

Hotline Incident- Compliance View: IC10010513959**General Information**

Client Name	WALGREEN COMPANY (CR)	Quality Assurance?	No
Priority	2	CIA:	No
Call/Contact Count	2	Privacy Notified by Compliance	No
Walgreens Callback Tracking:	2	Healthcare/Pharmacy Compliance team notified by Compliance	No
		This Hotline is a(n):	Allegation
		Assign To:	Assign Manually
		Assigned to (Name):	Kyle Loftus. Scott Jonkman, askHR
		The Network - Program Name	ETHICS AND COMPLIANCE EMPLOYEE HOTLINE
		The Network - Report ID	129984460
		Date of Incident:	10/22/2019
		Time of Incident	10:48:00 PM
		Owner ID	Joanna Wisniewska
		Created By	HOTLINE LEADS
		Status	-Closed
		Event Type	Internal
		Event Sub Type	Compliance
		* Predication Method	Hotline Report
		Origin of this Contact	Internet - The Network

Location Information

Caller Provided Location #	16500	* Location	16500 - Store #16500 - 1830 E BROADWAY BLVD TUCSON, AZ
Caller Stated DBA	COMMUNITY PHARMACY	1 - Location Type	Store
Caller Provided Address1	1830 E BROADWAY BLVD	2 - Department	Field APM
Caller Provided Address2	SUITE 136	3 - Leadership	Senior Director APS
Caller Provided City	TUCSON	4 - Management	APD TRICIA BRIENEN
Caller Provided State	AZ	Store Phone Number	5203303451
Caller Provided Zip	85719	Address	1830 E BROADWAY BLVD
Caller Provided Country		City	TUCSON
Caller Provided Location Phone		State	AZ
Caller Provided Location PhoneExt		ZIP	85719-5968
		District	D00289 Tucson Central DAVID ZEZUTO
		Region	R00005 Southwest David White

Caller Information

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	
Where:	USA

Incident Description

Involved Parties

Reported Type	Last Name	First Name	Title	Times Mentioned	Role	Date Notified	Ethnic Origin	Gender	Description	MgtPhone	MgtPhoneExt
Reported	UNKNOWN	UNKNOWN		0			UNKNOWN	3	Na		

Hotline Information

On the Improve Statement Verified by Promise Time has a target percentage goal that is not realistic giving the staffing level at most Walgreens. The company seems to be more concerned with speed and making more profits than the safety of the patients that we serve. To tie individual pharmacist performance to a whole pharmacy metric is concerning because you put pharmacist in a position where rather than properly counsel patients, property product review, review prescriptions, and enter prescriptions they are focused on churning at prescriptions at an unsafe speed. What if Verified by Promise Time is bad because of a floating pharmacist had worked? Then when the pharmacy manager works he has to work at an unsafe speed to make his VBPT goal or else he will be given a poor evaluation and possibly terminated. I hope that my concern with be seen by the Board of Directors. We are putting profits above the safety of our customers. When Ford and Boeing did that it did not payoff. I hope Walgreens will do what is right/ethical and remove this metric immediately before lives are lost and litigation ruins this great company. This metric is not aligned with our values and company mission statement.

Allegation(s)

Subject of Allegation	Allegation	Specific Type	Method	Allegation Status
	Employee Treatment/Conduct	Other Employee Concern	Other	
	Employee Treatment/Conduct	Discrimination Policy	Age	

How does the caller know about the incident?

INVOLVED

Will it happen within the next 24 hours?

N/A

If so, when?

N/A

If so, where?

N/A

Supplemental Information

How does the caller know about the hotline?

MANAGER

Client Instructions:

THE CALLER HAS BEEN INSTRUCTED TO CALL BACK ON 11/5/2019. PLEASE TAKE SOME TIME TO REVIEW THE REPORT AND SUBMIT ANY ADDITIONAL QUESTIONS YOU MAY HAVE FOR THE CALLER BY 11/4/2019. 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?

Analyst Comments

No record found

Callbacks

CRCallbacksXML	
Field Name	Value
ReportID	129984460
CallbackType	Caller
CallbackDate	10/22/2019
CallbackTime	11:12PM
CallbackNotes	I have spoke to many pharmacists over the age of 40 that feels Walgreens is trying to fire them because of their high pay and that they cannot work as fast as the new hires. By tieing Verified By Promise to a pharmacist's evaluation you are essentially creating an environment that will induce age discrimination.

Forms and Letters (1)

Letter type	Related person	Printed date	Printed by	Printed
HOTLINE - INITIAL RESPONSE TO THE NETWORK		10/22/2019		Yes

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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Related Events**Related incident****Related investigation** • [IC10010541083](#)**Incident Imported From Legacy****Case Management?****Lead Type****Synopsis of Issues****Reported/Alleged****Lead History**

When Location # is S999999,
This is the location number that
was entered into legacy CM