

Survey of community pharmacy economic pressures 2022 report

Executive Summary:

The National Community Pharmacists Association surveyed roughly 8,000 pharmacy owners and managers between July 25, 2022, and Aug. 5, 2022. The survey produced 358 responses. Questions focused on general economic trends, including inflation, gas prices, and supply shortages.

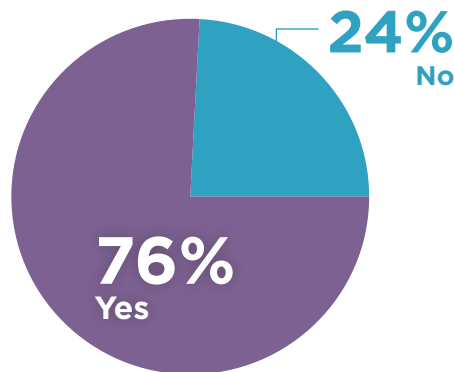
Key findings:

- 38 percent of community pharmacists rated the financial health of their businesses as “somewhat” or “very” poor.
- 26 percent of community pharmacists rated the financial health of their businesses as “somewhat” or “very” good.
- 76 percent of community pharmacists say they experienced staff shortages in the last six months, with almost 90 percent reporting difficulty filling positions for pharmacy technicians.
- Roughly 80 percent report supply shortages, with approximately 64 percent reporting difficulty obtaining Adderall.
- 93 percent of community pharmacists say inflation is affecting their business, and 82 percent are being affected by high gas prices.

1. How would you rate the overall financial health of your business?

Value	Percent	Responses
Very good	5.1%	18
Somewhat good	21.3%	76
Average	35.71%	127
Somewhat poor	27.8%	99
Very poor	10.1%	36

2. In the last six months, is your business having a difficult time filling staff positions?



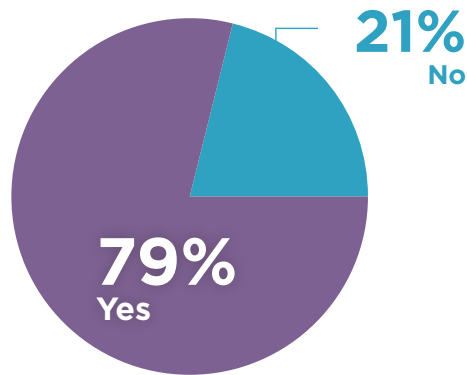
3. Please tell us which positions have been most difficult to fill during the last six months.
 (CHECK ALL THAT APPLY)

Value	Percent	Responses
Pharmacist	23.9%	64
Pharmacy technician	88.8%	238
Clerk, front end staff	56.3%	151
Delivery driver	22.4%	60
Other - Write in	5.6%	15

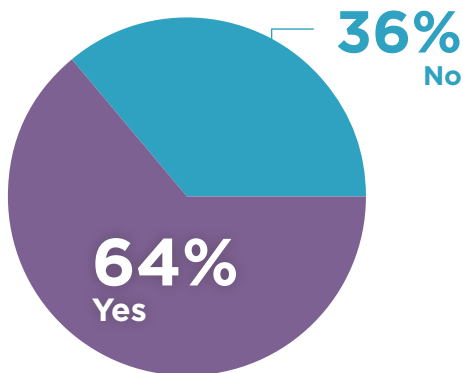
4. In the last six months, how has your business been affected due to staffing shortages?
 (CHECK ALL THAT APPLY)

Value	Percent	Responses
Reduced pharmacy operating hours	17.6%	46
Increased wages/offering employee incentive pay	74.3%	194
Have had to turn patients away seeking immunizations or other services	16.5%	43
Prescription dispensing waiting times have increased	54%	141
Other - Write in	18%	47

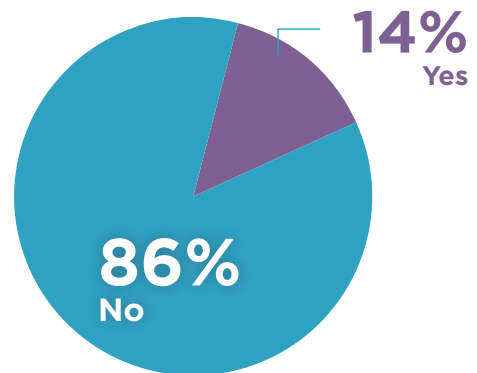
5. Has your business been impacted by supply chain disruptions?



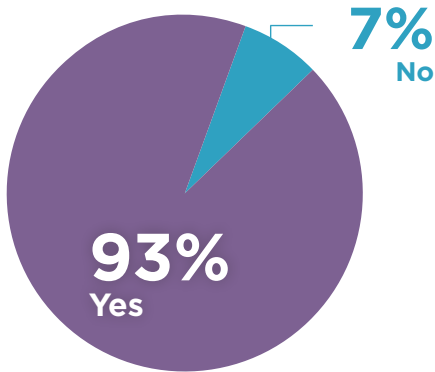
6. Are you experiencing shortages of Adderall (or generics) on backorder?



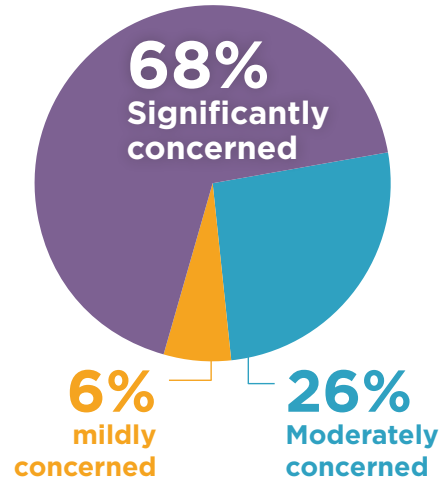
7. News reports have indicated that there has been a "tampon shortage." If you carry them in stores, have you experienced difficulty ordering them?



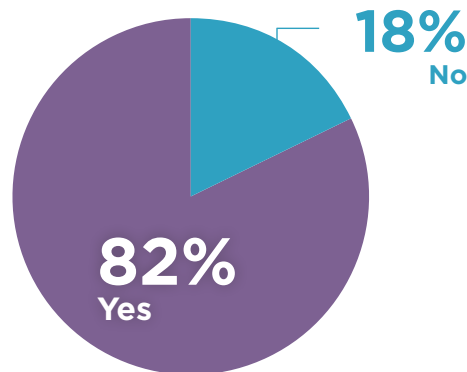
8. Has inflation been an issue impacting your business during the last six months?



9. How concerned are you that inflation will continue to be a challenge?



10. Have higher gas prices been an issue impacting your business in recent months?



11. Please rank order the issues most important to the survival of your business.

Item	Overall rank	Rank distribution	Score	No. of rankings
DIR fees	1		1,398	324
Other PBM issues	2		1,222	338
Inflation	3		866	334
Filling staff positions	4		825	329
Shortages due to product supply disruptions	5		717	328

Lowest rank | Highest rank