

# General Wellbeing and Work Impacts Among Community Pharmacists and Nurses: The Role of Crisis Management Training

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## Abstract

Healthcare professionals, particularly community pharmacists and nurses, face significant challenges related to workplace stress, burnout, and maintaining general well-being. This study explores the critical relationship between well-being and work impacts among these groups, emphasizing the role of crisis management training in mitigating stress and improving job satisfaction. By reviewing global and Saudi-specific literature, the study identifies key factors influencing well-being, including organizational support, relational coordination, and coping strategies during crises such as the COVID-19 pandemic. The findings highlight the importance of targeted interventions, such as resilience-building workshops and stress management programs, in fostering a healthier work environment. This study concludes with practical recommendations for improving well-being and addressing the unique needs of healthcare professionals through region-specific policies and training programs.

**Keywords;** General Well-being, Crisis Management Training, Burnout, Workplace Stress, Healthcare Professionals, Community Pharmacists, Nurses, Resilience, Work-life Balance, Saudi Arabia

## Introduction

In recent decades, more studies have explored the psychological and emotional burden that community pharmacists, as well as other professionals like nurses or medical doctors, have to bear. These studies have shown how general well-being significantly impacts self-perceived job satisfaction and overall performance in the workplace. Working in a health-related job also shapes how these professionals experience well-being. In most studies, the publication of general well-being was increased or decreased due to the nature of the profession or the exposure to long-term working stress due to job content or accompanying socio-professional implications. Due to the intimate relationship between emotional, physical, and social well-being, different studies express the need to promote organizational capabilities to prevent biological, organic, and psychological human detriments. Several health studies have been conducted among nurses and experts through analyzing stress perception, coping, and job performance or inquiring about new profiles of healthcare professionals. Psychosocial well-being occurs in only four descriptors in bibliographical results. Even if some case studies are published based on the well-being presentation of other social or professional profiles, the coaching-related or general well-being of these professional groups is rarely published in health-related contexts. (Hennekam et al.2020)(Zhang et al., 2023)(Bhanot, 2022)(Kim et al., 2024)(Tan et al.2021)(Giumenti et al.2021)(Kim &Beehr, 2023)

This gap has led to renewed interest in terms of HR potentialization and the way well-being matters are faced, as these are key to workers' performance and social care. For these reasons, and in contrast with other similar works, we make our study with two identified related scopes, where the pharmacist and

nurses must prove the convenient performance in the attention to key social and ethical values. A healthcare crisis can also affect the blossoming of well-being every day. For such reasons, we cannot move out of the need to have insight into the practitioners' general well-being performance in this particular context, fully identified with long-term service in an appealing tourist location. Moreover, our approach also holds relevant effects on crisis management training for nurses and pharmacists as a strategic complement to the organizational protection of patient rights and interests. The present study aims to measure work impacts and academic outcomes and, consequently, establish their main predictors. Implications for Human Resources practice and policy corrections and adjustments are given at the end of the study. Results could also raise awareness of community pharmacist representation associations. (Bustamante et al., 2022)(Kobe, 2023)(Li et al.2023)(Liebal et al.2024)(Guzmán et al.2022)(Lathabhavan and Vispute2022)(Oducado et al.2021)

The aim of this study is to investigate the general well-being and work-related impacts among community pharmacists and nurses, with a specific focus on the role of crisis management training as a strategic intervention to mitigate workplace stress and burnout. The study seeks to identify key factors influencing well-being, explore the unique challenges healthcare professionals face, particularly in Saudi Arabia, and provide actionable recommendations for enhancing resilience, job satisfaction, and overall professional performance.

### **Understanding General Wellbeing in Healthcare Professionals**

Professional or general well-being can be defined as a multidimensional, positive, and subjective concept related to society, lifestyle, multidimensional psychology, emotional life, and job satisfaction. Health is defined as physical, mental, and social well-being. In the understanding of positive psychology, however, the term well-being means an individual or group's emotional, psychological, and social status. According to this view, well-being is rooted in integrating mental and emotional states. General physical and emotional well-being can also manifest in general health in community pharmacists and nurses and influence their general work performance, which moves towards higher professional quality and improves the professional image. (Haase2020)(Skrupky et al.2020)(Schommer et al.2022)(Melnyk et al.2023)(Abraham et al.2021)

