

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

Participant : Ronda J Lowe, Susan Sun
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 02/04/2013 09:00 Central Standard Time

**CCSF v. Purdue Pharma,
et al. 3:18-CV-7591**

WAG-MDL-03098

Admitted: 6/02/2022

Questionnaire	Mon 02/04/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	How can we imcrease our customer base ?	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO	0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Increasing customer base.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Promote HIV COE	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Currently staffed	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	Print policy and place in GFD folder	0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Print and review sig codes with techs weekly to help improve	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	90 days MTM	0.00/0.00	0.00
	Strengths and opportunities:			
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 cores and cultural beliefs	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the store about the My Walgreens/My Voice Survey:			

Confidential

1

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review questions with staff before they take the new survey in April	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Keep the lines of communication open and give praise	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Get to know your new staff and be open and approachable.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	none	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Keep holding daily 5 minute meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Keep reviewing goals with your staff during daily 5 minutes meetings	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Make an action plan	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	make an action plan	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	New RxM, keep learning and don't be afraid to reach out for help.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
			(3) Achieving ExpectationsTea	

Q118	Team Member Engagement	m member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together	is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency	Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Let's get our team behind our new beliefs	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

12141 - ,MGR

Participant : Eleanor Wong
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Fri 02/15/2013 16:00 Central Standard Time

Questionnaire	Fri 02/15/2013 16:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area? Ask the manager, where do they see their biggest opportunity? Verify that these action steps are correct. If not, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available). Document the action steps in the comment box below.	-ensure rebates get credit. GP is better at 10.8 at this time. -watch out on the day supply.	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the store's biggest areas of opportunity. Use GROW to coach to these areas with the RXM and/or MGR.	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Are they currently taking action on these areas of opportunities? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	Please review the claims and make sure we are getting charge on the inventory.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunity. Use GROW to coach to these areas with the RxM and/or Store Manager.	Specialty	0.00/0.00	0.00
Q66	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	-improving fertility business by over \$150,000 last month. -PFC: detailed over there. Jason has gone detailing with Jane. Bob Long suggested Discorex talked to him first before detailing.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hiller? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	not apply. Please continue hiring.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	the best store in the district for PSC.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review internal event reports	no	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	no	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs *Deletes *Exception Queue Management issues	The operation is good in this store. We have to continue to develop other technicians to work in this environment. Please talk to Mr. C about also	0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00600476

WAG-MDL-03098.00004

Strengths and opportunities:		have Ellie or Khin permanently here as well.		
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Jason has gone over with the team about the questions.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Jason does a good job.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Jason is good in providing feedback.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hire.	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	We do have 5 min and discuss things are pertinent for the store. We also talk about company programs.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	yes.	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Sofia: multi-tasking and great customers and detail oriented. - We should allow other technicians to type and Sofia being a coach will be good for her.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	no	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Jason is on leave and will discuss on next walk.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Customer Experience: Providing genuine and friendly service, greeting and welcoming our		(5) Outstanding All team members smile or make eye contactAll customers are		

Confidential

Q119	customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love customers: Discorex has a reputation of great customer service/patient care. All staff are sympathetic to fertility needs. Build trust: We constantly work to build trust with our patients and very importantly with the physicians. Everything we do is to assume positive intent of building relationships by building trust.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03707 - Michael Kwong,MGR

Participant : Ronda J Lowe, Mike Tse
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 02/05/2013 09:00 Central Standard Time

Questionnaire	Tue 02/05/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	GP and Chargebacks	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Flu Shots to Goal, almost there. Pharmacy Delight, currently at yellow for the year.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Specialty	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep on top of Rain Catcher program; Keep plan to expand services to Medical Building MDs.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	New Hire just started today.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	Get to district goal on 90 days	0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Asking customers at both in and out window.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Focus on Sig Codes/ Drug Code changes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Strenth: Workflow and team work. Keep driving 90 days when possible by insurance plans	0.00/0.00	0.00

Confidential

Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 cores	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		Review action plan with Store Manager and engage team. Next Gallup survey in April	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		Keep giving positive feedback to team	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		Review and memorize cultural beliefs	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		New hire on track.	0.00/0.00 0.00
Ask a few team members				0.00/0.00 0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		Daily 5 minute meetings need to be held daily.	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		Know goal for Flu Shots, know Cultural Beliefs	0.00/0.00 0.00
Performance Management				0.00/0.00 0.00
Performance management				0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		Make Action plan	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		Make Action Plan	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.		NO	0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		Review Goals in TMP for next month's walk	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00 0.00
Theme				0.00/0.00 0.00
Q115	Pharmacy waiting area condition		(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00 0.00
Q116	Pharmacy condition		(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00 0.00
Q117	Building Rx sales		(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00 0.00

Confidential

Q118	Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Review	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Review	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Review	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Review	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	Review	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	Review	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: team work	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Need to memorize with staff	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03706 - SUSAN SUN,MGR

Participant : Ronda J Lowe, Jane Yang
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 02/05/2013 10:00 Central Standard Time

Questionnaire	Tue 02/05/2013 10:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Sales and customer count		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Income before carrying charges		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	90 days IBCC Customer Count		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Bedside Keep on top of Phone Fax line solution		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	We will post RxM position.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD Folder, include policy	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Thanks for reminding staff during daily 5 min meetings		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Review sig codes/drug codes with staff weekly		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Workflow, keep on top of answering phones withing the first few rings.		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 Cores, Cultural Beliefs	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00

Confidential

1

WAGCASF00600581

CONFIDENTIAL

WAG-MDL-03098.00010

	Team member engagement		0.00/0.00	0.00
	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Waigreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Next survey coming in April. Review questions with staff so that they understand	0.00/0.00	0.00
Q34				
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Keep positive feedback going. Build Trust within team	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Keep the lines of communication open	0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires at this time. Change in staff	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Let's get the morale back up with the recent change in staff.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Nice review of goals with staff during 5 min meetings	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Make an action plan for each member of your staff.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Make an action plan for each member of your staff.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Build Trust with team	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDP1 records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working	0.00/0.00	0.00

Confidential

	with customer or script friendly/personable/smile		
	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:	0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.	0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
	Cultural Beliefs	0.00/0.00	0.00
	Cultural Beliefs	0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Build Trust	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	Let's get our staff excited and start practicing our beliefs	0.00/0.00 0.00
	Overall Visit Notes:	0.00/0.00	0.00
	Issues to share with District Team	0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

11385 - zafeer fazelbhoy,MGR

Participant : Ronda J Lowe; Lisell Mulala, Jeff Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 02/05/2013 12:00 Central Standard Time

Questionnaire	Tue 02/05/2013 12:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	IACC, GP, Chargebacks	0.00/0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	IACC		0.00/0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Income before carrying charges ,Pharmacy delight	0.00/0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		IBCC and Overall Delight	0.00/0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager		Bedside	0.00/0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		Bedside Delivery	0.00/0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	Clinic Rx	0.00/0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		no turnover	0.00/0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD Folder: print and place policy in folder	0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		Immunizations	0.00/0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports		Review Sig Codes/ Drug Codes with techs weekly	0.00/0.00
Q61	Are there issues with any of our third party plans?		none	0.00/0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues		90 Days	0.00/0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 Cores, cultural beliefs	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review questions with staff for next survey	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Keep engagement, recognize and thank team	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Open lines of communications.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires at this time.	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Keep lines of communication open. Keep team engaged. Daily 5 min meetings help.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review goals with team members during 5 min meetings	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Make action plan	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Make action plan	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Keep developing staff for high performance.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal missingMerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready		0.00/0.00	0.00
Q116 Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away		0.00/0.00	0.00
Q117 Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis		0.00/0.00	0.00
Q118 Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or		0.00/0.00	0.00

Confidential

	scriptFriendly/personable/smile		
	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13640 - ,MGR

Participant : Ronda J Lowe, Trasa Hung
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 02/05/2013 13:00 Central Standard Time

