

# Burnout and Resilience in Community Pharmacists in Qatar during the COVID-19 Pandemic: a Cross Sectional Study

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## Background

- Community pharmacists are the most accessible healthcare providers during the pandemic which puts them at risk for experiencing mental health issues.
- Burnout is an occupational phenomenon that is defined by the World Health Organization (WHO) as chronic workplace stress (1).
- Resilience is the process of adapting and the ability of bouncing back when facing adversity, tragedy, trauma, or stress (2).
- Many studies have identified moderate to high levels of burnout among HCP; however, little is known about this syndrome in Qatar.

## Study Objectives

- Characterize the level of burnout and resilience among community pharmacists during the COVID-19 outbreak in Qatar.
- Assess the symptoms of stress, anxiety, depression and fear in community pharmacists in Qatar.

## Methods

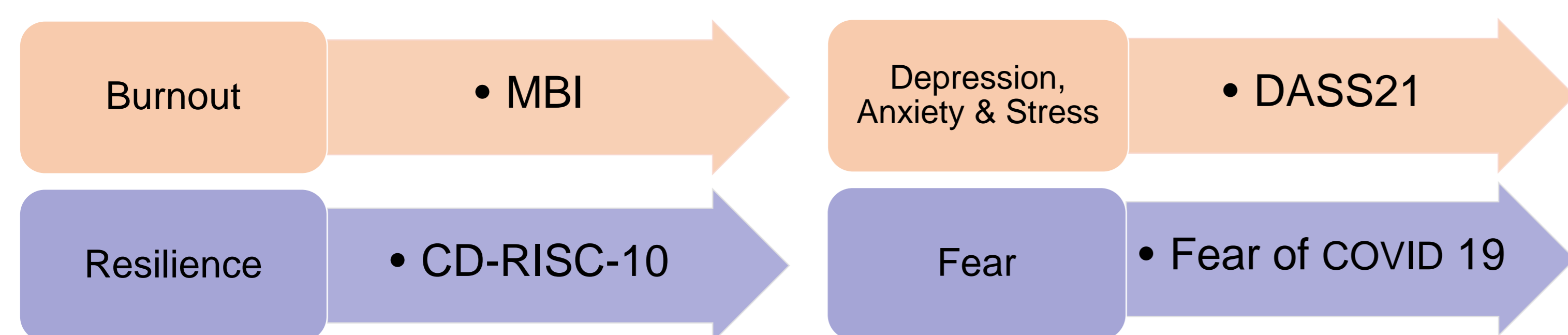
### Study Design

- A cross-sectional survey of community pharmacists was conducted in Qatar. Pharmacists who were licensed and practicing in community pharmacies in Qatar were eligible to participate in the study.

### Survey implementation

- Qatar Ministry of Public Health (MoPH) database was used to randomly select a sample of community pharmacists in Qatar using Statistical Package for Social Sciences (SPSS®) version 27.

### Survey Measures



### Data Analysis

- Data were analyzed using SPSS® version 27.
- Descriptive statistics were used to report frequencies and percentages for categorical variables and mean±standard deviation for continuous variables.
- Chi-square test, Independent two-sample t-test and Pearson correlation coefficient were used to examine any differences in the study outcomes between multiple pharmacists' characteristics.

## Results

- 103 community pharmacists out of 330 (31.2%).

Table 1. Pharmacists' Sociodemographic

Characteristic	Mean (SD)	Frequency (Percent)
Age (N=102)	36.85 (8.238)	
Gender (N=102)		
Male		61(59.8%)
Female		41(40.2%)
Country of origin (N=102)		
Arabs		46(45.3%)
Non-Arabs		56(54.7%)
Marital status (N=102)		
Single		19(18.6%)
Married		76(74.5%)
Other		7 (7.0%)
Number of children (N=78)	1.68(1.157)	
Current living arrangement (N=102)		
Alone		33(32.4%)
With family		56(54.9%)
With coworkers		13(12.7%)
Highest pharmacy degree (N=101)		
BPharm/BSc Pharm		71 (70.3%)
PharmD		8(7.9%)
MPharm		18(17.8%)
MSc		4(4.0%)
Community pharmacy type (N=101)		
Independent single pharmacy		16(15.8%)
Chain pharmacy		79(78.2%)
Other †		6(5.9%)
Type of employment (N=102)		
Part time		5(4.9%)
Full time		97(95.1%)
Average hours of work per week in pharmacy (N=98)	45.58(13.603)	
Approximate patients per day (N=100)	76.28(72.292)	
Approximate prescriptions filled per day (N=99)	22.98(40.921)	
Average personally rewarding hours per day (N=98)	4.11(3.075)	

