Internal Investigation Form - Compliance View: IC10007187502

Investigation Form

* All required fields will be highlighted in RED until the entry is saved. These required fields must be completed prior to submitting for approval.

Legal Hold? [?]

Manual Notification Was Created [?]

Investigation	Notes	All

Incident Detail

*** HOTLINE LEAD ***

Please Complete the Investigation within 30 Days

Investigation ID		**Date Created**	5/1/2017
* Location	03890 - Store #03890 - 940 SE CESAR E CHAVEZ BLVD PORTLAND, OR	**Date of Incident [?]**	4/24/2017
1 - Location Type	Store	**Day Of Week**	Monday
2 - Department	Field APM	**Incident Time [?]**	7:31:00 PM
3 - Leadership	Senior Director APS		
4 - Management	APD TERRY REILAND	**Event Type**	Internal
Store Phone Number	5032386053		
Address	940 SE CESAR E CHAVEZ BLVD		
City	PORTLAND		
State	OR		
ZIP	97214-4316		
District	D00220 Portland Central Melissa Rachau		
Region	R00012 Greater Northwest Amanda Viramontes		

Record Status

Created By	Joanna Wisniewska
Owner ID	Joanna Wisniewska
Status	Closed

Subject Information (0)

Reporting Party [?]

Witness [?]

Person with Knowledge [?]

Parent or Guardian [?]

Victim [?]

Allegation(s)

Subject of Allegation	Allegation	Specific Type	Method	Allegation Status
	Other Internal Event	Other	Other	

* Have You Finalized All Allegation Statuses?

Was Training/Policy Reviewed with Team Members?

Should Compliance be notified?

Reviewed by Compliance:

Should Privacy be notified?

Investigation Detail

Investigative Questions

Were you assisted by any Corporate APS Personnel (Ex. Investigative Analyst)?

LP Dashboard Usage

Was AP Dashboard Used?

Administrative Section

* Do any Prescription Billing Claims need to be Reversed?
Please contact your Healthcare Supervisor to coordinate the reversal

* Was Cash, Merchandise or Drugs Involved?

Was Credit or Debit card, W Card, Balance Rewards, Prescription Savings Club or Checking Account information obtained?

Law Enforcement Notified?

View Narrative?

Evidence Attachments

(After attaching Digital Evidence, Retain a Hard Copy Only if Required by Authorities) (0)

Description	File Name	Attached By	Date	Evidence given to PD

Hotline Details/Information

CIA:	No
Quality Assurance?	No
Assign Hotline To:	Assign Manually
Assigned to (Name):	Staff Counsel Brian Bruns
Caller First Name	UNKNOWN
Caller Last Name	UNKNOWN
Caller's Title	
Caller Phone #	
Caller Phone Ext.	
Best Time To Call	
Type of Caller	
Anonymous Caller?	Yes
Caller's Email Address	
When:	ON GOING
Where:	THE WHOLE DISTRICT
How does the caller know about the incident?	WITNESSED
Will it happen within the next 24 hours?	N/A
If so, when?	N/A
If so, where?	N/A
How does the caller know about the hotline?	

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P-27292 _ 00002

Client Instructions:	THE CALLER HAS BEEN INSTRUCTED TO CALLBACK ON 5/8/2017. PLEASE TAKE SOME TIME TO REVIEW THE REPORT AND SUBMIT ANY ADDITIONAL QUESTIONS YOU MAY HAVE FOR THE CALLER BY 5/7/2017. PLEASE EMAIL: NETWORKRESPONSE@TNWINC.COM TO APPEND YOUR QUESTIONS.

Is this in reference to a worker's compensation fraud issue?

Did the caller ask about a reward?

Please describe the type of location where the issue occured?

Please Explain:

Are you a member of the Union?

Hotline Information

the purpose of keeping track of rx verify by promise time. A friend of mine, a pharmacy manager from a different store, told me yesterday that is is one of the key performance indicators used to determine annual bonuses for pharmacy supervisors, store managers and pharmacy managers. This year the goal is 70% of rx verify by promise time (ready to be sold to customers). My friend told me that it is a verbal understanding between the managers. There are no language written down in the company policies and procedures . My friend told me not to worry. If staff rph fall below the goal they won't be punished. They may get a talk regarding reaching the goal to provide great customer service , but will not be punished. But this is against the rules of the oregon board of pharmacy regarding keeping productivity quotas.

Supporting Documentation:

nope

Involved Parties

Reported Type	Last Name	First Name	Title	Times Mentioned	Role	Date Notified	Ethnic Origin	Gender	Description	MgtPhone	MgtPhoneExt
Reported	UNKNOWN	UNKNOWN		0			WHITE	2	medium built		

Analyst Comments

Submitter s Name: Brian Bruns

Submitter sTitle: Staff Counsel - Pharmacy Law

Event Number: IC10007187502

District: 220

Location Number: 3890

Subject Name: Pharmacy Quotas

Date Handled: 05/01/2017

Allegation Was: Unfounded

Disposition: Unfounded

No Retaliation Policy Reviewed: Yes

Communicate to Anonymous Caller: The information you heard about quotas is incorrect. Productivity quotas are not part of any bonus calculation for managers or supervisors. Walgreens does not have any expressed or implied productivity quotas for pharmacists.

Brief Synopsis: I spoke with the DPR, Wendy Burg. She informed me that no productivity quotas are used to determine bonuses for managers or supervisors. She does not use quotas to measure pharmacist performance.

Form Submitted On: 05/1/2017 15:43:06

Forms & Letters (1)

Letter Type	Investigation Related Person	Date Printed/Sent	Printed/Sent by	Printed/Sent

HOTLINE MANUAL FORM			5/1/2017	EMPLOYEE:2517438	Yes

Callbacks

CRCallbacksXML

Field Name	Value
ReportID	125352499
CallbackType	Caller
CallbackDate	04/24/2017
CallbackTime	07:39PM
CallbackNotes	The Oregon Board of Pharmacy is against any form of performance or productivity quotas. They see them as unhealthy to public safety.

Closing Comments

Allegations found to be:	Unfounded
Disposition	Other
Compliance Notes	
No Retaliation Policy Reviewed?	Yes
Message submitted to caller?	Yes
Hotline Investigation Reviewed by Compliance?	Yes
Privacy Notified by Compliance	
Healthcare/Pharmacy Compliance team notified by Compliance	
This Hotline is a(n):	

Related Events

Related incident	• **IC10007168965**
Related investigation	
Related case	

Notes [?]

No record found

Task (0 Pending)

Follow-up with Caller

The Network – Report ID	125352499	Dead Space Dead space dead space dead space Dead Space Dead space dead space dead space

If you would like to send a question or comment to the caller via The Network, follow the steps below.

Step #1: Copy **The Network report ID** (NOT the APIS IC number) from above (highlight it with the mouse and then press CTRL-C)

Step #2: Click on the link below and then paste (CTRL-V) The Network ID number at the end of the SUBJECT line of the email.

Step #3: Type your question or comment into the body of the email.

Step #4: Send the email.

Send Question/Comment to The Network.

Confidentiality

Mark this Investigation Confidential?	No

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P-27292 _ 00005