Questionnaire	Tue 02/05/2013 13:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Profit of Rxs, chargebacks	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Other specialty at UCSF: Oncology, HIV, etc.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Specialty	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep developing relationships and finding more opportunities at UCSF.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Start planning for new site. Staffing, training, retraining current staff.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD Folder, print policy and keep in folder	0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	At Flu Goal, good job.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	Keep on top of sig codes. Print weekly for each tech	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Cuslomer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	90 days	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 Cores, Cultural Beliefs	0.00/0.00
Team Member Engagement			0.00/0.00	0.00

Confidential

1

WAGCASF00600587

CONFIDENTIAL

WAG-MDL-03098.00016

Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Waigreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	New survey in April, Review questions with staff so that they understand.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Continue with praise of your team.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Keep the lines of communication open	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	none at this time, but start to hire for new site.	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Need to hold daily 5 min meetings with entire staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review goals during 5 min meetins so all team members know the goals.	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Make an action for each team member	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Make an action for each team member	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Engagement and development of team members	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
		(3) Achieving ExpectationsTeam member		

Confidential

Q118	Team Member Engagement	actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Review with staff and let's all get behind our cultural beliefs	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04231 - Jan Louie Gavieres,MGR

Participant : Ronda J Lowe, Mr Stewart, Lynda
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 02/06/2013 09:00 Central Standard Time

Questionnaire	Wed 02/06/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	DOS, inventory NTT reached MTM	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight: will get out window cashier/tech to ask patients to take the survey.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	MTM	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	EXA Lazo will spend time daily with RxM for 5 mins for his development and participate in daily 5 mins meetings One tech transferring to the east bay. Will start look to hire a new tech, meanwhile will borrow techs from other stores and use interns. Designated hiltler in process and training.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balanced Rewards and Flavoring. Remember to ask for Email address Focus on decreasing sig codes/ drug codes. Currently at 6%/2%	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Medicare Test Strips rejections	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00

Confidential

1

	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:		0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (PhoImometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM needs to be completed. New Goal is 2 CMRs/RPH/month.	0.00/0.00	0.00
	Strengths and opportunities: Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES 4 cores and cultural beliefs	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Waigreens/My Voice Survey: Have you received feedback on your my Waigreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Gave areas of responsibility for each team member to take ownership, which is helping engage the team. The techs help each other when needed, thus building teamwork.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recognize and give shouts to top performing KPI techs. Suggestion for a box for employees to give feedback.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Suggestion to open up the floor for feedback during 5 mins meetings. Be approachable as managers to your team members.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires.	0.00/0.00	0.00
Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	The pharmacy is doing weekly meetings, will convert to daily 5 min meetings.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Yes, tech Claudia knew her sig codes goal.	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM has set plan for techs, but has not reduced in writing. Will have it done next month.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM has set plan for techs, but has not reduced in writing. Will have it done next month.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Be more approachable and get more feedback from staff members.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00

Confidential

Q115	Pharmacy waiting area condition	(3) Achieving Expectations Minimal waiting area clean In/out-window clutter free Vaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving Expectations Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Reviewed competencies with RxM. RxM will continue to review monthly and make improvements in her performance. Working on being more approachable to team members.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	more approachable to team members.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Team members will have all beliefs memorized with stories next month.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Techs are engaged and almost have the beliefs memorized. Gave bracelet to Claudia.	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

05599 - Hieu-Ngoc Huynh,MGR

Participant : JACK SHAWN HOUGHTALINGGEORGE KERN
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Wed 02/06/2013 04:00 Central Standard Time

Questionnaire	Wed 02/06/2013 04:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	Will discuss. Mgr on vacation.	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		Script count/ESI - DailyMed - Explore options for Chinese center (know employees) -MD office visits -Self Service -Come up with verbage for self service to say to customers -Designated employee to walk around store weekly to speak to customers about pharmacy services 90 day - All pharmacy staff should know 90 day goal -Ask for 90 days when phone in prescriptions -List of 90 day plans at verification (new law allows conversion to 90 days). Pharmacist to facilitate switching at that time when appropriate	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below. IMPROVE Scorecard	NA		0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Average 90-day adjusted scripts 90 day -All pharmacy staff should know 90 day goal -Ask for 90 days when phone in prescriptions -List of 90 day plans at verification (new law allows conversion to 90 days). Pharmacist to facilitate switching at that time when appropriate	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		of 90 day plans at verification (new law allows conversion to 90 days). Pharmacist to facilitate switching at that time when appropriate	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	MTM -Work with interns to come up with game plan to increase efficiency -Get technicians trained to feel comfortable with billing -	0.00/0.00	0.00

Confidential

1

Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	OutcomesMTM changing - CVS will be able to see our patients. Very important to keep our patients - 96% patients more likely to stay with Walgreens if MTM is conducted GOAL -Get comfortable with MTM to be able to do efficiently at the pharmacy	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	-Multiple designated hitters -Have done a good job at cross training - Plan is to have high performing designated hitters work in pharmacy approximately 30 minutes every 2 weeks during non busy times to increase the level of performance - Hire new self service employee. Make sure they are shown how to do the Weil Experience and is familiar with pharmacy operations and offerings	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Vaccinations ambassador program Store is accurately reporting any quality issues Peer review has quality initiatives in it Every pharmacy employee as well as store manager needs to review on a monthly basis	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	No outstanding issues; however preferred Medicare Part D with CVS are still being brought to our attention	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00

Confidential

Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:

Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	-Customer service 100% for last month in pharmacy	0.00/0.00	0.00
------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------	-----------	------

Strengths and opportunities:

Key corporate initiatives			0.00/0.00	0.00
---------------------------	--	--	-----------	------

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
------	----------------------------------------------------------------------------------------------------------------------------------	-----	-----------	------

Will continue to advertise in-store for MTM and Medicare PartD Need to focus on Balance Rewards % of transaction in pharmacy. Currently at 55%. Please go over with all pharmacy staff that we are required to ask for Balance Rewards every time and remember to scan it.

Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Although they are aware of engagement, they are not familiar with what My Walgreens/My Voice Survey is. Manager will start to review at 5 min meetings to increase awareness.	0.00/0.00	0.00
-----	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------	------

Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	New program waiting for road show to occur	0.00/0.00	0.00
------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------	-----------	------

Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	New program waiting for road show to occur	0.00/0.00	0.00
------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------	-----------	------

Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires	0.00/0.00	0.00
-----	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------	-----------	------

Ask a few team members			0.00/0.00	0.00
------------------------	--	--	-----------	------

Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes. Try to pull a pharmacy member to join 5 min meeting if possible; however they do not have a separate pharmacy 5 min meeting. They do not yet know their goals. Action plan: Make sure team members know goals - specifically 90 day and Balance Rewards for pharmacy staff	0.00/0.00	0.00
-----	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------	------

Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
-----	-----------------------------------------------------------------------------------------------------------------------------------	--	-----------	------

Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00

Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	-There is regular communication with high performer - Offered more opportunities and tasks. Now doing scheduling for department.	0.00/0.00	0.00
-----	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------	-----------	------

Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Continue to engage in GROW, working with RxM	0.00/0.00	0.00
-----	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------	-----------	------

Confidential

Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	NO	Currently in GROW stage	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?		Development goals have been reviewed. Suggested review development goals on a monthly basis at same time as operating statement and should log in to TMP, and update progress to these goals	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	Notice of Patient Privacy signage is old and yellow. Please replace. Please remove all taped up signage. Should display professionally in pharmacy. Major dust bunnies should be cleaned.	0.00/0.00	0.00
Q116	Pharmacy condition	(2)	Limited space, however need to reorganize (i.e. returns, minimize clutter on floor)	0.00/0.00	0.00
Q117	Building Rx sales	(2)	Currently not actively calling MTMs, promoting health tests, or completing adherence calls. Are actively promoting immunizations.	0.00/0.00	0.00
Q118	Team Member Engagement	(2)	Rph - good, pleasant demeanor with patients. Although most pharmacy staff are pleasant, need to take to the next level.	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	Not consistent	0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.			0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.			0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.			0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy			0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		New program. In progress	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		New program. In progress	0.00/0.00	0.00
Overall Visit Notes:				0.00/0.00	0.00
Issues to share with District Team				0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.			0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.			0.00/0.00	0.00
Q166	Additional comments:			0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13667 - Turny Mao,MGR

