



60th Annual Meeting

Sparkle Shine
Celebrate!

Shine Beyond Burnout: Strategies for Restoring Balance and Well-Being

Melissa Marmanillo, MHSA, CPhT
Manager, Pharmacy Business Operations & Procurement | Baptist Health South Florida

Erin Dorval, PharmD, CPh
Pharmacy Clinical Ambulatory Specialist – Sports Medicine | Baptist Health South Florida

1



60th Annual Meeting

Sparkle Shine
Celebrate!

Disclosure

We do not have a vested interest in or affiliation with any corporate organization offering financial support or grant monies for this continuing education activity, or any affiliation with an organization whose philosophy could potentially bias my presentation (within the last 12 months).

2



60th Annual Meeting

Sparkle Shine
Celebrate!

Presentation Objectives

1. Identify the signs, symptoms, and contributing factors of stress and burnout within pharmacy practice.
2. Explain the impact of burnout on personal well-being, team dynamics, and patient care, and recognize when additional support or intervention may be needed.
3. Apply practical methods to recognize early signs of burnout in themselves and colleagues to promote a healthier work environment.

3



60th Annual Meeting

Sparkle Shine
Celebrate!

Stressed or Stressed Out?



4



60th Annual Meeting

Sparkle Shine
Celebrate!

Universal Truths about Stress

1. "I feel anxious when faced with uncertainty, and I struggle to control my emotions during difficult experiences."
2. "I don't feel rested in mind or body and spend most days feeling depleted."
3. "I have so much stress that I accomplish very little, yet at the same time, I feel too burned out to be productive."
4. "I have so many roles to fill between work, family, and community that I have little sense of myself anymore."
5. "I don't find any purpose and meaning to my life while I face so many personal or professional struggles."

5



60th Annual Meeting

Sparkle Shine
Celebrate!



6

60th Annual Meeting

Sparkle Shine Celebrate!

Healthy Stress

- Motivating and challenging
- Adaptive response to life
- Purpose Driven

Maladaptive Stress

- Harmful or ineffective coping
- Counterproductive
- Behaviors include avoidance, denial, unhealthy habits

Karolyi A. The 5 Benefits Reveal your brain and body for less stress and more resilience. HarperCollins; New York, NY 2024. Image Source: Clip art, which allows free use without attribution.

7

60th Annual Meeting

Sparkle Shine Celebrate!

Understanding Stress and Burnout

Stress

- Short term response to demands
 - Anxious or irritable
 - Trouble concentrating
 - Headache
 - Muscle tension
- Usually resolve when stressor removed

Burnout

- Psychological syndrome
 - Emotional exhaustion:** feeling of being emotionally overextended and depleted of one's emotional resources
 - Depersonalization:** development of cynical attitude and feelings of detachment from one's job and people
 - Reduced personal accomplishment:** feeling of incompetence and lack of success in one's work
- Develops overtime due to chronic stress
- Not just tired, but a deeper, ongoing issue
- Influenced by a range of risk factors

Karolyi A. The 5 Benefits Reveal your brain and body for less stress and more resilience. HarperCollins; New York, NY 2024. Image Source: Clip art, which allows free use without attribution.

8

60th Annual Meeting

Sparkle Shine Celebrate!

Signs and Symptoms of Burnout

Intrapersonal signs

- Emotional exhaustion
 - Persistent poor sleep quality
 - Reduced cognitive function
- Physical fatigue
 - Appetite changes
 - Frequent headaches
 - GI issues

Interpersonal

- Relationships with others
 - Cynical attitude manifests as withdrawal
 - Intentional isolation from peers;
 - Irritability, frustration, reduced social tolerance

Karolyi A. The 5 Benefits Reveal your brain and body for less stress and more resilience. HarperCollins; New York, NY 2024. Image Source: Clip art, which allows free use without attribution.

9

60th Annual Meeting

Sparkle Shine Celebrate!

Signs and Symptoms of Burnout

Occupational

- Reduced engagement or functioning
 - Attendance
 - Uncharacteristic errors
 - Forgetfulness
 - Difficulty concentrating
 - Overcommitment to work
 - Inability to disengage from work
 - Challenges with teamwork and collaboration

Karolyi A. The 5 Benefits Reveal your brain and body for less stress and more resilience. HarperCollins; New York, NY 2024. Image Source: Clip art, which allows free use without attribution.

10

60th Annual Meeting

Sparkle Shine Celebrate!

