



Fund “Nauka” Project № 20018 Resume – Competition-based Session 2020:
“Current trends and professional stress in pharmaceutical services”
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The **aim** of the project is to analyze the modern scope of activity of the pharmaceutical profession, the related occupational stress and the factors that influence it.

To achieve the goal, the following **tasks** were set:

1. To study the specifics of the professional environment organization and the challenges faced by pharmacists working in pharmacies serving the population.
2. To study the difficulties and challenges in the pharmacists' work under the conditions of the Covid-19 pandemic.
3. To explore public attitudes and expectations towards pharmacists as the most accessible healthcare professionals during the Covid-19 pandemic.
4. To investigate the level of professional stress among pharmacists practicing in pharmacies serving the population.
5. To investigate the factors influencing the occurrence of burnout among pharmacists.
6. To investigate the interrelationships between burnout among pharmacists and the pharmaceutical care provided by them.
7. To investigate the satisfaction with the working environment among the pharmacists surveyed.
8. To develop guidelines for identifying manifestations of professional stress among pharmacists and recommendations for coping.

Materials and methods: The study was carried out in pharmacies in Varna. A direct anonymous survey was used among practicing pharmacists and among pharmacy visitors. The assessment of burnout among pharmacists was carried out using a validated tool, the Maslach Burnout Inventory. The results were processed using sociological and statistical methods.

Specific **results** related to the study:

1. An in-depth theoretical analysis of the pharmacist's role in modern society has been made and the challenges faced by the pharmacist in Bulgaria, fulfilling their official duties, have been determined.
2. The inclinations of pharmacists to work in round-the-clock pharmacies and small settlements, which are important for the population's access to medicines and the discovery of pharmacies in these areas, were investigated.

3. The difficulties in the working environment of pharmacists practicing in pharmacies serving the population during the Covid-19 pandemic have been analyzed.
4. The role of the pharmacist as a source of health information from the patient's perspective during the Covid-19 pandemic is analyzed.
5. The role of the pharmacist in counteracting the infodemic, increasing the health culture of the society and supporting the rational use of medicines is brought out.
6. The level of professional burnout among pharmacists practicing in pharmacies, the main individual factors and the factors of the work environment that influence it were studied.
7. The relationship between the level of professional burnout and the pharmacists' motivation to provide pharmaceutical care and its quality is analyzed.
8. The developed information brochure on the causes of occupational burnout and methods of prevention will be of benefit to practicing pharmacists in order to prevent burnout.

The results of the present project were used to develop the dissertation work of the full-time doctoral student participating in the team – assistant master. Pharm. Maria Mitkova Ivanova.

Contributions of theoretical and cognitive nature:

1. An in-depth theoretical analysis of the role of the pharmacist in contemporary society is made and the challenges that the pharmacist in Bulgaria faces in the performance of their duties are identified.
2. The difficulties in the working environment of pharmacists practicing in pharmacies serving the population during the pandemic of Covid-19 are analyzed.
3. For the first time, the main individual and work environment factors influencing the level of occupational burnout in pharmacists are studied.
4. For the first time, the attitudes of pharmacists to work in 24-hour pharmacies and small settlements were studied, which is important for the population's access to medicines and the opening of pharmacies in these areas.

Contributions of a practical and applied nature:

5. The burnout factors identified among pharmacists can serve to streamline the process of administration and documentation in pharmacies and free up resources to efficiently conduct pharmaceutical care.
6. The role of the pharmacist in countering infodemia, enhancing public health awareness, and promoting rational drug use is highlighted.
7. The information booklet developed on the causes of professional burnout and ways to prevent it will help practice pharmacists prevent burnout.