Participant : Ronda J Lowe, Mr Lee, Rimma
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 02/07/2013 09:00 Central Standard Time

Questionnaire	Thu 02/07/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, 340 B inventory issues continue		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Focusing on Rx Delight. Dec and Jan was difficult due to buyout		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	New Corporate Goal: 2 CMRs/RPH/month Let's get all RPH to complete MTMs		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	No new hires or turnover		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD Folder	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards with Email registrations		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Focus on Sig Codes and Drug Codes		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	None		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Transfer Out from buyout		0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 Cores and Cultural Beliefs	0.00/0.00	0.00

Confidential

1

Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey. Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time. Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session) Add any GROW coaching comments you may have, to drive employee engagement.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work? Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager? Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful? If new-hire or recently promoted team member is currently working, have MGR introduce you to them. How are you onboarding your new hires?	0.00/0.00	0.00
Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	YES	final written warning issued 0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?	Walk with Staff RPH	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving Expectations Minimal mylars missing Effective Merchandising Waiting area clean In/out-window clutter free Vaccination area ready	0.00/0.00 0.00
Q116	Pharmacy condition	(3) Achieving Expectations Product off of floor Clear path to all fire exits No product in prohibited areas DPI records are put away	0.00/0.00 0.00
Q117	Building Rx sales	(3) Achieving Expectations Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00 0.00

Q118	Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script Friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Walk with Staff RPH	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Reviewed Cultural Beliefs with team. Start to memorize and give experiences	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Rimma: Be Bold with the seniors at the center. Thanks Rimma	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03475 - Gordon Fung,MGR

Participant : Ronda J Lowe, RPH Bernice
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 02/07/2013 10:00 Central Standard Time

Questionnaire	Thu 02/07/2013 10:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, inv over 100K from goal.	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	ESI recapture Rx DOS over 100K	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep promoting HIV COE services. Also, Jack and Patti both need to get HIV certified.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Workon designated hitter with Store Manager, keep training and developing a person for iC3	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards and Immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Focus on sig codes and drug codes, currently 5%/2%	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	None	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Rx Inventory and MTM Zero MTM las few months	0.00/0.00	0.00
Strengths and opportunities:				

Confidential

1

CONFIDENTIAL

WAGCASF00600726

WAG-MDL-03098.00029

Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Reviewed Cultural Beliefs and 4 cores	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		Keep daily 5 min meetings going to promote engagement. Knowledge and communications will improve engagement.	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		5 min meeting is a great time to recognize team members	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		Be open and approachable to staff so that they can get honest feedback.	0.00/0.00 0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires		0.00/0.00 0.00
Ask a few team members				0.00/0.00 0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		Danny stated that Patti is holding 5 min meetings daily.	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		Set goals for entire Rx team.	0.00/0.00 0.00
Performance Management				0.00/0.00 0.00
Performance management				0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		Walk with floater rph	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		walkt the floater rph	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		walk with floater rph	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00 0.00
Theme				0.00/0.00 0.00
Q115	Pharmacy waiting area condition		(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out window clutter freeVaccination area ready	0.00/0.00 0.00
Q116	Pharmacy condition		(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00 0.00
Q117	Building Rx sales		(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related	0.00/0.00 0.00

Confidential

		servicesMaking adherence calls on regular basis		
		(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	walk with floater rph	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Reviewed all cultural belief the tech Danny and relief rph Bernice. They will work on memorizing and giving experiences of each.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Will inform other team members to start memorizing.	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe; Sam Lim
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 02/07/2013 11:00 Central Standard Time

Questionnaire	Thu 02/07/2013 11:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Avg 90 days adj rx	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	MD detailing for new business, new customers, promote Daily Med.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Promote Daily Med to HIV MDs	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hiltler in place.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balanced Reward	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	Focus on sig codes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	90 days	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	cultural beliefs and 4 cores	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASFO0600741

WAG-MDL-03098.00032

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Daily 5 min meetings will help with engagement.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recognize team members during 5 min meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Management is open for feedback.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily 5 min meetings are needed	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Balance Rewards	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Develop an action plan for each team member	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Develop an action plan for each team member	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Review core competencies for management development.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsAct ively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTea m member actively working with customer or scriptFriendly/per	0.00/0.00	0.00

Confidential

2

	sonable/smile (3) Achieving ExpectationsMost t team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Reviewed competencies with RxM	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Reviewd with staff.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Working on memorizing and finding daily experiences that exhibit these beliefs	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01120 - Kevin Thach,MGR

Participant : Ronda J Lowe, Mr Xu, Manuel
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 02/08/2013 09:00 Central Standard Time

Questionnaire	Fri 02/08/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.0/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		Increase 90 days adjusted script count, decrease Rx DOS	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Average 90-day adjusted scripts , Rx days of supply	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		Get to target on Rx DOS, and average 90days adjusted.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	N/A		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		There are 2 designated hitters to help with iC3. Bev and Noel. We discussed full time/part time ratio. Goal is to be at 70/30. No turnover, nor do we have any immediate hiring needs. Rx is running at budget hours.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		They are promoting balance rewards, immunizations, ESI, Medicare D. Discussed sig codes/drug codes with RxM.	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		Recommended that the techs review their codes weekly.	0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	None		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00

Confidential

1

WAGCASFO0600788

CONFIDENTIAL

WAG-MDL-03098.00035

Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:

Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	increase 90 day sufficiency, and generic efficiency.	0.00/0.00	0.00
------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------	-----------	------

Strengths and opportunities:

Key corporate initiatives				
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Reviewed 4 cores and cultural beliefs.	0.00/0.00
Team Member Engagement				
Team member engagement				

Q34	Talk to various team members throughout the store about the My Waigreens/My Voice Survey: Have you received feedback on your my Waigreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.			0.00/0.00	0.00
-----	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	-----------	------

Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?			0.00/0.00	0.00
------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	-----------	------

Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?			0.00/0.00	0.00
------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	-----------	------

Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires at this time.		0.00/0.00	0.00
-----	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------	--	-----------	------

Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Store is not holding daily 5 min meetings, however, store manager will help by attending 5 min meetings to ensure they are being completed daily.		0.00/0.00	0.00
-----	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------	--	-----------	------

Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review various goals with your team during daily 5 min meetings.		0.00/0.00	0.00
-----	-----------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------	--	-----------	------

Performance Management				
Performance management				

Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM is doing monthly one on one meetings with team members to discuss performance, give praise for top performers and goals.		0.00/0.00	0.00
-----	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------	--	-----------	------

Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM is doing monthly one on one meetings with team members to discuss performance, give praise for top performers and goals.		0.00/0.00	0.00
-----	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------	--	-----------	------

Confidential

Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	NO	Reviewed the TMP website to document any disciplinary actions.	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?		To give team more recognition and to coach/develop team.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3)	Achieving Expectations: Minimal mylars missing Effective Merchandising Waiting area clean In/out-window clutter free Vaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(2)		0.00/0.00	0.00
Q117	Building Rx sales	(2)		0.00/0.00	0.00
Q118	Team Member Engagement	(3)	Achieving Expectations: Team member actively working with customer or script Friendly/per sonable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3)	Achieving Expectations: Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		Reviewed core competencies with RxM and reminded him to go into TMP to view core competencies on a monthly basis and set goals for his own performance.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.			0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.			0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy			0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		Reminded store manager and RxM to start memorizing cultural beliefs and to associate them with some experiences within the pharmacy. Also, to remind team to do the same. Reminded store	0.00/0.00	0.00

Q172 What feedback do you have for me around our cultural beliefs?	manager and RxM to start memorizing cultural beliefs and to associate them with some experiences within the pharmacy. Also, to remind team to do the same.	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	None	0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.	None	0.00/0.00	0.00
Q166 Additional comments:	None	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

09886 - Jesus Jimenez,MGR

Participant : Ronda J Lowe, Calvin Chan, Tommy Chan
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 02/08/2013 12:00 Central Standard Time

Questionnaire	Fri 02/08/2013 12:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Inventory over 11K	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply Great improvement in scorecard.	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Everything green except average 90 day adjusted script was yellow.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	There was 1 CMR for \$70. MTM can improve. Showed improvement in NTT= 67%.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Continue training designated hitter for iC3 calls. 70/30 is the goal for part/full time.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance rewards Currently at 7%/3%. Improvement is needed.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	SFGH 340B plan issues with test strips.	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities	Workflow chart has been made to help with VBPT. Started MD detail this month. Reminded RxM to place broken pills/expired meds in	0.00/0.00	0.00

Confidential

1

*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues
 *Competition *Transfer Logs * Deletes
 *Exception Queue Management Issues

hazardous
 wastes container,
 and meds that
 are soon to be
 expired should
 be pul away in
 salvage
 container.

