

# Report for Survey on “DIR Hangover,” Drug Shortages, and Staffing, May 2023

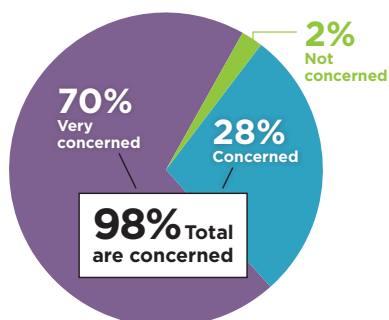
## Executive summary:

The National Community Pharmacists Association surveyed roughly 8,000 independent pharmacy owners and managers between May 19-30, 2023. The survey produced approximately 430 responses. Questions focused on supply shortages, labor issues, and the “DIR hangover,” which is what NCPA has dubbed the period starting Jan. 1, 2024, when bills for pharmacy direct and indirect remuneration for the end of 2023 will come due to pharmacy benefit managers just as those DIR fees for the beginning of 2024 will be moved to the point of sale. The DIR hangover is a result of provisions taking effect from the Centers for Medicare & Medicaid Services Medicare Part D final rule for contract year 2023.

## Key findings:

- 98 percent of respondents say they are concerned about the upcoming DIR hangover and how it will affect their pharmacy.
  - A strong majority (70 percent overall) say they’re very concerned.
  - 85 percent are taking steps now to prepare.
  - When asked to select ways they are preparing, respondents most commonly report:
    - Putting aside cash for estimated DIR (64 percent).
    - Exploring loan opportunities to get through the hangover period (42 percent).
    - Updating technology and leveraging pharmacy software systems to help predict reimbursements (28 percent).
    - Working with consultants (23 percent).
  - Additional write-in responses include that they’re investigating additional clinical services and cash-based streams of income, considering layoffs or pay cuts, and reevaluating third-party contracts. Several respond that they’re praying for intervention or even looking to sell or close their pharmacy.
- 97 percent say they are currently dealing with shortages of Adderall or generics.
- Nearly 80 percent say they are having a hard time getting diabetes drugs.
- 71 percent say the same for ophthalmic antibiotics, 68 percent for amoxicillin, and 63 percent regarding children’s pain- and fever-reducing medications.
- 66 percent say they’re having a difficult time filling open staff positions.
- Pharmacy technicians continue to be in the highest demand (77 percent), followed by clerks/front-end staff (45 percent), pharmacists (31 percent), and delivery drivers (19 percent).

How concerned are you about the DIR hangover and how it will affect your pharmacy?



Are you experiencing shortages of Adderall (or generics)?