† Clinic pharmacy, warehouse

Table 2. Mean scores of mental health outcomes

	Mean (SD)	Possible Range
<b>MBI<sup>a</sup></b>		
EE <sup>1</sup>	22.11 (13.053)	0-54
DP <sup>2</sup>	7.17 (6.55)	0-30
PA <sup>3</sup>	35.94 (11.471)	0-48
<b>Resilience<sup>b</sup></b>	35.7(8.57)	0-40
<b>DASS-21<sup>c</sup></b>		
Depression	4.837(4.538)	0-21
Anxiety	4.533(3.988)	0-19
Stress	5.641(4.189)	0-21
<b>Fear<sup>d</sup></b>	25.720 (8.569)	0-27

<sup>a</sup> MBI-HSS for MP: Maslach Burnout Inventory: Human Services Survey for Medical Personnel (N=103)  
<sup>1</sup> EE=emotional exhaustion. <sup>2</sup> DP=depersonalization. <sup>3</sup> PA=personal accomplishment.  
<sup>b</sup> Resilience: CD-RISC-10: Connor-Davidson Resilience Scale-10 (N=93)  
<sup>c</sup> DASS-21: The Depression, Anxiety and Stress Scale (N=93)  
<sup>d</sup> Fear of COVID-19 Scale (N=93)

