


Lets Talk Productivity and Efficiency

Productivity in Simple Terms: *Measurement of Outputs*

Describes the relationship between inputs that are required to generate that output

Ratio of Inputs:Outputs



If we can increase efficiency from the input, this increases the output

Efficiency: Ability to reduce input to achieve the same output



Productivity

- There is **conflicting data** in regards to WFH effects on productivity
- No studies exploring pharmacy profession in the WFH setting

IT Services (10,000+ Employees)

Hours worked **increased** by 18%

Output **declined** by 8-19%

Workers were working more to try and compensate loss of productivity

Call Center (16,000+ Employees)

Productivity **increased** by 13%

When employees were given the choice to WFH or in the office, productivity **increased** by 22%

Benefits of flexible work environment and employee choice



Productivity Defined

How did these studies define productivity?

IT Services (10,000+ Employees)

Comparison of Inputs : Output Ratio of Tasks Pre and Post COVID-19

	Work From Office (Pre-COVID)	Work From Home (Post-COVID)
Input	5.08	7.04
Output	100.82	100.30
Productivity	1.36	1.11



Olson, H., Menge, F., & Steinhilber, C. (2021). Work From Home & Productivity: Evidence from Personnel & Analysis of Data on IT Professionals. University of Chicago, Becker-DeMunnich Institute for Economics Working Paper, 2021-0221-09.

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Productivity Defined

How did these studies define productivity?

Call Center (16,000+ Employees)

Measured based on the number of phone calls answered and orders taken

Increase Attributed To:

- 9% increase in number of minutes worked
- Reductions in breaks, time off, sick days, and greater convenience of being at home
- Quieter work environment and space



Bloom, K., Liang, J., Roberts, J., & Ying, Z. (2021). Does working from home work? Evidence from a Chinese experiment. The Quarterly Journal of Economics, 2021-03(1), 196-210.

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Productivity in Pharmacy

- Productivity measurements in pharmacy is **HIGHLY** variable and dependent on the area of work
- Common metrics include, but are not limited to (inputs)

Metrics (Inputs)
Orders Verified
Consults Completed
Patient Visits
Medications Prepared
Medications Dispensed
Tasks Completed



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Audience Response Question

Which of the following are benefits of working from home, as compared to a traditional work environment?

- A. Time saved from commuting
- B. In person collaboration and interactions
- C. Geographical limitations
- D. All of the above



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Audience Response Question



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Audience Response Question

Why is it important to prevent and/or reduce burnout for individuals who work from home?

- A. Burned out individuals have decreased productivity
- B. There is higher disengagement and turnover from individuals
- C. Overall poorer physical and mental health
- D. All of the above






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Audience Response Question



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Burnout, Wellness, and Resilience from WFH

"I'm not working from home, I'm living at work"



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Why Do We Care?

Issues with Burnout

- Decreased productivity
- Increased medication errors or patient harm
- Disengagement and turnover
- Poor physical and mental health

How does burnout effect pharmacy staff working at home?



Burnout, Wellness, and Resilience from WFH

Recall the Barriers of WFH:

- Individuals may find themselves unable to separate work from home life due to lack of a physical separation
- Ease of access to the working station
- Longer working hours, less productivity due to distractions (childcare, chores)
- Workplace inspiration and support

These factors **are unique** to individuals working from home, and can lead to increased burnout or stress compared to colleagues who do not work remotely



Addressing Burnout

Burnout:

- Results from chronic occupational stress, stress induced by tasks and workload from the work environment – **“emotional exhaustion”**

WFH burnout should be addressed through reduction of occupational stress

- There are other methods to reduce burnout, but this presentation will be focusing on the occupational and WFH component



Increasing Productivity and Efficiency and Reducing Burnout

RECALL

Generally, increase in input will increase the output

Efficiency: Ability to reduce input to achieve the same output

Reducing input to achieve the same output reduces **occupational stress**



Strategies to Improve

- Physical Space
 - Caves & Commons
- Routine and Rituals
- Time Management
 - Parkinson's Law
 - 80/20 Rule
 - Time Blocking
 - The Myth of Multi-tasking

These strategies can be helpful regardless of work setting but are especially important when WFH.