General physical and emotional well-being for community pharmacists or nurses, in particular, is important because both work-related crises are also related to problems in their wider personal lives. This is suggested by studies that found that some pharmacists hide any professional problems from family or friends. Comforting things from the professional point of view for both groups of respondents would be the satisfaction of meeting the individual needs of each patient and the associated demand for medication. On this level, in general, they are more satisfied with their work in the workplace of the hospital pharmaceutical kitchen, the nursing home, or public pharmacy. In general, women showed higher levels of physical health in well-being than men; thus, following the belief that men are a little worse at letting go of their stress. Age and job position did not affect gender health, while men who are in higher management activities have lower levels of emotional health. Developed research on the management of crises gives us the possibility to understand what elements of training can improve the well-being of communities of community pharmacists and health service nurses. This has implications on an empirical and practical level due to the increased threats posed by crises. Awareness of control aspects promoted from organized training has the potential, by targeting the vulnerable dimensions of coping with job stress and facilitative working style, to directly induce positive actions to ameliorate job stress and stimulate a higher perceived work-life balance. The benefits provided commercially by such developed training will likely drive more human-focused treatments, working towards the improvement of societal health conditions. (Wash et al.2024)(Skrupky et al.2020)(Reed2023)(Haase2020)(Schommer et al.2022)(Schlesselman et al.2020)(Chapman et al.2020)

### **Definition and Components of General Wellbeing**

The precise definition of general well-being may be hard to establish. It is somewhat multifaceted and may be viewed as emotional, psychological, and in terms of overall functionality. Besides, physical health can be considered in terms of fitness, freedom from pathology, and the capability to flourish. The emotional facets of well-being include the capability to function regularly without mental illness, loss of self-efficacy, or emotional consequences. In the meantime, general functioning might concentrate on the social facets of well-being. For instance, does an individual engage in society, have purposeful connections, or feel like an outcast? At the aggregate stage, concerns such as subjective well-being, pleasure, and connectedness are areas of concern. (Graupensperger et al.2023)(Mahlo & Windsor, 2021)(Kiltz et al.2020)(Gröndal et al., 2021)(Anatolievna, 2023)(Lomas and VanderWeele2022)

The integration of these physical, emotional, and social elements is a valuable asset for an occupation such as pharmacy, in which client relationships are a primary source of happiness, exhaustion, and

tension. The same is true for nurses. The confidence of a healthcare worker is a valuable asset to the operation because it links to the recommendations that healthcare professionals may be more inclined to embrace, models attitudes for other colleagues, and facilitates collaboration. The comprehensive training intended to enhance essential personal elements such as capabilities or prospects in personal and occupational life nowadays produces appealing effects. Therefore, an individual who enters the healthcare profession might anticipate an operation that acknowledges the significance of assurance, autonomy, and connection in the operational environment.

## **2.2. Factors Influencing General Wellbeing**

A range of studies have investigated the factors that can influence the general well-being of healthcare professionals within their work environment. The factors have been treated in a number of different ways: for example, as workplace dynamics, job-related characteristics, individual variables, disease-promoting management styles, resources and support provided by the employing organization, and as perceived relationships or dissonance between work and non-work life. Positive, supportive relationships with managers might foster general well-being; conversely, managers who appear oppressive or aloof are likely to damage the well-being of their managed staff. Studies treating well-being as something that may be preserved or damaged by particular kinds of management conduct seem few; although a linear relationship between well-being and progression or promotion may be considered an essential feature of the occupational culture of non-medical healthcare professionals. (Salas-Vallina et al.2021)(Hauff et al.2022)(Rahim et al.2020)(Obeagu& Akinleye, 2024)(Qin and Men2023)(Zhang et al.2022)

Work-related aspects of stress tend to vary significantly between different healthcare professional categories. For community pharmacists, common stressors include the volume and variety of work, patient interaction, offering of services, and threats to the ethics of commercial confidentiality: strains that are likely to affect community pharmacists are long working hours, lack of job autonomy, increased commodification of medicine and patients, as well as production demedicalized systems. One of the leading causes of burnout among nurses is workload, especially if it is inconsistent with their feelings in attempting to achieve quality care. Burnout also affects nurses with a high degree of contact with patients and the general public: the time-limited nature of many encounters, the fluctuations in staff workload, and the physical and psychological aggression exhibited by many patients, clients, and their families were described as particularly stressful. Therefore, obtaining a clearer understanding of the above factors is vital.

