

Understanding COVID-19-related Burnout in Qatar's Community Pharmacists using the Job Demands-Resources Theory

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Background

- Community pharmacists are one of the most accessible front-liners against the COVID-19 pandemic
- Community pharmacists are at risk of burnout, a psychological syndrome that occurs due to prolonged exposure to stressors
- The literature exploring the factors that lead to burnout in community pharmacists during the COVID-19 pandemic is lacking
- The Jobs Demands-Resource (JD-R) model examines the interaction between job-related and personal-related demands and resources
- It then relates these factors to the subsequential outcomes of burnout and work engagement

Study objectives

- To understand the factors that contribute to community pharmacists' burnout as explained by the JD-R Theory
- To identify currently used strategies by community pharmacists to mitigate burnout
- To make recommendations about interventions that could reduce burnout in community pharmacists during COVID-19

Methods

- Qualitative study using focus groups
 - Phenomenological methodology
- Focus group guide based on the JD-R Model
- Population of interest: Community pharmacists
- Language: English

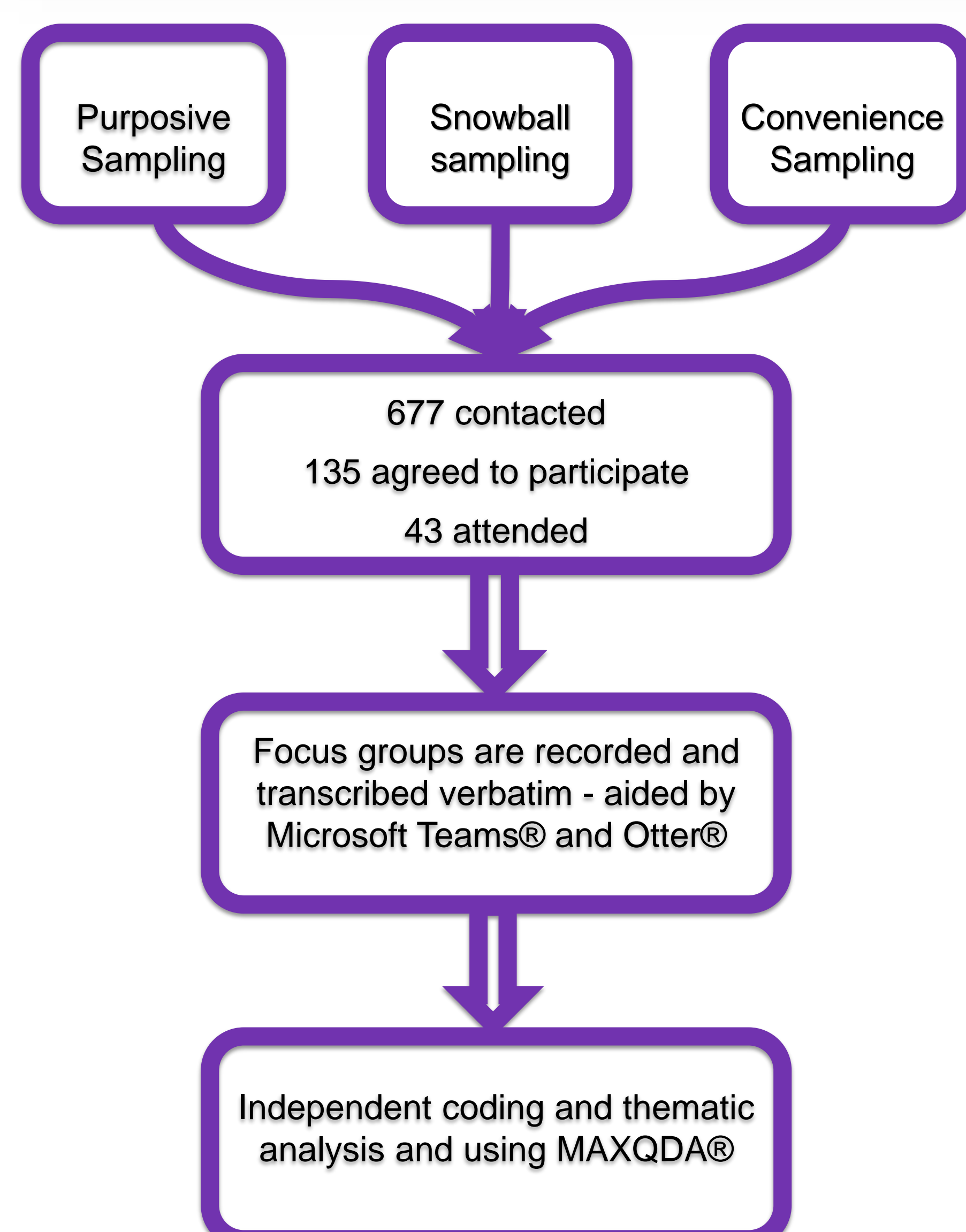
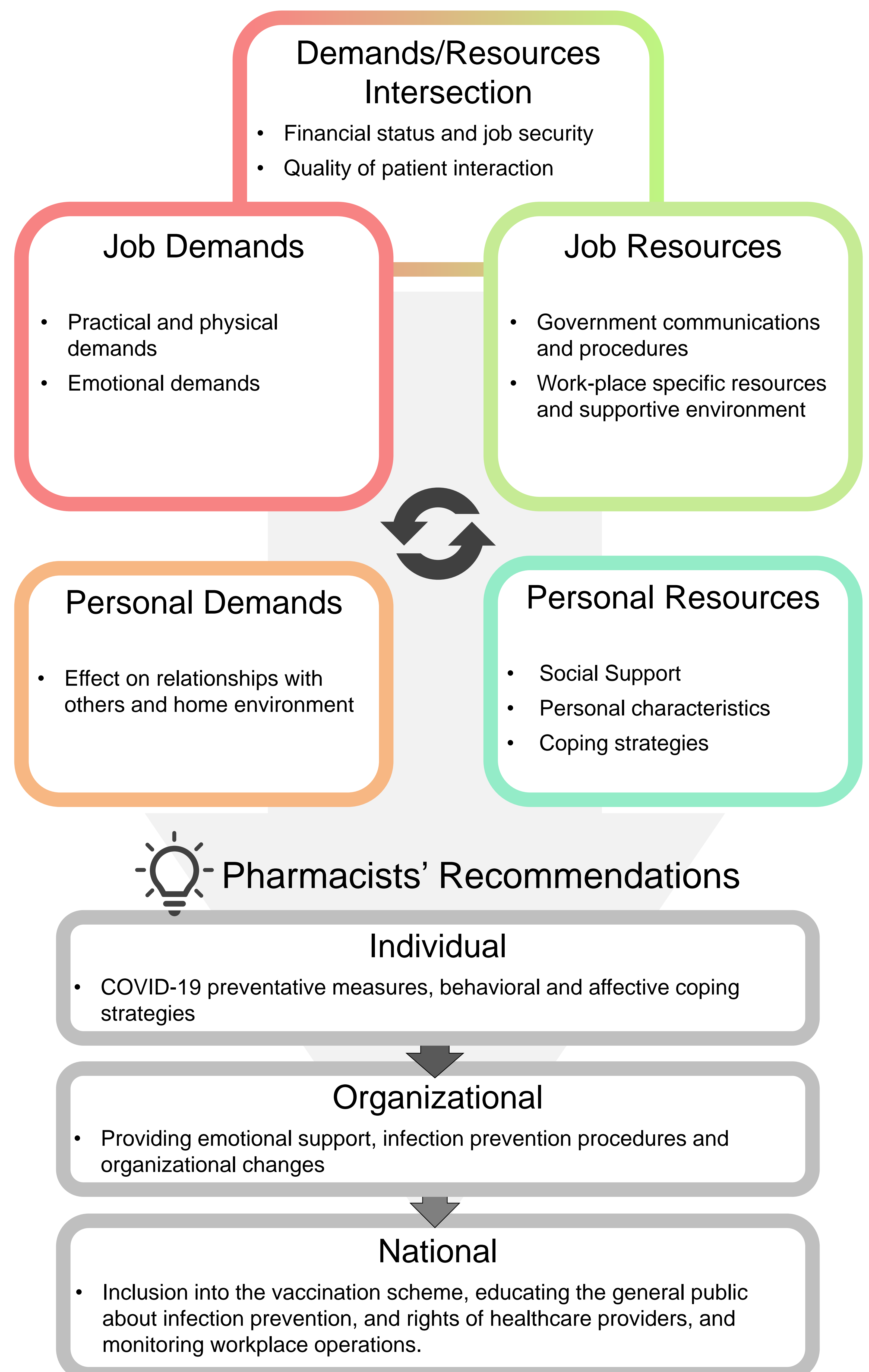


Figure 1: Schematic representation of the methods

Results

- Based on findings of 6 focus groups, 6 dyadic and mini-focus groups, and 4 individual interviews were conducted, the following themes emerged



Conclusion

- To our knowledge, this is the first study to examine the factors that influence burnout in community pharmacists during the COVID-19 pandemic
- The practical and emotional demands identified are a call for policymakers to make specific interventions that improve pharmacists' wellbeing by:
 - Reducing workload through task allocation and adequate staffing
 - Raising awareness in patients on improving interactions
 - Mental health, counselling and self-help resources
- Future research is needed to understand the correlations between these factors and burnout
- The long-term mental health consequences in community pharmacists must also be identified