

Sample Health System Specialty Pharmacy Workforce Stay Interview

Due to the complex nature of health system specialty pharmacy (HSSP) practice, it is crucial to retain top talent. It is too late to intervene if an organization only collects information on an exit interview, and overall institutional employee engagement surveys do not always identify detailed, department-specific, actionable items for specialty leadership to address. In order to maintain the high level of patient care we offer as HSSPs, team morale and job satisfaction are paramount.

Below is a sample “Stay Interview” created to gauge how likely employees are to stay with the specialty department, identify current areas of concern, and intervene before larger issues arise. It is important for leadership to create an action plan after the results of the survey are received to show the team that we truly do care about their satisfaction.

Please answer the following in relation to your employment with HSSP.

1. What is your role?
 - a. Technician
 - b. Pharmacist
 - c. Other

2. How happy are you working for HSSP?
 - a. Very happy
 - b. Mostly happy
 - c. Neutral
 - d. Somewhat unhappy
 - e. Not happy at all

3. What could most improve your job satisfaction?
 - a. Flexible scheduling
 - b. Additional pay
 - c. Opportunities for growth
 - d. PTO process improvement
 - e. Relationships with co-workers
 - f. Relationship with direct supervisor
 - g. Relationship with upper management (the person above who you report to)
 - h. Non-monetary recognition



4. What factor could most influence your decision to STAY with HSSP in the near future?
 - a. Scheduling flexibility
 - b. Leadership
 - c. Opportunity to grow and learn
 - d. Feeling appreciated
 - e. Job satisfaction
 - f. Job promotion
 - g. Recognition

5. What factor could most influence your decision to LEAVE HSSP for another department or organization?
 - a. Scheduling flexibility
 - b. Leadership
 - c. Unchallenging work
 - d. Unmanageable workload
 - e. Feeling unappreciated
 - f. Higher pay
 - g. Return to school
 - h. Job dissatisfaction
 - i. Job promotion
 - j. Lack of recognition
 - k. Physical working conditions
 - l. PTO policy

6. What area in your current work environment needs to be addressed in the future?
 - a. Relationships with coworkers
 - b. Employee benefits
 - c. PTO
 - d. Job responsibilities
 - e. Challenging work
 - f. Relationship with supervisor
 - g. Pay
 - h. Senior leadership
 - i. Training
 - j. Job security
 - k. Relationship with patients/customers
 - l. Flexible scheduling
 - m. Support to attend HSSP events
 - n. Feeling like a team
 - o. Physical working conditions



7. What kind of recognition would most likely increase your commitment to HSSP?
 - a. Hand written note
 - b. Direct email from supervisor
 - c. Kudos announced in team meetings
 - d. HSSP swag

8. How often do you feel you have been given access to the tools and resources necessary to provide high quality care and service to patients or customers?
 - a. Always
 - b. Frequently
 - c. Sometimes
 - d. Never

9. Are there areas you would like to learn more about within your job role?
 - a. Yes and I have requested this from my direct supervisor
 - b. Yes but I have not requested this from my direct supervisor
 - c. No

10. How often do you feel you are able to communicate openly with the person you report to?
 - a. Always
 - b. Frequently
 - c. Sometimes

11. Do you feel that management listens to your concerns/ideas and takes them seriously?
 - a. Yes
 - b. No

12. Do you believe your work has meaning?
 - a. Yes
 - b. No

13. I believe departmental changes are well communicated to the team.
 - a. Yes
 - b. No

14. I believe the HSSP Leadership team cares about me.
 - a. Yes
 - b. No



15. Please rate how well HSSP is doing in each category (1-Poor, 2-Fair, 3-Good, 4-Excellent)

Promotion opportunities	1	2	3	4
Career development opportunities	1	2	3	4
Pay rate	1	2	3	4
HSSP benefits	1	2	3	4
Training quality	1	2	3	4
Feeling of support from direct supervisor	1	2	3	4
Feeling of support from leadership group	1	2	3	4
PTO policy	1	2	3	4
Communications within HSSP	1	2	3	4
Communication between departments	1	2	3	4
Cooperation within HSSP between operational areas (e.g. call center, clinic)	1	2	3	4
Employee morale	1	2	3	4
Resources to do my job	1	2	3	4
Respect from coworkers	1	2	3	4
Everyone is treated equally	1	2	3	4

16. Have you considered leaving HSSP in the last year?

- a. Yes
- b. No
- c. Prefer not to disclose

17. How can management best support you in order to improve your desire to stay with HSSP? (Please describe in your own words)