

Report for February 2024 Survey of Independent Pharmacy Owners/Managers

Executive summary:

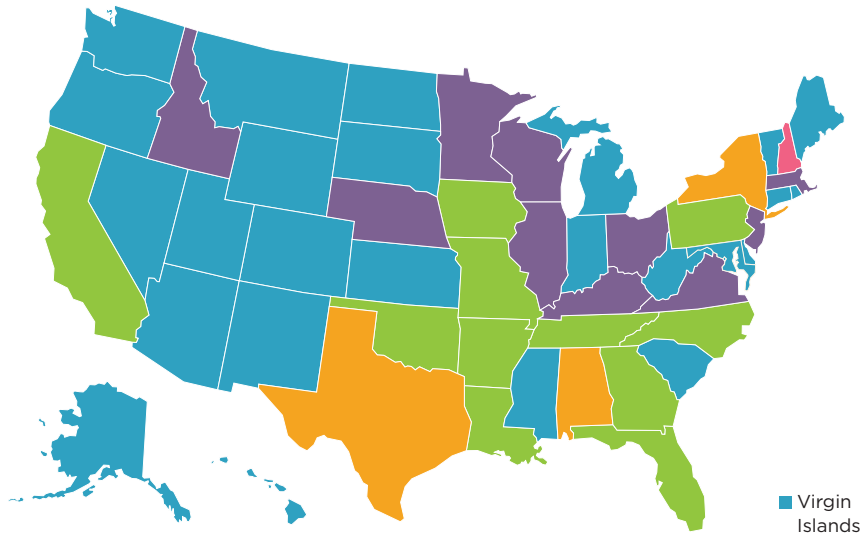
The National Community Pharmacists Association surveyed roughly 10,000 independent pharmacy owners and managers between Feb. 2-12, 2024. The survey produced 385 responses. Questions included issues around drug supplies and staffing, whether these pharmacies are carrying over-the-counter naloxone, and if they are planning to carry OTC birth control when it becomes available.

Key findings:

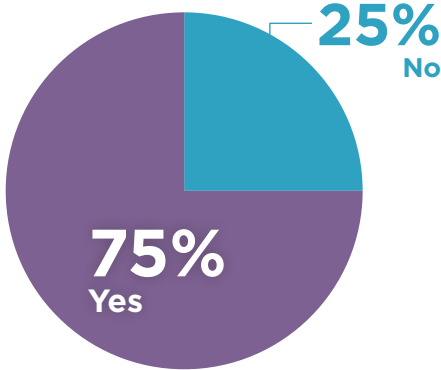
- 75 percent of respondents say they are carrying Narcan naloxone nasal spray, which was recently approved as an OTC opioid overdose treatment.
- The FDA in July approved the first daily oral contraceptive for sale in the U.S. without a prescription. 42 percent of respondents say they are planning to carry OTC birth control when it becomes available; 44 percent say they may but need more information.
- Almost all respondents (97 percent) report that they are experiencing a drug shortage. More specifically, 87 percent report shortages of Adderall or generics, a slight decline from a similar survey in September 2023 (94 percent).
- Regarding GLP-1 agonists (a class of medications utilized in the treatment of type 2 diabetes and obesity), 90 percent of respondents say they will stock and sell these products. Of them:
 - Nearly all (96 percent) report experiencing order shortages or backorders of GLP-1 agonists.
 - Additionally, due to their high price and reimbursement from PBMs that is often below the pharmacy's cost to acquire the drug, the majority are ordering GLP-1s upon paid claims (63 percent) rather than keeping a stock of them on hand (37 percent).
- 67 percent say they are having a difficult time filling open staff positions. Pharmacy technicians continue to be in the highest demand (76 percent), followed by clerks/front-end staff (42 percent), pharmacists (36 percent), and delivery drivers (17 percent).
[NOTE: As is the case throughout the survey results, these numbers are specific to independent pharmacies. They should not be used when discussing other settings.]

1. In what state or states does your pharmacy operate (select all)?

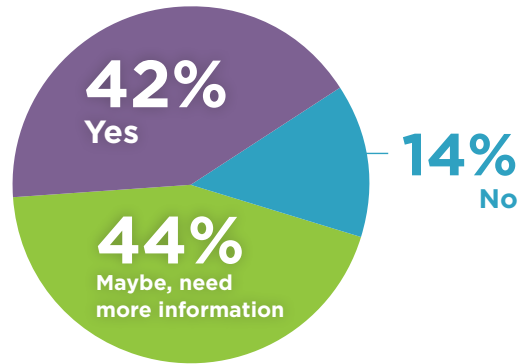
- 0/No response
- 1-6
- 7-12
- 13-18
- 19+



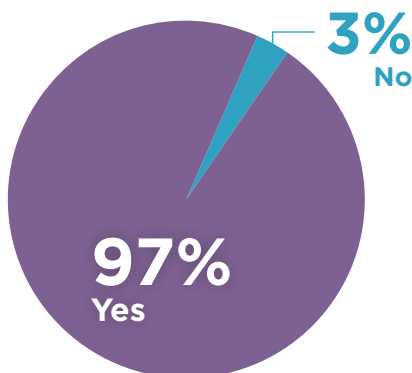
2. Are you carrying Narcan naloxone nasal spray, which was recently approved as an OTC opioid overdose treatment?