Strengths and opportunities:

Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RxM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 cores, cultural beliefs	0.00/0.00 0.00
Team Member Engagement				0.00/0.00 0.00
Team member engagement				0.00/0.00 0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		Please continue daily 5min meetings to engage team. Knowledge will help improve engagement.	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		Has weekly one-on-one meetings with each of his staff. Discussed with RxM about giving feedback, positive recognition and goals.	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		Has weekly one-on-one meetings with each of his staff. Discussed with RxM about giving feedback, positive recognition and goals.	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		Hired a new UCSF intern 2 months ago	0.00/0.00 0.00
Ask a few team members				0.00/0.00 0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		RxM has 5 min meetings every other day. Discussed importance of daily 5 min meetings to improve engagement with the staff and workflow, review goals, cultural beliefs, etc.	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		Discussed with RxM to review goals (staff should know goals), provide positive recognition for top performers and feedback from staff.	0.00/0.00 0.00
Performance Management				0.00/0.00 0.00
Performance management				0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		Discussed with RxM to hold 5min meetings with staff to talk about goals, provide feedback on performance, have time for staff to express their concerns, positive recognition on top performers. Has plan to provide an award to staff that provides the best customer service.	0.00/0.00 0.00

Confidential

Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Discussed with RxM to hold 5min meetings with staff to talk about goals, provide feedback on performance, have time for staff to express their concerns, positive recognition on top performers. Has plan to provide an award to staff that provides the best customer service.	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	RxM's goal is to work on developing the team and to make self more approachable and available to the team to enhance dialogue and feedback.	0.00/0.00 0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding) Theme		0.00/0.00 0.00 0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00 0.00
Q116	Pharmacy condition	(2)	0.00/0.00 0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00 0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptfriendly/personable/smile	0.00/0.00 0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00 0.00
	Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.		0.00/0.00 0.00 0.00/0.00 0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00 0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	RxM wants to focus on being more strict with staff to improve performance/gro	0.00/0.00 0.00

	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	with staff. Started MD detailing to grow the business.	0.00/0.00	0.00
Q161	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Rx delight scores are improving	0.00/0.00	0.00
Q162	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q163	Functional Competency Empowers others Promotes pharmacy	Teaching Becky MTM and having her take responsibility for the store.	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Discussed with RxM to have staff memorize cultural beliefs and come up with examples for each.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Be bold: RxM started MTM detailing	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	None	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	None	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02866 - Bonnie Wong, MGR

Participant : Ronda J Lowe, Christina Song, Shirley Huang
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 02/08/2013 14:00 Central Standard Time

Questionnaire	Fri 02/08/2013 14:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Sales	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Community outreach	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Need tech coverage to replace Kelvin	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards Continue to focus on Sig Codes/Drug Codes. Review with techs weekly	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Strengths: Payroll, workflow Opportunity: MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASF00600798

CONFIDENTIAL

WAG-MDL-03098.00043

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement plan in action	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recognition on daily 5 min meetings in front of peers	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Open door policy, let team members feel free to give feedback.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	Daily 5 min meetings occurring to review Rx info to staff	0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Continue to review goals with staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Action plan for each member of staff	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan) What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Action plan for improvement for low performers	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Team building	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working	0.00/0.00	0.00

Confidential

	with customer or script friendly/personable/smile		
	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Bingo Hep B fundraising is an example of Own It	0.00/0.00
Q172	What feedback do you have for me around our cultural beliefs?	Thanks Christina for being Bold	0.00/0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02005 - Shu B Guan,MGR

Participant : Ronda J Lowe, Hafez Rafeh, Pure
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 02/25/2013 11:00 Central Standard Time

Questionnaire	Mon 02/25/2013 11:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.0/0.0	0.0
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, 30K over goal, but showing improvements, trending down	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight Great Scorecard, all GREEN. Year to date is Red on Scorecard, so keep focused on this area. Rx DOS, 30K over goal. Generic purchased on Cardinal,keep to a minimum.	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	N/A	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	no Rx items yet, but will start now.	0.00/0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Several designated hitters in place.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	Place Refusal folder into the Blue controlled substance file box.	0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	Daily Med	0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Keep asking customers, go through the list of customers and ask them to enroll.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	6%/2% Sig Codes/Drug Codes Keep on top of sig codes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Pholmometer)				
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities	Focus on reducing Generic purchases from Cardinal. Focus	0.00/0.00	0.00

Confidential

1

WAGCASF00600803

CONFIDENTIAL

WAG-MDL-03098.00046

*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues
 *Competition *Transfer Logs * Deletes
 *Exception Queue Management Issues

on increasing 90 days VBPT and AWT

Strengths and opportunities:

Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	cultural beliefs, 4 cores, GFD	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34 Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time. Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session) Add any GROW coaching comments you may have, to drive employee engagement.	Flip Chart up and running. Get more staff to place comments		0.00/0.00	0.00
Q174 Is the store manager and/or pharmacy manager, recognizing team members for doing their best work? Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Use Daily 5 Min Meeting to recognizing		0.00/0.00	0.00
Q175 Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager? Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Staff is encourage to give feedback daily Staff RPH, Sint is in charge of chargebacks.		0.00/0.00	0.00
Q35 Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful? If new-hire or recently promoted team member is currently working, have MGR introduce you to them. How are you onboarding your new hires?	no new hires		0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36 Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily Med		0.00/0.00	0.00
Q37 Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Goal: 1 Daily Med per week		0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39 Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM will make a development plan for each tech and RPH		0.00/0.00	0.00
Q40 Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM will make a development plan for each staff		0.00/0.00	0.00
Q108 Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	NO		0.00/0.00	0.00
Q86 Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?	Time Management, increase Rx Sales, get back 100% ES! customers		0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(3) Achieving Expectations Minimal mylars missing Effective Merchandising Waiting area clean In/out-window clutter free Vaccination area ready		0.00/0.00	0.00
Q116 Pharmacy condition	(3) Achieving Expectations Product off of floor Clear path to all fire exits No product in prohibited areas DPI records are put away		0.00/0.00	0.00

Confidential

Q117	Building Rx sales	ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis (3) Achieving ExpectationsTeam member	0.00/0.00	0.00
Q118	Team Member Engagement	actively working with customer or scriptFriendly/pleasant/smiling (3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	RxM will review competencies	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Start memorizing cultural beliefs and 2016 Goals for the company	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03889 - Eugene Wong,MGR

Participant : Ronda J Lowe, Michael Haag, Luong Thai
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sat 02/23/2013 10:00 Central Standard Time

Questionnaire	Sat 02/23/2013 10:00 Central Standard Time	Comments	Points/Total	Score(%)	
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00	
Question					
Operating Statements			0.00/0.00	0.00	
			0.00/0.00	0.00	
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	Good January, Rxs customers are returning, ESI recapture 61.7%	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, inventory 50K		0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00	
			0.00/0.00	0.00	
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight Rx inventory over 50K Get more customers to take the survey, to help improve Rx Delight.		0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Decrease VBPT and AWT to improve Rx Delight score		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00	
			0.00/0.00	0.00	
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	HIV		0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep working HIV customers on adherence and sync of Rxs		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00	
			0.00/0.00	0.00	
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	Make it a daily task to include Rx items to help train and develop assistant mgr and store manager in Rx issues.	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Keep developing more FE employees in Rx to operate out-window.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00	
Pharmacy checklist items			0.00/0.00	0.00	
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD folder in Blue Controlled Substance Box	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	Daily Med	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Asking customers at consultation and out window.		0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer review/Internal event reports	Great job, top 4 techs in district for sig codes		0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00	
			0.00/0.00	0.00	
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:					
*Sales *Work-flow *Marketing *Pharmacy Condition					
*Loss Prevention *Inventory *Productivity (PhoImometer)			MTM: none for 6 months Simpson		