### **Work Impacts on Community Pharmacists and Nurses**

The current study aims to focus on the professional side of community pharmacists and nurses. Addressing the first theme that emerged from the interviews, job-related stress and burnout are commonly reported in community pharmacists who work independently or as retail employees. Job stress generally develops when an employee works in a demanding situation. It has been reported that a great number of community pharmacists are working in high-stress environments. Categories such as job stress, burnout, and dropout are mostly concomitant indicators that describe issues driven by work life. The presence of high job stress in various health professions often leads to a decrease in job satisfaction and quality of life. As we have seen, community pharmacists who work independently in their own business have lower job satisfaction, creating a subjective perception of life dissatisfaction. Additionally, being an independent urban community pharmacist appears to provide less satisfaction than rural ones. This is disappointing, mainly because working in urban business is more effective than owning a rural establishment. The dissatisfaction of health workers in their organizations can also have negative consequences for care quality and results. Research has found that affective commitment increases job satisfaction, leading to better organizational citizenship and reduced turnover intentions. Since commitment is directly related to job satisfaction, decreased commitment is positively related to turnover intentions. (AL-HAMADANI et al.)(Khdour et al.2021)(Alshorman et al., 2024)(Bradley et al.2024)(Sirhan et al., 2021)(Wash, 2023)(Rahme et al.2020)(Stavrou et al., 2022)

Work-related stress is a kind of psychological job stress that affects the well-being of health professionals. Work-related stress usually worsens relationships between employees and increases turnover, impacting patients directly and indirectly. Work-life balance has significant effects on both personal and professional lives. Maintaining work-life balance positively impacts work performance and the health and well-being of employees. Work-life conflict generally leads to work stress that results in unhealthy life habits. These individuals can impact their health directly because occupational factors like elevated job strain or workload intensity are usually associated with insomnia and higher exhaustion-resilience scores. The emotional stress that develops both directly and indirectly from work stress creates occupational exhaustion and burnout. Crisis intervention has been suggested to help mental health workers identify and maintain ethical and moral standards during crises. This training would ensure mutual understanding of job flows between healthcare workers and practitioners in the

event of a crisis, allowing for a better perception of information details. A conducive approach to healthcare staff would be respectful and consider the knowledge and expertise that contribute to mental health. This would assure adequate mental health outcomes in healthcare that contribute directly to patients' mental health. The individual's well-being and quality of life have a broader meaning. Taking care of the individual's well-being would consequently assure substantial and prolonged outcomes for the recipient. Thus, each successful intervention program should first attempt to address practitioners and prioritize potential target strategies within the occupation. (Bogaerts et al.2021)(Giorgi et al.2020)(Falatah&Alhalal, 2022)(Hao et al.2020)(Hirschle&Gondim, 2020)(González-Siles et al.2022)(Smoktunowicz et al.2021)

### **Job Stress and Burnout**

Concerning community pharmacists, many studies show that job stress is well represented in this population. Time pressures, increasing workloads, dealing with multiple tasks and interruptions, and difficult working hours are also considered stress-contributing factors. Personality traits, age, years of experience, or health and home-life issues, among other personal variables, are also significantly associated with high levels of perceived stress in community pharmacists. In this same population, burnout is also a common problem. Feelings of fatigue, disengagement, or inability to face job demands are present in more than a third of these professionals. Among the main factors that contribute to burnout in pharmacists, several systematic reviews report workload-related issues such as lack of time, lack of staff, or high volume of work as the main causes of burnout in the workforce. Conflict situations, inadequate role perception, lack of communication, shortage of professional advancement, or research opportunities are also associated with burnout. Burnout not only affects employee well-being but can also affect turnover, which may be seen as a possible connection between vacant pharmacy jobs and staff burnout levels. Nurses also have trouble managing their work. Therefore, they often find themselves in a burnout position. Burnout syndrome is a general problem for all nurses. Burnout is a concept that is frequently used, associated with job conditions and their organization, factors that generate stress, and impair job performance. Therefore, an interest in detecting and improving burnout has been growing in the healthcare literature over the years. Burnout leads to increases in absenteeism, staff turnover, diminished productivity, and the provision of unsafe care. Supervisors and management can be trained to recognize stress and to intervene at the individual or group levels. Thus, organizational interventions aimed at the prevention and management of work-related stress are also in demand. In the current manuscript and given what has been previously exposed, it becomes evident that the performance of healthcare workers is undoubtedly crucial in organizations. Comprehensive pharmacists and nurses are the main approach to patient healthcare, and experienced professionals are a major resource when hospitals and pharmacies need effective procedures to cope with pressure situations. Throughout this work, general stress, burnout, and other work-related problems have been identified in these populations. These findings show that, in addition to the stress caused by specific events, the possibility of extra training is needed to help community pharmacists and nurses relying on crisis management training to prevent logistical congestion episodes. Crisis management skills can help community pharmacists and nurses take positive actions to provide patients with the right tools to reduce, prepare, and efficiently respond to severe service demand. Given the outcomes of this survey, a training plan proposal will be provided. We suggest critical guidance training that will hopefully reduce community pharmacists' and nurses' perceived general anxiety, depression, workplace stress, and burnout. Balanced conservation measures, such as recreational habits, care from friends and family, or personal health improvement programs focused on stress and workplace wellness, will also assure the physical well-being of community pharmacists and nurses. (Yong et al.2020)(Willett and Cooper2024)(Patel et al.2021)(Jovičić-Bata et al.2021)(Hagemann et al.2020)(Langran et al.2022)(Hayden & Parkin, 2020)

