

Staff Cost & Workflow Optimization Worksheet



Pharmacy Name: _____

Date: _____

Why track this? Filling out this worksheet helps you see exactly where your payroll is going and if your team is focused on the right tasks. Instead of just guessing, you'll have the numbers to see where you're overstaffed or where the workflow is hitting a bottleneck. Most importantly, it shows you exactly how much "breathing room" you have in your staffing to roll out additional clinical services and cash-based programs.

1. Direct Labor Cost Calculator

Calculate the "Fully Loaded" hourly rate (Base Pay + 30% for taxes, insurance, and benefits).

Role	Base Hourly Rate	Benefits/Taxes (x1.3)	Fully Loaded Rate
Pharmacist (Manager)	\$	\$	\$
Staff Pharmacist	\$	\$	\$
Lead Technician	\$	\$	\$
Pharmacy Technician	\$	\$	\$
Clerk/Front-End	\$	\$	\$
Delivery Driver	\$	\$	\$



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2. Daily Workflow Allocation (8-Hour Shift)

Track total hours spent by each role on specific task categories

Activity	Pharmacist Hours	Tech Hours	Clerk Hours
Intake / Data Entry			
Dispensing (Filing)			
Clinical (Vaccine/Meds)			
Verification (PV2)			
Point of Sale / Register			
Admin / Inventory			
TOTALS			

3. Key Performance Indicators (KPIs)

Use the formulas below to evaluate your current efficiency

Labor Cost Per Script

Total Daily Labor Cost / Total Prescriptions Filled = \$ _____

Support Staff Ratio:

Total Tech Hours / Total Pharmacist Hours = _____

Profit Per Labor Hour:

Total Daily Gross Profit / Total Staff Hours = \$ _____



4. Optimization Audit

Review the daily data to identify “leakage” (using expensive labor for inexpensive tasks).

Top-of-License Gap:

How many hours did the pharmacist spend on clerical tasks (e.g., ringing up OTC, bagging)? _____ Hours

Peak Alignment

Does your highest hourly labor spend match your peak script drop-off and pick-up times? (YES / NO)

Automation Potential

If “Dispensing / Filling” hours are >50% of Tech Time, would a counting cell or robot reduce labor costs? (YES / NO)

5. Action Plan & Notes

Use this space to note where shifts should be staggered or where additional technician support is needed to free up the pharmacist for clinical review.