WHAT IS THE IMPACT OF BURNOUT?

11

60th Annual Meeting

Sparkle Shine Celebrate!

Prevalence of Burnout in Pharmacy Practice

- 69.1% of pharmacy technicians have reported burnout throughout their careers
- 51% of pharmacists have reported burnout throughout their careers

Overall Burnout in healthcare has continued to increase over the years

Karolyi A. The 5 Benefits Reveal your brain and body for less stress and more resilience. HarperCollins; New York, NY 2024. Image Source: Clip art, which allows free use without attribution.

12

60th Annual Meeting

Sparkle Shine Celebrate!

Contributing Factors

Burnout is often systemic – not just individual

- Systemic Inefficiencies
 - Staff shortages
 - Heavy Workload
 - Administrative burden
- Time pressure
- Long hours/shifts
- Lack of autonomy or recognition
- Workplace culture
- Communication issues
- Poor work-life balance
- Performance Expectations
- High Stress Environments

Image by: Refractive A. Worrell 2019. Burnout and stress: new insights and interventions. Scientific Reports. 2020;10:4025. <https://doi.org/10.1038/s41598-020-64000-0>

13

60th Annual Meeting

Sparkle Shine Celebrate!

Different Pharmacy Settings

- Hospital Pharmacy Technician
- Retail Technician
- Specialty Pharmacy Technician (Home Delivery model)
- Central fill Pharmacy Technician
- Pharmacy Buyer

Image by: Refractive A. Worrell 2019. Burnout and stress: new insights and interventions. Scientific Reports. 2020;10:4025. <https://doi.org/10.1038/s41598-020-64000-0>

14

60th Annual Meeting

Sparkle Shine Celebrate!

Impact of Burnout

- Personal Well-Being**
 - Increased mental health effects (feelings of helplessness, self-doubt, detachment, and dissatisfaction)
 - Physical health consequences (fatigue, headache, digestive issues, weakened immune system)
 - Work-life imbalance
- Team Dynamics**
 - Reduced collaboration and decreased morale
 - Increased conflict or communication breakdown
 - Higher turnover and staffing instability
- Patient Care**
 - Increased risk of medication errors
 - Reduced quality of care
 - Reduced attention to detail posing a safety risk
 - Lower patient satisfaction making it harder to attract and retain patients

Image by: Refractive A. Worrell 2019. Burnout and stress: new insights and interventions. Scientific Reports. 2020;10:4025. <https://doi.org/10.1038/s41598-020-64000-0>

15

60th Annual Meeting

Sparkle Shine Celebrate!

Recognizing When Additional Support is Needed

- Recognize Burnout Signs
 - Persistent Fatigue
 - Irritability and Mood Swings
 - Declining Focus
 - Memory Lapses
 - Loss of Motivation
 - Physical Symptoms

The most **dangerous sign** is emotional numbness, when you no longer feel connected to your work, colleagues, or goals. This is a signal that burnout has taken a deep root.

Image by: Refractive A. Worrell 2019. Burnout and stress: new insights and interventions. Scientific Reports. 2020;10:4025. <https://doi.org/10.1038/s41598-020-64000-0>

16

60th Annual Meeting

Sparkle Shine Celebrate!

PRACTICAL STEPS TO PROMOTE A HEALTHY WORK ENVIRONMENT

17

60th Annual Meeting

Sparkle Shine Celebrate!

Practical Strategies to Promote a Healthy Environment

Individual Level

First Step: Recognize and acknowledge signs of burnout
MORE THAN JUST SELF-CARE

- Stress Management
 - Mindfulness
 - Progressive muscle relaxation
 - Stop – Breathe – Be
 - Journaling
- Take breaks and Disconnect

Image by: Refractive A. Worrell 2019. Burnout and stress: new insights and interventions. Scientific Reports. 2020;10:4025. <https://doi.org/10.1038/s41598-020-64000-0>

18

10th Annual Meeting

Sparkle Shine Celebrate!

Finding Quiet in a Noisy World

- Greatest impact on our level of stress = PHONE
 - Physically touch our phones 2,617 times a day
- Mental bandwidth = brain's ability to hold attention
- Popcorn brain
 - Constant overstimulation

Neurukar A. The 5 Resets Rewire your brain and body for less stress and more resilience. HarperCollins; New York, NY; 2024.

Image Source: iStock.com, whereofwasthefire.com, without attribution

19

10th Annual Meeting

Sparkle Shine Celebrate!