### **Work-Life Balance**

Work-life balance refers to an individual's subjective appraisal of and satisfaction with the relationship between the demands from work and those from family and personal life that are important to an individual. An inordinate amount of role demand from work and personal life may result in conflict. Work-family conflict has unwanted outcomes for both the individual and the organization. Work-family conflict is typically classified into two types: when family or personal life responsibilities and demands interfere with work responsibilities and when work demands and responsibilities interfere with family life or personal time. Based on this definition and classification, it is possible to have work-life conflict instead of work-family conflict, with individuals placing higher importance on non-work activities such as community or religious groups, and this would create greater stress in individuals. Negative spillover between work and family life can lead to stress in both domains and may play a causative role in the etiology of stress-related physical and psychological health problems. Stress in one

area of a person's life (work or home) can have undesirable consequences in other domains of life. Based on this belief, individuals who are unable to successfully balance their work and personal lives are more likely to report higher levels of job dissatisfaction and lower job performance in a work environment and may be more susceptible to burnout and poor mental health. Poor work-life balance can not only lead to dissatisfaction with one's life, but it can also diminish health. Poor work-life balance is associated with poorer physical and mental health, reduced quality of life, and increased use of health services. However, when work and personal time are viewed as compatible, it may not only reduce burnout, but it may also help improve efficiency and motivate employees at work. Culture also influences the work-life balance perception, where Westerners tend to focus on self-improvement, discovery, and career. Individuals work in order to have a life outside of work, and they value work-life balance by focusing on personal time, family, and religious activities. Companies that hold similar values with their employees might be more likely to develop human resource policies to support work-life balance initiatives. Unique to many cultures is the value placed on work over anything else, and people identify themselves by what they do for a living. Joint responsibility in managing the work-life balance can occur at an organizational level (e.g., providing training workshops for crisis management), at an individual level (e.g., exercising to reduce physical impacts of insufficient working hours and improve physical well-being), or at different levels (e.g., delegating workloads and balancing non-work activities at work). One way to improve general well-being and, in particular, work-life balance is to partake in interventions or engage in strategies employed by the employer or oneself to increase the likelihood of desirable consequences. (Borowiec and Drygas2022)(Kotera et al.2020)(Hwang and Jung2021)(Reverberi et al., 2022)(Zraychikova et al.2023)(Kim & Cho, 2020)

### **The Role of Crisis Management Training**

Crisis management training not only enhances respondents' abilities to handle critical incidents, but also their confidence in doing so. Furthermore, it substantially reduces both job stress and burnout rates in both nurses and community pharmacists. The rationale behind offering courses of this type is not only to provide professionals with information or practical skills but also to reassure them regarding their own professional competence and confidence in knowing that they can handle any situation should the need arise. This works on a dual level in that feeling able to cope with situations can support well-being, and feeling supported can also support well-being. By giving an opportunity to discuss and explore the implications of working with the public in sometimes difficult circumstances, this can help build confidence based on good sense should an incident occur, as well as provide some added skills.

The professionalism around the offering of training is essential if this intervention is to have, as part of it, a mandate to enhance the status of staff offering customer care and guidance. There are already many models of crisis management training. This is based in part on the concept that if there is a standard product available, and it is seen to be endorsed by the government, this may spur some employers to potentially release staff to attend training or alternatively self-fund staff to attend in the knowledge that this is a widely accepted product to enhance development. Crisis management training is developing to offer a range of products that can endorse and assure competencies have been reached in response to individual areas where there are extenuating circumstances, e.g., community pharmacy; nursing and midwifery are two areas that have already negotiated bespoke crisis management training programs. Standard courses in crisis management can give individuals confidence in their competencies when faced with critical incidents; they can offer a window of time-out where confidence can be built and morals can be re-confirmed, and it has been shown to lower stress levels and symptoms. This is likely to be an effect gained from any group training or support; it means there is a wealth of targeted training and future projects which could, by association, aid the work-life balance, framework, and future advancement for our professions. (Anderson et al.2020)(Dodanwala et al.2021)(Khazaei et al.2024)(Martínez-López et al.2020)(Bassi et al., 2021)(Labrague and de2021)(Litam et al.2021)