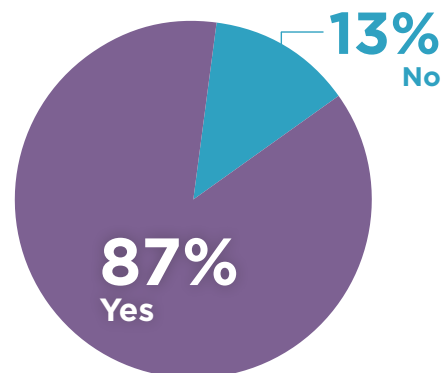
3. The FDA in July approved the first daily oral contraceptive for sale in the U.S. without a prescription. Are you planning to carry OTC birth control when it becomes available?



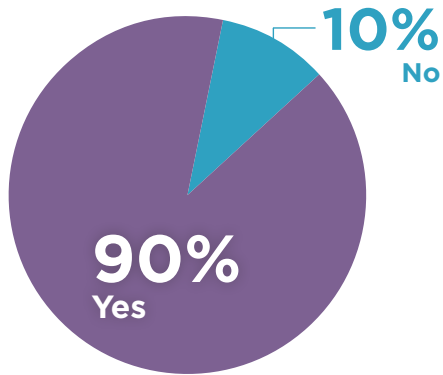
4. Is your pharmacy currently experiencing a drug shortage?



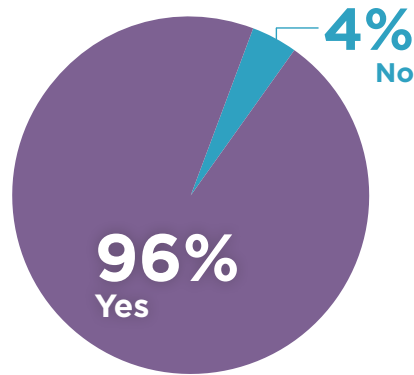
5. Are you experiencing shortages of Adderall (or generics) on backorder?



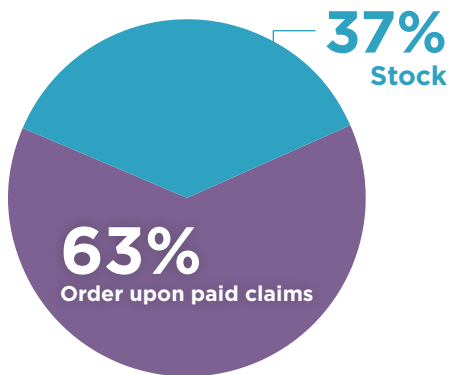
6. Do you stock and sell any GLP-1 agonists?



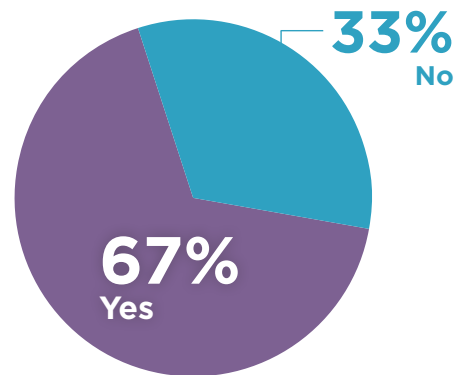
7. If yes, are you experiencing any order shortages or backorders of any of the GLP-1 agonists?



8. If yes, are you keeping a stock of these drugs, or are they ordered upon paid claims?



9. Are you having a difficult time filling open staff positions?



10. Please tell us which positions are most difficult to fill. (CHECK ALL THAT APPLY)

Value	Percent	Responses
Pharmacist	35.7%	125
Pharmacy technician	75.7%	265
Clerk, front-end staff	41.7%	146
Delivery driver	17.1%	60
Other - Write in	4.9%	17

11. What actions are you taking to address staff shortages? (CHECK ALL THAT APPLY)

Value	Percent	Responses
Increase wages	64.1%	225
Provide flexible work hours	56.1%	197
Provide better benefits	24.5%	86
Offer current employees more hours	51.9%	182
Other - Write in	10%	35