

Sent: 10/17/2016 2:48:46 PM
To: Park, Hayley [hayley.park@walgreens.com]
Subject: RE: Five Reasons To Quit Your Job -- And Five Reasons Not To - Forbes

We can. I'd like to understand what makes this RxM high performing though. Her customer and improve scorecards do not tell that story. From what I know she has one of the better SMs in that area.

From: Park, Hayley
Sent: Monday, October 17, 2016 11:43 AM
To: Blankenship, Paul
Subject: Fwd: Five Reasons To Quit Your Job -- And Five Reasons Not To - Forbes

Hi Paul,

I was hoping to get your advice...this is the third high performing pharmacist who has reached out to me following their 'partially meets' performance review. Can we please discuss on our 4pm call? Thank you.

Warm Regards,
Hayley

Begin forwarded message:

From: Christy Porter <pharmdkitty@gmail.com>
Date: October 17, 2016 at 10:48:10 AM PDT
To: Hayley Park <hayley.park@walgreens.com>
Subject: Fwd: Five Reasons To Quit Your Job -- And Five Reasons Not To - Forbes

Hi Hayley,

This will be the oddest email I've ever sent. But truth be told, I'm pretty unhappy in my job. I feel completely taken for granted. There is rarely any communication with myself & anyone above me. Emails that do arrive are to the entire district & when they are specific to my store they tend to go to the store manager & not myself. Even when they are specific to the pharmacy arena. I'm not the typical Pharmacy manager. We are bubble packing and delivering to a couple assisted livings with lots of room for growth. We just got back our largest flu clinic we have ever had who had decided to let their closed door pharmacy do their vaccines and every time that pharmacy drops the ball, we are there to save the day. It's only a matter of time until we get that complete facilities contract for bubble packing. I just captured an elusive contract with Shasta County Mental Health for delivery of all their long acting antipsychotic injectables and most likely their clozapine scripts as well. I've been a part of the Opioid Task Force Steering committee for over a year and I did my first Doctor detailing with a high controlled substance prescriber a few weeks ago to emphasize the dangers of his rx combinations in order to get his patients on safer alternatives. As a result, he has trusted us to help him change his prescribing practice. These are just a few of the things I've been working on this last month.

Sadly, all my supervisors between you and I know none of this because they never talk to me. Meanwhile, I just keep doing what I do.

Then last week, I received my performance evaluation. I received a 2.9. My lowest score to date. My understanding is that I will not be receiving a raise this year because it is under a 3.0. Although the 0.26 cent raise I received last year was hardly note worthy. From my conversation with my store manager, it appears to mostly be the NPS metric that brings down our score. We are working hard to clean up the Doctor shopping and over prescribing in our town as we are 3-4 times more opioid/benzo heavy than the rest of this state (I have CUREs data to support this fact). For that reason, we use GFD more diligently than other stores and refuse inappropriate rxs as we see fit. Naturally, this leads to more complaints and lower scores for the pharmacy. The

complaints my pharmacy receives are almost always about two things; not enough help or a GFD refusal. None of which I have any control over.

My frustration with this company is multi factorial and I've shared a lot with you in person. But knowing I'm not getting a raise for as much as I do outside my actual job description is really frustrating. I already don't ever get a thank you for anything I do. We are number one almost every day for vaccines. We don't even have a way of comparing TOTAL vaccines each day between stores. I have to look at them by each vaccine type when I do check. That is NOT by luck! I have made them priority one since I came to this store in 2009. It has always been a passion of mine! We have set a precedence and people come back to me each and every year. I did not take this position and think it would all change suddenly. I instigated changes that took years to make a difference. Even our 24 hour refill policy. It helps my crew a ton and took years to spread the word. But now people are used to calling them in for tomorrow and it gives us more time to address the waiters.

The reason I'm bringing this all to your attention is because I am regularly solicited by other pharmacies. It's been happening for years but has steadily increased over the last year. The offer I am currently sitting on is for \$80 an hour, currently \$10 more than I make now. And my choice of schedule, meaning I could work three 13 hour shifts per week instead of five 8s. They are also offering me 4 weeks of vacation where I currently only get 3. And they load up front at the beginning of the year instead of PTO. My job dissatisfaction took a turn for the worst when we had the change in our management structure a year or so ago. I've stuck it out hoping things were getting better but honestly haven't seen many changes. My raise as a pharmacy manager was literally only \$1 more than what I was making as a staff pharmacist. I can only assume that my wage will be about the same as the staff pharmacists when they receive wage increases this year and I do not. In addition, my bonus has declined each year which I predict we shall see this year too. I don't expect anyone to come in and thank me for what I do. But I do expect to be paid my worth and the companies one size fits all formula is ridiculous. The only reason I have stayed as long as I have is because my coworkers are my family. Literally. I love them. All of them. Not many people can say that. From the store managers to the employees out front to every person working in my pharmacy. They are my best friends and my family. And when there is a reason to celebrate, we do. And guess who pays for all the birthday celebrations and National tech appreciation day lunches? I do. Out of my own pocket. I currently have a holiday dinner planned to take the entire pharmacy staff to dinner if we can get another store to cover one evening. We work hard and we need to be able to celebrate our successes and togetherness is important to me. Employees work harder when they are appreciated. And since our company doesn't do it, I do it for my employees. This is why my store has done so well over the years and continues to make advancements even if they aren't on the metrics the corporation is looking at.

I understand the Rite Aid merger, picking up Optum Rx and TriCare are all looming in the balance. That means more work is coming our way. I already cover the other stores any time I can. My OT this year is only a couple hours short of what I worked for all of last calendar year and it's only mid October. One could hardly question my dedication to the company as my average hours for the year are at 47 a week and I've taken every ounce of my vacation which meant no opportunity for OT. That means when I did work OT, it was a lot of hours in a short period of time.

With all that being said, you are one of the few people in this company I respect. I'm asking you for help. I really don't want to leave my family but I also know that I need to do what's best for my self, my health and my personal life. I know I can rebuild any pharmacy I step into. Any advice would be much appreciated.

Sincerely,

Christy Porter

RXM at 04243

P.S. The article below really hit home for me.

Sent from my iPhone

Begin forwarded message:

From: Christy Porter <pharmdkitty@gmail.com>

Date: October 12, 2016 at 11:23:06 PM PDT

To: pharmdkitty@gmail.com

Subject: **Five Reasons To Quit Your Job -- And Five Reasons Not To - Forbes**

Hi,

I thought you'd like this:

<http://www.forbes.com/sites/lizryan/2016/10/10/five-reasons-to-quit-your-job-and-five-reasons-not-to/>

Five Reasons To Quit Your Job -- And Five Reasons Not To - Forbes

Sent from my iPhone