Several studies within the Saudi Arabian healthcare context have shed light on the significant challenges affecting the general well-being of community pharmacists and nurses. **Falatah and Alhalal (2022)** conducted a structural equation model analysis revealing that work-related stress and burnout are closely linked to decreased job-related affective well-being among nurses in Saudi Arabia. This suggests that high stress levels directly impact nurses' mental health and job performance. Similarly, **Alshorman et al. (2024)** provided a comprehensive assessment of demographic and occupational factors influencing burnout among community pharmacists in both Saudi Arabia and Jordan. Their findings highlighted that certain demographic variables, such as age and years of experience, along with occupational stressors, significantly contribute to higher burnout rates. Additionally, **Falatah and Conway (2019)** emphasized the role of relational coordination in enhancing well-being within the Saudi healthcare system, indicating that improved teamwork and communication can mitigate stress and improve job satisfaction. During the COVID-19 pandemic, **Alanazi and**

**Alqahtani (2021)** found that healthcare professionals experienced decreased job satisfaction and increased burnout, underscoring the pandemic's exacerbating effect on mental health issues. **Alghamdi and Taha (2020)** further explored stress and coping strategies among healthcare professionals during the pandemic, highlighting the urgent need for effective crisis management training to bolster psychological resilience. Lastly, **Alsulami and Felemban (2021)** discussed mental health challenges and workplace stress among nurses in Saudi hospitals, providing recommendations to improve work environments and support systems. Collectively, these studies underscore the critical need for targeted interventions, such as crisis management training and organizational support, to enhance the well-being and job performance of healthcare professionals in Saudi Arabia.

#### **Saudi Context: Well-Being and Crisis Management**

Healthcare professionals in Saudi Arabia face unique challenges that significantly impact their general well-being and job performance. Studies highlight the pervasive influence of workplace stress and burnout among community pharmacists and nurses, particularly during crises such as the COVID-19 pandemic. **Falatah and Alhalal (2022)** demonstrated a strong association between work-related stress, burnout, and affective well-being in Saudi nurses, emphasizing the need for proactive organizational interventions. For community pharmacists, **Alshorman et al. (2024)** identified demographic and occupational factors as key contributors to burnout, including extended work hours, high patient demands, and limited job autonomy.

Team dynamics also play a critical role in mitigating stress. **Falatah and Conway (2019)** revealed that relational coordination—effective communication and collaboration within teams—enhances overall job satisfaction and reduces stress levels. The COVID-19 pandemic further amplified these challenges, with **Alanazi and Alqahtani (2021)** reporting increased burnout and job dissatisfaction among healthcare workers, and **Alghamdi and Taha (2020)** highlighting the importance of coping strategies and resilience training during crises. In particular, **Alsulami and Felemban (2021)** emphasized the urgent need to address mental health challenges in Saudi hospitals through better workplace policies and support systems.

These findings underscore the critical role of crisis management training as a targeted intervention to reduce stress, enhance resilience, and improve overall well-being among healthcare professionals in Saudi Arabia. By fostering a supportive organizational culture and implementing strategic training programs, healthcare institutions can effectively address the complex interplay between professional demands and personal well-being.

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#### **5. Conclusion and Future Directions**

This study underscores the critical relationship between general well-being, work impacts, and the implementation of crisis management training among community pharmacists and nurses. The Saudi context provides valuable insights into the specific challenges faced by healthcare professionals in a high-pressure environment. Burnout, work-related stress, and poor work-life balance are common issues that diminish job satisfaction and affect the quality of care provided to patients. The reviewed studies from Saudi Arabia emphasize the need for tailored interventions that address the unique demands of the region, including cultural factors, team dynamics, and crisis preparedness.

Future research should focus on developing and evaluating region-specific strategies, such as enhanced relational coordination, resilience-building workshops, and stress management programs. Policymakers and healthcare organizations should prioritize the implementation of comprehensive crisis management training programs that not only prepare staff for emergencies but also foster long-term well-being. Additionally, promoting a culture of open communication, team support, and professional growth can help mitigate the adverse effects of workplace stress.

By integrating these findings into broader healthcare policies, stakeholders can ensure a more resilient, effective, and satisfied healthcare workforce. This will not only improve outcomes for healthcare professionals but also enhance patient care and satisfaction, contributing to a more sustainable healthcare system in Saudi Arabia and beyond.

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