Confidential

1

Q145	*Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	will now take ownership for MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES Cultural Beliefs, 4 cores, goals	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip Chart up and implemented. Have 5 min meeting in Rx to explain the program to all employees.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	During 5 min meetings is a good time to recognize employees	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, during weekly meetings. Stride for Daily, not weekly.	0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).				
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Cultural Beliefs	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	2016 Goals: 130B, 9B, 8B	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	continue on making a development plan or each tech and rph Laura: NTT reached Simpson: MTM	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	continue on making a development plan or each tech and rph	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Communication with staff and drive for results	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
(3) Achieving				

Confidential

Q117	Building Rx sales	ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis (3) Achieving ExpectationsTeam member	0.00/0.00	0.00
Q118	Team Member Engagement	actively working with customer or scriptFriendly/per sonable/smile (3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Store Manager will review with RxM monthly and work on different areas where improvement is needed.	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Cultural Beliefs Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Simpson and MTM	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Techs and RPH are memorizing	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

06557 - Janet Shaw, MGR

Participant : Ronda J Lowe, Ted Woo, Reed Kalna
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 02/11/2013 10:00 Central Standard Time

Questionnaire	Mon 02/11/2013 10:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, Inv over 300K	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES Rxm on maternity Leave	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight Ask every customer to take the receipt survey. Keep promoting. Fix on hands and use overstock inventory reports to help identify items to interstore	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep relationships with UCSF. Where are we on the medical supplies request with UCSF ?	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	St Mg to work closely with Reed during the next 2 weeks to help decrease Rx inventory. Tech leaving in 2 weeks for maternity. East bay tech will help cover.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Keep weekly review on Sig Codes/ Drug Codes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00600814

WAG-MDL-03098.00052

Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:

Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Opportunities: Vendor buys of generics, review order.	0.00/0.00	0.00
------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------	-----------	------

Strengths and opportunities:

Q146	Key corporate initiatives Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES 4 Cores and cultural beliefs	0.00/0.00	0.00
------	---------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------	-----------	------

	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	RxM out on leave. Reviewed with store manager. Daily 5 min meetings will help with engagement.	0.00/0.00	0.00
-----	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------	-----------	------

Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Reminded Store manager to solicit feedback and give positive recognition during 5 min meetings	0.00/0.00	0.00
------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------	-----------	------

Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Feedback is given to store manager	0.00/0.00	0.00
------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------	-----------	------

Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires at this time. Will be interviewing a tech from the east bay to cover a maternity leave.	0.00/0.00	0.00
-----	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------	-----------	------

	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
--	--------------------------------------------------------------------------------------------------------------	--	-----------	------

Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Review of GFD policy	0.00/0.00	0.00
-----	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------	-----------	------

Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Goals reviewed	0.00/0.00	0.00
-----	-----------------------------------------------------------------------------------------------------------------------------------	----------------	-----------	------

	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00

Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Action in place for each tech and rph for development and growth	0.00/0.00	0.00
-----	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------	-----------	------

Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Action in place for each tech and rph for development and growth	0.00/0.00	0.00
-----	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------	-----------	------

Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----	-----------	------

Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	RxM returning on March 18th from maternity leave	0.00/0.00	0.00
-----	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------	-----------	------

	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00

Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingW aiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
------	---------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------	-----------	------

Q116	Pharmacy condition	(2)	0.00/0.00	0.00
		(3) Achieving ExpectationsPro		

Confidential

Q117	Building Rx sales	moting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(2) Needs direction from RPH and st mgr while RxM on leave	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	RxM on leave until March 18th	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Reviewed cultural beliefs with team	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Own It: Reed with inventory	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

05487 - Haydee Hwang,MGR

Participant : Ronda J Lowe, Robert Lee, Christie Biggins
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 02/12/2013 09:00 Central Standard Time

Questionnaire	Tue 02/12/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Avg +53, Jan, great job Rx inv over 40K from goal, decreasing, keep it going		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Keep on top of Rx DOS		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Work SORA for HIV patients		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	Will start daily Rx task on list	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in Rx are in place for IC3 calls		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD folder in blue controlled substance box	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards Have techs review sig codes weekly to improve their performance.		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Refill too soon rejects, changing theirs days to fill to reduce chargebacks.		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?			0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM Let's get back with Victor on MTM		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00600823

WAG-MDL-03098.00055

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 cores and cultural beliefs	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	RxM coaching and developing techs to drive engagement.		0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recommend to use 5 mins meetings as a place to recognize to drive cultural beliefs.		0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Be approachable to your staff and allow them to come to you with their feedback.		0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	New hire on track		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily 5 min meetings, almost daily. Do it as a group rather than one on one.		0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Yes, goals are explained and understood by staff.		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Develop and challenge Angela		0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Work on action plan for each team member. Continue to develop and mentor		0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Delegation to staff		0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready		0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away		0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsAct ively calling on MTMsPromoting		0.00/0.00	0.00

Confidential

2

	health tests and related services		
	Making adherence calls on regular basis		
	(3) Achieving Expectations		
Q118	Team Member Engagement	Team member actively working with customer or script friendly/ personable/smile	0.00/0.00 0.00
	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00 0.00
	Pharmacy Manager Core Competencies:		
	Please comment on each of the core competency areas as appropriate.		0.00/0.00 0.00
Q159	Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Reviewed with Store Manager and RxM 0.00/0.00 0.00
Q160	People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00 0.00
Q161	Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00 0.00
Q162	Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Together	is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00 0.00
Q164	Functional Competency	Empowers others Promotes pharmacy	0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Asthma health fair participation	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is aware and working on beliefs	0.00/0.00 0.00
	Overall Visit Notes:		0.00/0.00 0.00
	Issues to share with District Team		0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

07150 - Mengwah Chai,MGR

Participant : Ronda J Lowe, Wendel Tse, Selma Tia
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 02/13/2013 09:00 Central Standard Time

Questionnaire	Wed 02/13/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, Inventory over 80K from goal Chargebacks and collection 2K net chargebacks		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx inventory over 80K		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	Start including Rx items on daily task list	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Keep developing more designated hitters for Rx. Consider trading out for Spanish		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD Folder inside Blue Controlled Substance Box with policy. All staff needs to be aware	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	PSC, Daily Med, Med D	0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	6%/3% last month sig code/drug codes		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	VBPT and AWT Let's get back to 80% VBPT and 14 min wait times.		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 Cores, Cultural Beliefs, GFD	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASFO0600827

CONFIDENTIAL

WAG-MDL-03098.00058

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Continue to work out Daily 5 min meetings, allow for feedback and recognize employees for their efforts.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Positive recognizing staff members during 5 min meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Communication both ways is important. Management is approachable	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	New hire on track	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Store Manager needs to take part in the Daily 5 min meetings when time allows. RxM needs to hold DAILY meetings with staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Daily Med and PSC	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you going to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Set action plan for tech and RPH	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Set action plan for techs and rph	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	training and development of staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
		(3) Achieving		

Confidential

Q118	Team Member Engagement	ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile (3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Store Manager will review competencies with RxM by next month.	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Staff is in process of memorizing beliefs	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	We have been doing these all these years, we just need to start memorizing	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04570 - Kenneth Phung, MGR

Participant : Ronda J Lowe, Kenneth Phung, Tony
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 02/14/2013 09:00 Central Standard Time