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Separate Work and Home Areas

Rationale for Physical Separation of Space

- Physical separation allows for a better mental shift of both beginning and ending the work day
- Eliminates day to day distractions that may be present in an every day home

Individuals who **segment and have clear boundaries** between the home and office generally have a better work life balance



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Separate Work and Home Areas

- The most common method to for separation work and home areas is through the use of a separate or spare room that can be closed
- Establish boundaries for this space, whether it be with roommates, family, etc.
- This space should **ONLY** be used for work related activities
- **Caves and Commons:** This principle applies to the traditional office setting as well

It is also important to have a physical separation from work **through the use of tools used** – work and personal electronic devices



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Separate Work and Home Areas

- Importance of switching off mentally from work related issues when off the clock as well – **psychological detachment**
- **WFH increases work-related rumination:** Thinking about work when off work

"The more someone can detach from work psychologically when off the clock, the more recovered that person will feel"



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Schedule and Routine

Rationale for Consistent Routines

- Establishing working hours and developing routines in the morning creates a trigger for the mind to begin the work day
- Routines and a structured schedule lessens stress, improves productivity, and helps work life balance
- Be sure to schedule breaks, especially away from the house to help avoid screen fatigue!



Schedule and Routine

- The act of commuting should be replaced with another activity to “trigger” the brain
- This can be a morning exercise, coffee and breakfast, or other activity
- The workday should also be structured, with time for activities and breaks
- It is helpful to schedule to the most demanding tasks when you are the most productive, and those less demanding when you are the least

Developing good habits are essential to maintain productivity and work-life balance when working remote

There exists importance in having a “beginning of the day ritual”



Organization and Time Management Skills

WFH requires an extra level of self-motivation and diligence to complete tasks in a timely manner, and there exists various strategies

- Identify Tasks & Priorities (To-Do Lists)
- Time Tracking and Planning Tools
- Avoid Multi-Tasking



Time Management Strategies

Pareto Analysis (80/20 Rule)

- 20% of actions, are responsible for 80% of outcomes
- 80% of the things that happen, are due to 20% of the action

This methodology is used in optimization and increasing efficiency of work, by focusing in on what an individual really should be focusing in on

- If you have ten actions or tasks to complete, two of those will be worth much more than the other eight put together

20% of the clothes in a wardrobe is worn 80% of the time
80% of travel is to 20% of places
80% of the restaurants sales are from 20% of its menu



Time Management Strategies

Methodology

1. List the problems
2. Identify the root causes
3. Assign a score, with higher numbers being more important problems
4. Score each group, and focus in on the highest ranking
5. Take action!

Types of People: Problem Solvers and Analytical Thinkers



Time Management Strategies

Pomodoro Technique (Time Blocking)

- Timer to break-down work into focused intervals

Methodology

1. Choose a task that you need to get done
2. Set a timer (25-50 minutes) being productive on that task
3. Take a 5 minute break after the timer ends
4. Repeat

Types of People: Reducing Burnout



Importance of Focused Intervals

These skills are not only to help manage time, but also to **reduce multi-tasking and interruptions**

Studies have shown the following for individuals who are multi-tasking or task switching

- Decreased efficiency (longer to complete tasks)
- Increase in dispensing or verification errors

Principles from Prior – Task Switching:

- Separate work environment to reduce distractions that can lead to task switching (avoid home activities)
- Schedule and routine – checking emails at set times of the day



Time Management Strategies

Parkinson's Law

- "Work expands so as to fill the time available for its completion"
- Limit the amount of time you have to complete a task

Principles and Techniques

- Imposed time limits for tasks
- Set deadlines
- Actual restrictions (such as working without a laptop charger, location that closes, applications that will force lock, etc.)

Types of People:
• Procrastinators
• Individuals who perform under pressure



Overview and Summary

- WFH has numerous benefits, as well as challenges and barriers
- WFH has unique factors that may increase an individual's risk for burnout
- There exist various strategies to improve work-life balance for remote working individuals



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Audience Response Question

Which of the following are strategies that can be used to decrease burnout when working from home?

- A. Have a set schedule of work hours
- B. Having a separate room dedicated for work-related activities
- C. Utilization of time management and organization strategies to stay productive
- D. All of the above



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Audience Response Question



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Audience Response Question

AB is a new informatics pharmacist who has transitioned to primarily working remote – he has a tendency to procrastinate, but does well under pressure.

Which time/project management strategy would be best for AB?

- A. The Pareto Analysis (80/20 Rule)
- B. Pomodoro Technique (Time Blocking)
- C. Parkinson's Law



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Audience Response Question



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Learning Objectives

- Pharmacists and Pharmacy Technicians
 - Recognize the barriers to working productively when working remotely or from home
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Learning Objectives

- Pharmacists and Pharmacy Technicians (Continued)
 - Design strategies to work effectively when working remotely or from home
 - Discuss the importance of wellness and resilience for pharmacists and pharmacy technicians
 - Apply strategies to maintain wellness and resilience from burnout when working from home



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Questions?



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Final slide: Title of Presentation

CE Code: (USHP will fill in)

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