The Media Diet

- Time Limits
 - Create a time boundary for media use
 - Have an alternative activity near by
 - Turn phone to gray scale
- Geographical Limits
 - Physical boundary
 - Do not use phone as alarm clock
 - Keep phone on other side of room while working
- Logistical Limits
 - Make media use inconvenient by turning off notifications

Neurukar A. The 5 Resets Rewire your brain and body for less stress and more resilience. HarperCollins; New York, NY; 2024.

Image Source: iStock.com, whereofwasthefire.com, without attribution

20

10th Annual Meeting

Sparkle Shine Celebrate!

Practical Strategies to Promote a Healthy Environment

Individual Level

- Good health habits
 - Exercise
 - Sleep hygiene
 - Nutrition
- Cultivate Hobbies outside work
- Set Boundaries
 - Prioritize tasks
 - Say no to less critical tasks/delegate*
 - Set clear work hours
- Reframe your perspective
 - Focus on positive aspects of job or life
 - Celebrate small victories
 - Break larger tasks into smaller tasks
- Stay connected with family & friends
- Ask for Help

Preventing Burnout: A Guide to Protecting Your Well-Being. Amer Psychiatric Assoc; 2025. <https://www.psychiatry.org/newsroom/2025/04/09/preventing-burnout-protecting-your-well-being>. Accessed 4/20/25.

Neurukar A. The 5 Resets Rewire your brain and body for less stress and more resilience. HarperCollins; New York, NY; 2024. Image Source: iStock.com, whereofwasthefire.com, without attribution

21

10th Annual Meeting

Sparkle Shine Celebrate!

Practical Strategies to Promote a Healthy Environment

Organization/Team Level

- Open communication by fostering collaboration and teamwork
- Workflow improvements
 - Evaluate and modify metrics with a focus on quality versus quantity
 - Align pharmacist and technician skills/tasks
 - Reduce interruptions
- Evaluate and adjust staffing and scheduling
- Promote culture of well-being
 - Normalize and support mental health
 - Encourage flexibility and work/life integration
- Use rewards or incentives wisely

Preventing Burnout: A Guide to Protecting Your Well-Being. Amer Psychiatric Assoc; 2025. <https://www.psychiatry.org/newsroom/2025/04/09/preventing-burnout-protecting-your-well-being>. Accessed 4/20/25.

Karakolias S. Seeing burnout coming: early signs and recognition strategies in health professionals. Front Public Health. 2025;13:1721220. Image Source: iStock.com, whereofwasthefire.com, without attribution

22

10th Annual Meeting

Sparkle Shine Celebrate!

Summary

- Many signs and symptoms of burnout exist and fall into categories such as inter- and intra-personal as well as occupational.
- There are many contributing factors to burnout such as systemic inefficiencies, poor work-life balance, and high stress environments. These factors can impact personal well-being, team dynamics, and patient care.
- As colleagues, we need to be able to recognize when support is needed. Early warning signs can include persistent fatigue, declining focus, and loss of motivation.
- Strategies to help prevent burnout need to be on both individual and organizational or team level.

23

10th Annual Meeting

Sparkle Shine Celebrate!

References

- McEwn BS. Stressed or stressed out: what is the difference? J Psych Neurosci. 2005;30(5):315-318.
- Neurukar A. The 5 Resets Rewire your brain and body for less stress and more resilience. HarperCollins; New York, NY; 2024.
- Tang Y, Raffone A, Wong SYS. Burnout and stress: new insights and interventions. Scientific Reports. 2025;15:8335
- Karakolias S. Seeing burnout coming: early signs and recognition strategies in health professionals. Front Public Health. 2025;13:1721220
- De Hart S. Burnout in healthcare workers: prevalence, impact and preventative strategies. Local Reg. Anesth. 2020;13:171-183
- Kenny K. Burnout Among Pharmacy Technicians Demands Urgent Action. Pharmacy Times. 2025; 19: 10
- Mulligan A. The Psychology of Burnout: Early Warning Signs and Prevention Strategies. 14 Oct 2025. The Psychology of Burnout: Early Warning Signs and Prevention Strategies | Psychreg. Accessed 4/15/26.
- Preventing Burnout: A Guide to Protecting Your Well-Being. Amer Psychiatric Assoc. 2025. <https://www.psychiatry.org/News-room/APA-Blogs/Preventing-Burnout-Protecting-Your-Well-being>. Accessed 4/3/26

24

4



25



26