Questionnaire	Thu 02/14/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area? Ask the manager, where do they see their biggest opportunity? Verify that these action steps are correct. If not, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx DOS 65K over goal Start to inter-store to other stores in both districts	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunity Use GROW to coach to these areas with the RXM and/or MGR	Rx days of supply , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Are they currently taking action on these areas of opportunities? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx Delight; Keep asking customers to fill out the survey Interstore to help decrease Rx inventory	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunity Use GROW to coach to these areas with the RXM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Verify that these action steps are correct. Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hitter? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	MGTs are designated hitter, but start to include more FE people to cross train	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Asking at every transaction	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review Internal event reports	4%/1% sig code/drug code changes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs *Deletes *Exception Queue Management issues	MTM: none for 6 months. Let's refocus and get some TIPS and CMRs Flavoring: Let's get promoting to customers.	0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any	YES	0.00/0.00	0.00

Confidential

1

areas of concern in the comment box.		GFD	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Keep communications open to help drive engagement with team	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, during 5 min meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	Yes, during one on one and daily meetings	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, daily med	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Yes	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Plan in place to GROW	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Plan in place to GROW	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Mentoring and developing team	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00

		(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us			
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Asked Store Manager to review with RxM	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customer: Techs and RPHs go over and beyond to meet their needs of their customers	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is on board with the beliefs	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01054 - Gerald Martinez,MGR

Participant : Ronda J Lowe, Jesus Jimenez, Alfred Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 02/15/2013 15:00 Central Standard Time

Questionnaire	Fri 02/15/2013 15:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Great month in Jan.		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Keep asking patients to fill out the survey. Review customer comments and take action on comments.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter in place. Staff needs are met except for increase in budgets. Use interns and other techs from the district to fill in extra hours when budget increase.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD is in place in the Blue Controlled Substance File box.	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	daily med		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Keep reducing sig codes/drug codes, currently at 3%/3%. Great job Nubia and Kit on codes		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues	Good Job last month on MTM, keep it up.		0.00/0.00	0.00

Confidential

1

*Competition *Transfer Logs * Deletes
 *Exception Queue Management Issues

Strengths and opportunities:

Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Cultural beliefs and GFD, 4 cores	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time. Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session) Add any GROW coaching comments you may have, to drive employee engagement.	Let's get the Flip Chart started in both FE and Rx		0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work? Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Praise during 5 min meetings. Thanked Nubia for low sig code changes		0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager? Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, positive recognition for Nubia on sig codes and chargeback collections.		0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful? If new-hire or recently promoted team member is currently working, have MGR introduce you to them. How are you onboarding your new hires?	No new hires at this time.		0.00/0.00 0.00
Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	Need to hold 5 min meetings daily. Store Manager should attend when possible.		0.00/0.00 0.00
Q37	What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs? Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Yes		0.00/0.00 0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Rxm will develop a plan for each tech and rph.		0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Rxm will develop a plan for each tech and rph.		0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	NO		0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?	Rxm will think of some development goals for himself for our next month's Rx's Walk.		0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving Expectations Minimal mylars missing Effective Merchandising Waiting area clean In/out-window clutter free Vaccination area ready		0.00/0.00 0.00
Q116	Pharmacy condition	(3) Achieving Expectations Product off of floor Clear path to all fire exits No product in prohibited areas DPI records are put away		0.00/0.00 0.00

Confidential

	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q117 Building Rx sales			
	(3) Achieving ExpectationsTeam member actively working with customer or scriptfriendly/personable/smile	0.00/0.00	0.00
Q118 Team Member Engagement			
	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119 Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us			
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159 Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160 People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161 Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162 Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164 Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Staff will start memorizing and practicing belief	0.00/0.00	0.00
Q172 What feedback do you have for me around our cultural beliefs?	Positive.	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166 Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01241 - Emily Ma,MGR

Participant : Ronda J Lowe, Te-Yun Tsao, Alfred Morales
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 02/18/2013 09:00 Central Standard Time

Questionnaire	Mon 02/18/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	90 Days at 19 currently, goal is to get to 20/day	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight Rx Delight; Plan: Ask more patients to take the survey. Only 4 customers took the survey in January 2013	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter or the weekends are in place. Management helps during the weekday. Suggestion: Increase the # of Front end employees to help in the Rx during the weekday and weekends.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Partnering with AARP next month in the Sunset to promote to seniors in the area. Currently at 3%/2% sig codes/drug codes errors. Look for new application	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		0.00/0.00	0.00

Confidential

1

	coming: Tech Simulator.			
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
	Pharmacy Operations		0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:		0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	90 days promotion and generic efficiency. Generics are at 97%, goal: 98% Balance Rewards enrolment	0.00/0.00	0.00
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES Cultural Beliefs, 4 cores	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Just started the Flip Chart to solicit feedback from employees	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Thanks Donna for Own It: MTM Thanks Te-Yun for Own It: AARP meeting	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Suggestion: Get feedback during 5 minute meetings, daily	0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	PTCB exam	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Set goals for Medicare D	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM will develop a plan for each staff member to IMPROVE	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	none	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	RxM: get feedback from staff and increase communications	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal myIars missingEffective MerchandisingW aiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00

Confidential

2

Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Store Manager and RxM review together every month to every 2 months	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Staff is in the process of memorizing.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01393 - Xin Cai,MGR

Participant : Ronda J Lowe, Chi Nguyen
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 02/18/2013 11:00 Central Standard Time

Questionnaire	Mon 02/18/2013 11:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Avg 90 Days Adj	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Store team member engagement Team engagement. Getting techs engaged. Replacing and training new staff rph.	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Need to find replacement tech for April to cover for maternity leave. Continue to increase the # of designated hiller for the Rx and continue to train them in the Rx dept. (Cross train of FE employees in Rx)	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	90 Days	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Tech simulator training coming out soon. Get techs on to help improve sig codes/drug codes errors.	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00

Confidential

1

Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:

Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Workflow and how it impacts customer service. Find solutions to improve service.	0.00/0.00	0.00
------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------	-----------	------

Strengths and opportunities:

Key corporate initiatives					
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Cultural beliefs and 4 cores	0.00/0.00	0.00
Team Member Engagement					
Team member engagement					

Q34	Talk to various team members throughout the store about the My Waigreens/My Voice Survey: Have you received feedback on your my Waigreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Keep the communications open with staff to help drive engagement. Let's get started on the Engagement Flip Chart. Explain to Rx staff the program and let's ask them for feedback.	0.00/0.00	0.00
-----	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------	------

Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, thanking team members. Do more formal recognition during daily 5 minute meetings	0.00/0.00	0.00
------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------	-----------	------

Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Start with the engagement flip chart, but also, ask for feedback during daily 5 minute meetings.	0.00/0.00	0.00
------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------	-----------	------

Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	New tech on track	0.00/0.00	0.00
-----	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------	-----------	------

Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Weekly, one on one meetings need to be replaced by daily 5 minute meetings.	0.00/0.00	0.00
-----	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------	-----------	------

Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Set goals for MTM, flavoring, Medicare D, etc for staff	0.00/0.00	0.00
-----	-----------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------	-----------	------

Performance Management				
Performance management				

Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Need to work on developing team on a regular basis	0.00/0.00	0.00
-----	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------	-----------	------

Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Need to work on developing team on a regular basis	0.00/0.00	0.00
-----	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------	-----------	------

Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----	-----------	------

Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Team engagement	0.00/0.00	0.00
-----	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------	-----------	------

Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				
Theme				

Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
------	---------------------------------	-----	-----------	------

Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy Cultural Beliefs		0.00/0.00	0.00
Q171	Cultural Beliefs Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live it: I help people get, stay and live well.	Start sharing experiences with your staff when you see someone use one of these beliefs. Recognize their excellent behavior.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is starting to know these beliefs.	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13670 - Levi Santiago,MGR

Participant : Ronda J Lowe, Rae Yamane, Arlyn
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 02/20/2013 08:00 Central Standard Time

Questionnaire	Wed 02/20/2013 08:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, 60K over inventory	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Get more surveys.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	Will start adding Rx items to the daily task list.	0.00/0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Will continue to cross train more FE employees in Rx.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD folder in place in blue controlled substance box	0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	Balance Rewards, Daily Med	0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Asking each patient	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	6%/2% sig codes/drug codes Goal: 3%/2%	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM none for 6 months, let's get it going.	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 cores, daily med, cultural beliefs	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00600845

