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Governor Ends Practice of Corporate-Owned Retail Pharmacy Quotas; Keeps Californians Safe

Sacramento, CA – Today, the United Food and Commercial Workers (UFCW), Western States Council and the California Pharmacists Association celebrated the Governor’s signing of SB 362 (Newman) into law. SB 362 will prohibit the application of sales quotas or performance-based metrics that interfere with the professional judgment of pharmacists.

“California’s UFCW members applaud the Governor for signing SB 362 into law, ensuring pharmacists, and all pharmacy staff, are not subject to corporate-imposed quotas that divert their attention away from their number one priority: to keep patients safe,” said Todd Walters, President, UFCW Local 135. “Now when they go into work they can put patients first and not worry about losing their job if they don’t meet an arbitrary quota only designed to drive profits. UFCW was proud to sponsor this bill and especially thank Senator Josh Newman for authoring this life-saving public health legislation.”

An exposé earlier this year by NBC News shows just how overwhelmed pharmacists are with their miles-long to-do lists: “From 12-hour shifts so busy they don’t have time to go to the bathroom or eat to crying in their cars every day after work or lying awake at night worrying about mistakes they might have made while rushing, they described an industry of health care professionals at the breaking point.” The piece also details how the practice of using quotas to boost profits takes a toll on pharmacists: “Basically, your day is timed out by the minute — it’s like the worst case of micromanaging you can imagine...”

The California Pharmacists Association is a co-sponsor of SB 362 along with UFCW Western States Council.

“CPhA is proud to sponsor this bill with UFCW,” said Richard H. Dang, Pharm.D., APh, BCACP, FCPHA, President, California Pharmacists Association. “We know that by working together, we will provide better working conditions for pharmacists and technicians, which benefits the patients for whom we are committed to providing quality care. We need to continue to remove corporate interference from the delivery of patient care.”

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The United Food and Commercial Workers Western States Council is the regional coordinating body of 11 UFCW local unions representing over 200,000 workers in California, Arizona and Nevada. The Council is a part of the 1.2 million-member strong UFCW International Union. UFCW members are standing together to improve the lives of workers, families, and communities.

The California Pharmacists Association (CPhA) was founded in 1869 and is the largest state association in the country representing pharmacists. CPhA represents pharmacists, pharmacy technicians, and student pharmacists from all practice settings. These practice settings include community pharmacy (both independent owners and employees working in chain drug stores), hospitals & health-systems, and specialty practices such as compounding, managed care, and long term care.