BACKGROUND TO THE RESEARCH STUDY: BURNOUT IN AMBULATORY CARE PHARMACY

Three ambulatory care pharmacists at Local Health System (collectively known as the "Client") have hired our class to help them learn more about burnout among their colleagues. While these pharmacists are quite knowledgeable about the practice of pharmacy and have some experience fielding surveys, they do not know anything about conducting qualitative research. As such, they have turned to us to provide our methodological expertise. As a class, we will learn what we can about ambulatory care pharmacy, conduct interviews with the pharmacists they recruit for us, summarize and analyze our interview transcripts, and create a final presentation of our findings. We will do this with the support of the Anthropology Career Readiness Network.

As a member of our class research team, you will be expected to complete the following activities, working both individually and with your peers. We will discuss each step in class, and I will provide class time for you to work together to create the best possible deliverable for our client. The assignment steps are as follows:

1. **Conduct background research.** Chances are you haven't had much experience studying pharmacy from an academic perspective. Using the resources at your disposal, create a solid foundation for your interview by exploring the different local health systems where pharmacists might work and the roles and responsibilities they might have at those health systems.
2. **Complete CITI training.** Research ethics is an important part of research training. We will discuss research ethics in class, and you will also be responsible for completing ethics training.
3. **Design an interview schedule**. Based on class discussions, the client's interests, and your own curiosity, create a list of questions to ask your interviewee.
4. **Revise your interview schedule.** The client will provide feedback on which questions they would like you to ask, and you will revise your interview schedule accordingly.
5. **Conduct and summarize a digitally recorded interview (via Zoom, MS Teams, or a videoconference software of your choice) that is *at least 20 minutes long*.** (Before you start, double-check to make sure that you have the interviewee's consent to record the interview.) Immediately after the interview, you should write up an interview summary to capture the key points, as well as to document how the interview went.
6. **Transcribe the interview.** As part of your transcription, you should both format it to the specifications provided and *de-identify*, which means replacing any specific details (such as name, university, town, partners' and/or children's names, etc.) with pseudonyms (fake names) or generalizations (e.g., write "University" instead of "NDSU"). This will take some time, so plan accordingly!
7. **Create a data matrix.** Depending on the length of your interview, you may come back with a transcript that is 20-30 pages long. While anthropologists appreciate this amount of detail, we also need to find ways to reduce these data into something more manageable so that we can make comparisons across cases. You will reduce your interview data by creating a data matrix of key terms and quotes to share with the class.

8. **Analyze the data.** Using the matrices created by the class, you will search for patterns in the data by identifying themes and subthemes and come up with key findings for the client.
9. **Present your findings to the client.** The class will give a final presentation to the client about research findings, using PowerPoint to explain the data collection and analysis processes.
10. **Reflect and assess.** Your final assignment will require you to reflect on your research experience, as well as to assess your contribution to group-based work and the final presentation.

(Adapted from an assignment created by Dr. Laura Heinemann, Creighton University, and Dr. Ellen Rubinstein, North Dakota State University, for their respective spring 2021 medical anthropology courses.)