WAG-MDL-03098.00073

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart, just started	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Keep thanking staff during 5 min meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, during daily 5 min meetings and on new Engagement Flipchart	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	Store Manager should be included in Rx Daily 5 min meetings when time allows	0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RxM needs to set goals for staff.	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Store manager will check on progress with staff development with RxM	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Store manager will check on progress with staff development with RxM	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Time Management	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal wait timesEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working	0.00/0.00	0.00

Confidential

	with customer or script friendly/personable/smile		
	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:	0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.	0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
	Cultural Beliefs	0.00/0.00	0.00
	Cultural Beliefs	0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Reviewed Cultural Beliefs	0.00/0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive. Thanks Ariyn for owning, Merchant's Meeting	0.00/0.00
	Overall Visit Notes:	0.00/0.00	0.00
	Issues to share with District Team	0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

00896 - Tedman Woo,MGR

Participant : Ronda J Lowe, Randal Johnson, Lillian Mei
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 02/26/2013 09:00 Central Standard Time

Questionnaire	Tue 02/26/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Up 45 Rx/day, ESI returning, great job Rx Inventory and DOS below goal.	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Year to Date, Rx Delight: Red Focus on getting more receipt surveys.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Numerous designated hitters in place.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD in place in file box	0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Flavoring, Daily Medi, ESI	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	Virginia, tech, at 1% good job.	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM opportunities are decreasing as customers change insurance plans.	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Cultural beliefs and GFD	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart not up yet, but will be later today.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Store Manager stated that he does recognize top performers in the Rx.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Management is approachable to staff	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	ST Manager is holding mornings meetings with staff, then one staff member reviews items with the late shift staff.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RxM needs to set some goals for staff to strive.	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM needs to continue on the developmental plan for each tech and rph	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM needs to continue on the developmental plan for each tech and rph	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	ESI recapture of customers	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
		(3) Achieving ExpectationsTeam member		

Confidential

Q118	Team Member Engagement	actively working with customer or script friendly/ personable/ smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Store Manager and RxM needs to review competencies and help develop RxM monthly.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Deliver to customer's home.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is in process of memorizing beliefs	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03849 - Qiaoying Ye,MGR

Participant : Ronda J Lowe, Eugene Wong, Sue Pang
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 02/26/2013 14:00 Central Standard Time

Questionnaire	Tue 02/26/2013 14:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS Inventory over goal by 100K		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight Rx Delight: Red in both January and year to date. Get more surveys. Balance Rewards: Red With Email addresses		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	Rx Items are included: daily med, and daily visits in Rx	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	We do have designated hitters in the Rx. All management are trained for the out-window. Include other store FE employees in the training process in the Rx dept.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD Folder in place.	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Immunizations and Daily Med Asking qualified patients Rxquality application to help techs type more accurately.		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Retail Clerks, Safeway, changing insurance plans.		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?			0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00600851

WAG-MDL-03098.00079

	limited to the following:			
	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer)			
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM: Great job over \$200 in MTM for January. Need to decrease generic purchases from Cardinal. Many dollars lost.	0.00/0.00	0.00
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES Cultural Beliefs and 4 cores, GFD	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engement Flip Chart posted. Just one comment so far: Review purpose and explain to Rx Employees	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	St Mgr said he recognized Sue for MindShare Improvement RxM will start monthly to bi-monthly one on one meetings with staff members to allow them to give some feedback.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Techs were stating that customers are confused with the ESI late to refill automated phone calls, asking for DOB and other personal info.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RxM will set goals either daily, weekly or monthly.	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM will set a developmental plan for each tech and RPH	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM will set a developmental plan for each tech and RPH	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Train and develop staff for higher performance.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingW aiting area cleanIn/out-window clutter	0.00/0.00	0.00

Confidential

2

		freeVaccination area ready		
		(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away		
Q116	Pharmacy condition		0.00/0.00	0.00
		(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis		
Q117	Building Rx sales		0.00/0.00	0.00
		(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/pleasant/smiling		
Q118	Team Member Engagement		0.00/0.00	0.00
		(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
		Store Manager and RxM will review RxM's core competencies monthly and work on developing RXM		
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Store Manager reconized RxM for MindShare results.		
Q171			0.00/0.00	0.00
		Team is participating in FE daily 5 min meetings		
Q172	What feedback do you have for me around our cultural beliefs?		0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01626 - Marvin Manabat,MGR

Participant : Ronda J Lowe, Qi Kang
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sun 02/24/2013 09:00 Central Standard Time

Questionnaire	Sun 02/24/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS Inventory over 60K		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight 0% on Rx Delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Need to ask each customer to take the receipt survey Rx inventory over 60K		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designater hitter in place.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	Move the GFD folder to the Blue Controlled Substance File Box, same for all stores so relief RPH can find it.	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Vaccinations, asking for Zostavac and Pneumo when appropriate 8%/2% Sig code/Drug Code errors are not improving		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	none		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM: Need to start getting them completed asap		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
<i>Confidential</i>				

CONFIDENTIAL

WAGCASF00600854

WAG-MDL-03098.00082

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Cultural beliefs, 4 cores, GFD	0.00/0.00	0.00
Team Member Engagement					
Team member engagement				0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		Flip Chart posted. Review with entire staff, get their feedback	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		Practice using focused recognition to drive the cultural beliefs. Create opportunities to ask for feedback from your staff members during 5 min meetings daily.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?			0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).					
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?					
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		Stride to do Daily 5 min meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		Set goals and review them with your staff.	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		Sig code for all techs	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		Sig code for all techs	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		Delegation and Development of staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition		(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition		(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales		(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and	0.00/0.00	0.00

	related services		
	Making adherence calls on regular basis		
	(3) Achieving Expectations		
Q118	Team Member Engagement	Team member actively working with customer or script friendly/personable/smile	0.00/0.00 0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00 0.00
Pharmacy Manager Core Competencies:			0.00/0.00 0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00 0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Review monthly	0.00/0.00 0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00 0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00 0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00 0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive	0.00/0.00 0.00
Overall Visit Notes:			0.00/0.00 0.00
Issues to share with District Team			0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01109 - Ming Fang,MGR

Participant : Ronda J Lowe, Michael Tse, Steve Simon
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 02/22/2013 09:00 Central Standard Time

Questionnaire	Fri 02/22/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.0/0.0	0.0
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Actual inventory vs. goal.	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Balance Rewards. No MTMs.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	none	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Suggestion to continue to increase designed hitters, cross train FE in Rx. Start planning ahead for tech turnover, as those go to pharmacy school.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Engaging customers at the out-window.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Currently at 4%/5% sig code/drug code errors. Work on drilling down to each tech and let them know their score.	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (PhoImometer)				
We have lots of MTM				

Confidential

1

Q145	*Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	opportunities. No MTM collections for months.	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives				
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Cultural Beliefs reviewed with staff, 4 cores, Good Faith Dispensing	0.00/0.00 0.00
Team Member Engagement				
Team member engagement				
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip Chart posted, still waiting for employee responses. Thank you for starting the program for both FE and Rx department employees.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recognition during daily 5 minute meetings.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Management is approachable to staff	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires at this time.	0.00/0.00	0.00
Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	RxM is conducting daily 5 min meetings per staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Goals for balance rewards and daily med are set.	0.00/0.00	0.00
Performance Management				
Performance management				
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Store Manager will get together with RxM to come up with a development plan for each tech and rph.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Store Manager will get together with RxM to come up with a development plan for each tech and rph.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Driving Results.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				
Theme				
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in	0.00/0.00	0.00

Confidential

2

	prohibited areasDPI records are put away		
	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis		
Q117	Building Rx sales	0.00/0.00	0.00
	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile		
Q118	Team Member Engagement	0.00/0.00	0.00
	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
	Store Manager will review with RxM monthly.		
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances.		
Q161	Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		
Q163		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		
Q171		0.00/0.00	0.00
	Staff is in the process of memorizing		
Q172	What feedback do you have for me around our cultural beliefs?	0.00/0.00	0.00
	Positive		
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00
	none		

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02244 - ,MGR

Participant : Ronda J Lowe, Gerardo Flores, Johnson Lau
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 02/12/2013 11:00 Central Standard Time