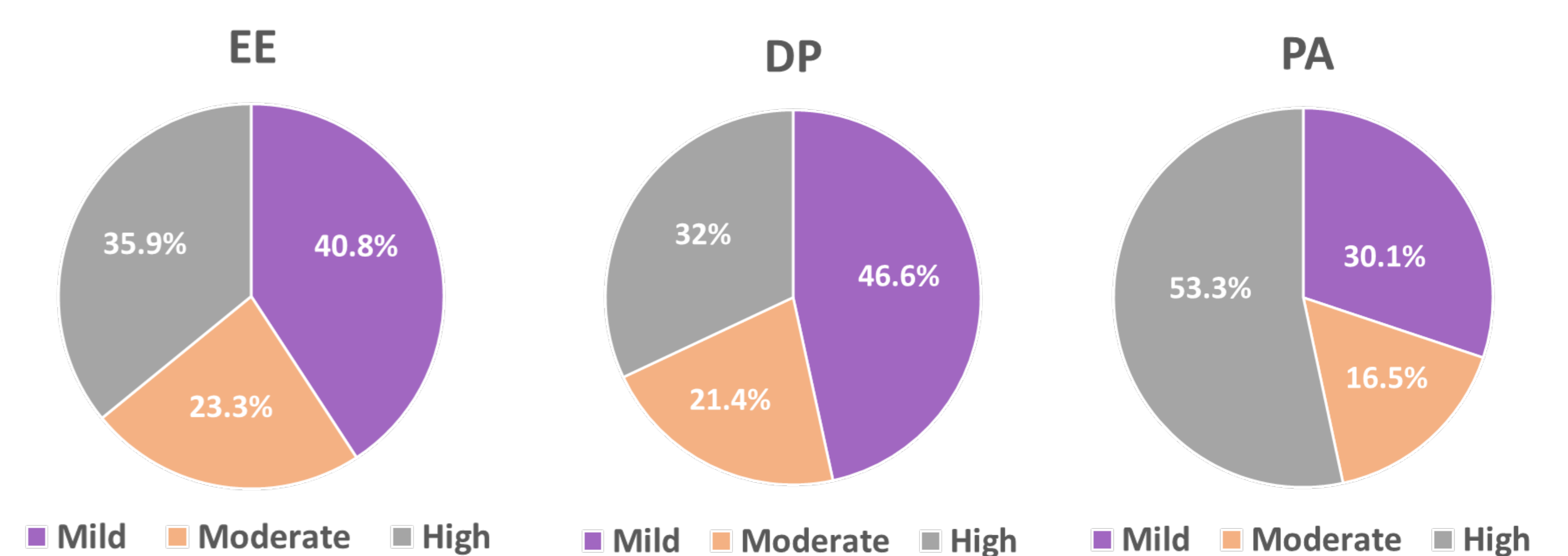


Figure 1. Percentage of severity categories for MBI

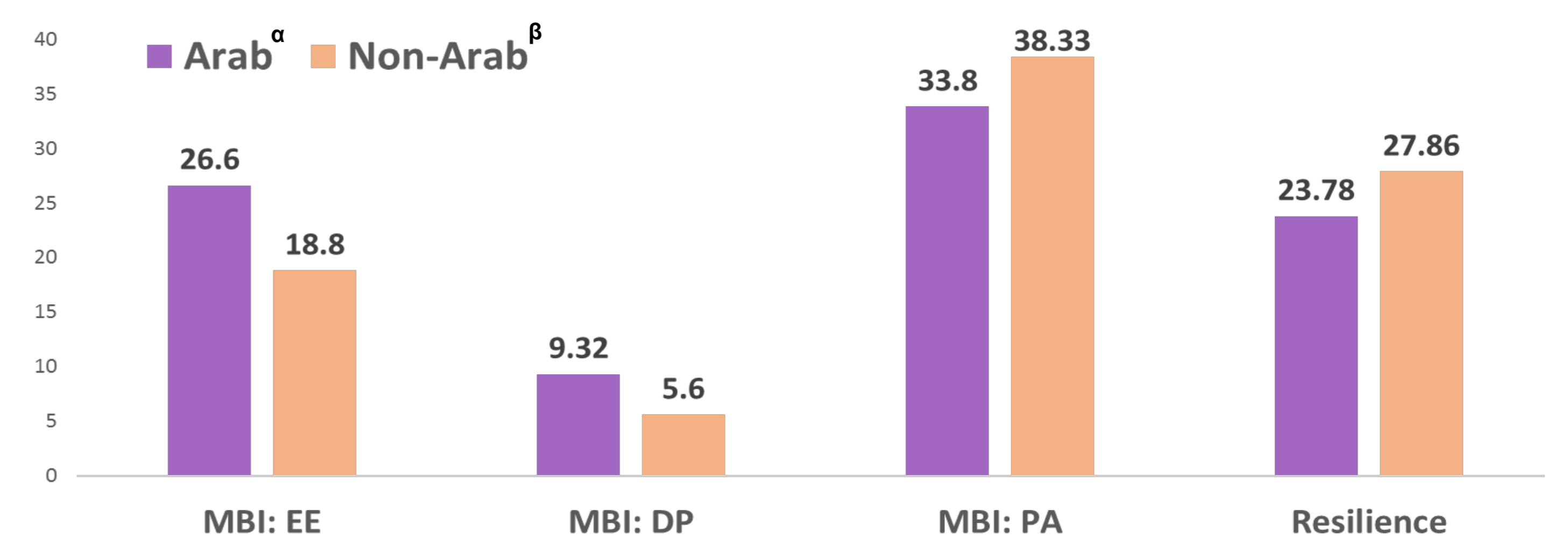


Figure 2. Mean scores between Arabs and Non-Arabs

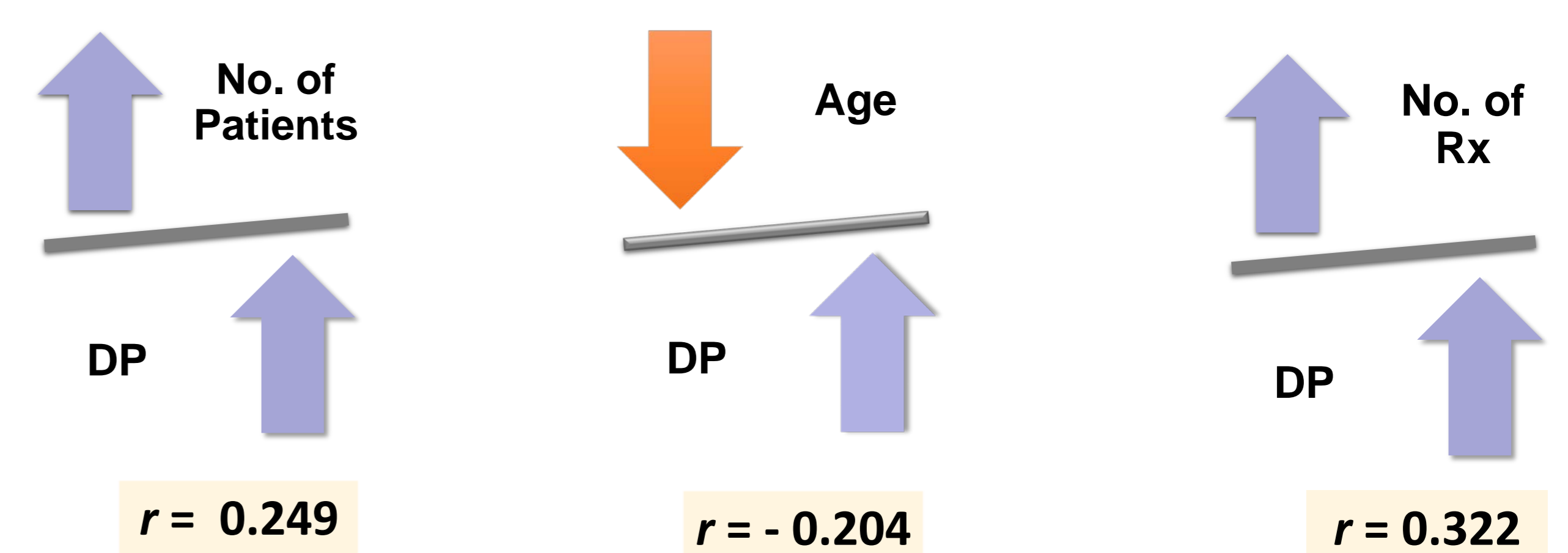


Figure 3. Correlation between MBI:DP and characteristics

## Limitations

- Small sample size (low response rate).
- Social desirability bias might have affected the results.

## Conclusions

- The pharmacists experienced moderate burnout but high resilience, which indicates their high potential to overcome difficulties.
- The levels of fear were high, however there were low levels of depression, stress, and anxiety.
- For future research, longitudinal and qualitative studies are recommended, to develop and implement psychological interventions to improve burnout.