

Internal Investigation Form - Compliance View: IC10007443194



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	7/21/2017
* Location	06762 - Store #06762 - 11833 S WESTERN AVE CHICAGO, IL	Date of Incident [?]	7/21/2017
1 - Location Type	Store	Day Of Week	Friday
2 - Department	Field APM	Incident Time [?]	12:16:00 AM
3 - Leadership	Senior Director APS	Event Type	Internal
4 - Management	APD MARK BUNYAN		
Store Phone Number	7732332245		
Address	11833 S WESTERN AVE		
City	CHICAGO		
State	IL		
ZIP	60643-4733		
District	D00456 Oak Lawn IL Colleen Hayes		
Region	R00010 West Great Lakes Jason Donica		
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
	Employee Treatment/Conduct	Unprofessional Conduct	By Supervisor	

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
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Hotline Details/Information

CIA:	No
Quality Assurance?	No
Assign Hotline To:	Store Operations
Assigned to (Name):	DM, cc: HCS-Patrick Allen
District Number:	
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:	7/18/17
Where:	THE STORE
How does the caller know about the incident?	HEARD FROM OTHERS
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? EMPLOYEE

Client Instructions: THE CALLER HAS BEEN INSTRUCTED TO CALLBACK ON 8/4/2017. PLEASE TAKE SOME TIME TO REVIEW THE REPORT AND SUBMIT ANY ADDITIONAL QUESTIONS YOU MAY HAVE FOR THE CALLER BY 8/3/2017. 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 occurred?

Please Explain:

Are you a member of the Union?

Hotline Information

Store Mgr spoke badly about the staff Rph stating that she is the reason the stores verified by promise times are bad & that she will not let the rxm " go down for this". She stated he will be written up, disciplined for not meeting the outrageous numbers. The staff Rph is the one who catches all the medication errors & there have been several made by the rxm bc he's rushing through checking them, afraid to be written up. Several techs have caught errors before the were dispensed, but several stars reports have already been filed. It was so unprofessional. How can thus company threaten disciplinary action against RPhs working with medications & people's lives? Our last rxm made over 15 errors in one month, more than 30 stars reports! As a team we were petrified for our patients safety. Several techs have already voiced their concern to this staffs Rph bc they trust her & are tired of catching the rxms mistakes. The one Rph who isn't making medication errors is getting verbally abused. How can this company care more about numbers than patient safety.

Supporting Documentation:

Other rx technicians can also vouch for this

Involved Parties

Reported Type	Last Name	First Name	Title	Times Mentioned	Role	Date Notified	Ethnic Origin	Gender	Description	MgtPhone	MgtPhoneExt
Reported	Henderson	Becky	Store manager	0							
Reported	Henderson	Becky	Store manager	0							

Analyst Comments

Submitter s Name: Rebecca Mild

Submitter sTitle: DM

Event Number: IC10007443194

District: 453

Location Number: 6762

Subject Name: Becky Henderson

Date Handled: 07/25/2017

Allegation Was: Confirmed

Disposition: Verbal Warning

No Retaliation Policy Reviewed: Yes

Communicate to Non Anonymous Caller: Becky admitted to saying Eric is not the only person accountable for the service metrics in the store. Becky was counseled about her discussion concerning other team members, only discuss with them directly.

Brief Synopsis: Becky is holding RXM accountable for ensuring service metrics are met. This includes all staff not just RXM.

Form Submitted On: 08/21/2017 16:29:33

Forms & Letters (1)

Letter Type	Investigation Related Person	Date Printed/Sent	Printed/Sent by	Printed/Sent
HOTLINE MANUAL FORM		7/21/2017	EMPLOYEE:2517438	Yes

Callbacks

No record found

Closing Comments

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

Related Events

Related incident	• IC10007442014
Related investigation	
Related case	

Notes [?]

No record found

Task (0 Pending)**Follow-up with Caller**

The Network - 125830301	Dead Space Dead space dead space dead
Report ID	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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