

## **Effect of a central call center on employee perceptions of safety culture within community pharmacies in an academic health system.**

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Bowden A, Mullin S, Tak C, et al. Effect of a central call center on employee perceptions of safety culture within community pharmacies in an academic health system. *Am J Health Syst Pharm.* 2019;76(6):360-365. doi:10.1093/ajhp/zxy071.

<https://psnet.ahrq.gov/issue/effect-central-call-center-employee-perceptions-safety-culture-within-community-pharmacies>

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Researchers examined employee perceptions of safety culture before and after implementation of a pharmacy services call center designed to reduce [interruptions](#) across nine [community pharmacies](#). They found that pharmacies with the call centers reported a 9.3% overall improvement in patient safety after implementation.