Questionnaire	Tue 02/12/2013 11:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Improve 90 days adjusted	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Store team member engagement Discussed with RxM that goal of 90days adjusted should be at 28, currently at 19.7. RxM will try to hold daily 5min meetings to improve team member engagement.	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Needs improvement in MTM. Explained to RxM the new changes made to CMR worksheet, how to log onto outcomes, and print a patient takeaway.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	The assistant managers are currently the designated hitters. MGR knows that there should be people trained from the floor to work as designated hitters in the pharmacy when busy. There are currently no new hires. The are over the budgeted hours, and is aware to keep within the budgeted hours.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00

Confidential

1

Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards is currently in the red. Aware to improve balance rewards enrolment and to ask for email. Discussed PSC enrolment will help technicians get \$5 per person until the end of the month. RxM aware of new changes made in conducting a CMR, therefore, will make efforts to promote and improve on MTM. Discussed with tech that sig/drug codes is currently at 4%/2% and is aware to try to make improvements to reach goal.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review internal event reports	Advantage Medicare Part D plan is only covering a quantity for 30 days supply instead 90 days supply, which explains why 90 days adjusted is not at goal.	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs *Deletes *Exception Queue Management issues	Strengths include pharmacy delight (at 100%), generics. Opportunities include: Balance rewards, MTM, PSC, immunizations, 90 days adjusted.	0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time. Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session) Add any GROW coaching comments you may have, to drive employee engagement.	Spoke with technician that they should focus on what areas they need improvement on and importance of having daily 5 min meetings with the whole staff. Discussed with RxM/MGR the importance of daily 5min meetings to promote team engagement, feedback from staff, positive recognition, and	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work? Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		0.00/0.00	0.00

Confidential

2

		a chance to review goals with staff for that day. Discussed with tech the importance of daily 5min meetings to promote team engagement, feedback from staff, positive recognition, and a chance to review goals with staff for that day.		
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?if new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	Currently no new hires.	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	Tech states that 5 min meetings with the staff happen at least 1-2 times per week. Discussed with her that daily 5min meeting must be done in order to promote team engagement, feedback from staff, positive recognition, and a chance to review goals with staff for that day.		
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		0.00/0.00	0.00
	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Tech is aware of areas that need improvement and should be discussed with RxM during 5min meetings.		
Q37			0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM is aware to hold daily 5min meetings and will continue action plan for each employee.		
Q39			0.00/0.00	0.00
	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM is aware to hold daily 5min meetings and will continue action plan for each employee.		
Q40			0.00/0.00	0.00
	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		
Q108		Showed RxM how to use TMP and will start documenting goals/plans for staff and self.	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	RxM's goals is to develop a stronger team, and to hold daily 5 min meetings.		
Q86			0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
	Q115 Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready		
	Q116 Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo		
	Confidential		0.00/0.00	0.00

		product in prohibited areasDPI records are put away		
Q117	Building Rx sales	(2)	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: RxM asked about the changes made to MTM and how to navigate through Outcomes in order for him to improve and reach MTM goals for Walgreens. RxM and staff knows that cultural beliefs should be memorized, followed by the definition and an example.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	None	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	None	0.00/0.00	0.00
Q166	Additional comments:	None	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04558 - Rosanna Kwong,MGR

Participant : JACK SHAWN HOUGHTALINGMr. Yu
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Tue 02/12/2013 03:00 Central Standard Time

Questionnaire	Tue 02/12/2013 03:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	-day supply (based of the total \$ amount in the pharmacy) - large jump due to ucsf 340B - review excessive inventory list - update on-hand for excessive inventory list - lock for opportunities to interstore out - track order changes are ok but still adding \$1500 to \$2000 per order	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below. IMPROVE Scorecard	NA	0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts . Pharmacy delight -90 day (Goal is 201, and Jan is 198) -pharmacy will continue to talk to patients about 90 day - each rph will ask on all maintenance meds on phone-in rx's for 90 day supply -for plans that do not allow 90 day, will focus on PSC card - using the new law to convert pls to 90 day based on rph clinical judgement -list of 90 day eligible plan at product review and convert when appropriate	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	_PHARMACY DELIGHT (76.4% target, and Jan was 63.6%) - trending downward -will continue to stress the 5 minute meeting for customer services -will drill down into survey	0.00/0.00	0.00

Confidential

1

		score -base on survey data, will focus on 1)rx staff helping customers quickly 2)making customers feel you care -will concentrate on getting more surveys		
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
		-based on HIV reporting, syn is 93%, late refill is 24%, Rx/pt is 4.01%, and revenue/pt is 2515 -compared to last year, lost 25 HIV pts -		
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	based on sales and gp, the loss of 25 pts can be seen in the sales and gp in the past month - ACTION PLAN - DR DETAILING - FOCUSING ON pt report to do pre work, the goal of late refill is <10%	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	0.00/0.00	0.00
		no rx specific task list. store mgt should have a few items on the list every day with names to ensure accountability. rxm should also include few items on the list every day		
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	-designated hitter is on maternal leave -need to come up with a list of competency with rxm and ensure that we give time for training - during slow time, designated hitter should go to pharmacy to learn more (15 minutes twice a week)	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
		went over with rx staff and techs their responsibilities. should be a subject of 5 min meeting (5mm). went over that they need to have a folder that says "refusal folder" and place in your blue controlled substance box		
Q58	is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
		not consistent. need to work on 5mm to make sure we are offering it to each pt or letting them know the services we offer		
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	yes, vaccination. blew away goal, we did 190 last month. please keep it up	0.00/0.00	0.00
		great job with peer review. please continue to focus on quality type initiatives. all rx personel and		
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		0.00/0.00	0.00

Confidential

		store mgr should be signing off monthly		
Q61	Are there issues with any of our third party plans?	none brought to our attention	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	strength: immunization, pharmacy mgr leadership in this area is excellent. I would encourage an immunization campaign to advertise Tdap, Hep A, Hep B, and travel vaccines. - opportunities to work on "delete", budget is based on sold rx		
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues		0.00/0.00	0.00
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
		staff received feedback, sometimes on the store and sometimes on individual. staff have 5 minute meeting. I would suggest more 5mm to go over what team goal and what my walgreens/my voice survey is, and what the specific goals are for these initiatives		
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		0.00/0.00	0.00
		yes, individual and groups - need to work on peer to peer recognition -need to work on using our culture beliefs "Kelly, thank you for being ONE, i saw that you..."		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	same as above	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	none	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
		-5 mms are being done regularly. today's subject was PSC, BR, and cs, ie BE WELL -it is recommended that store mgr to lead 5mm when available		
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	because store mgr is the leader of the store and this is not just about task, but employee engagement, company	0.00/0.00	0.00

Confidential

		initiative, and focus feedback/culture beliefs		
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	yes, they said they knew their goals, however, we didn't ask specifically, but will f/u next time	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	-need to focus on tech high performers, offering to do more (ie giving them projects, going on or detailing, and helping educating other stores)	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	transferred out	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. if you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO n/a	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	-no -suggested that after each operating statement review, should log in to TMP to update and discuss - monthly updates are required	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(1) Not Achieving Expectations Excessive missing mylars or signsEmpty promo locationsWaiting area not CNOIn-window/out-window cluttered/not cleanDirty vaccination area	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(2) MTM and adherence calls hiv reports done on a regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTea m member actively working with customer or scriptFriendly/per sonable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMos t team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Confidential				

Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00

Be One- RX staff working our shift issues so that the rx has appropriate coverage
still implimenting
please work with suggestions to help with space issues in RX. shelving? sign program etc

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01126 - ,MGR

Participant : Ronda J Lowe, Joel
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 02/14/2013 13:00 Central Standard Time

Questionnaire	Thu 02/14/2013 13:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	0.00/0.00	0.00
		Joel: Please review and be up to date as soon as the statements come out. Know your numbers		
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS: over 60K St Manager will find out reason for -12K retro adj to inventory	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO	0.00/0.00	0.00
IMPROVE Scorecard				
			0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Action Plan: Fix on hands and inter-store excess inventory out to other stores.	0.00/0.00	0.00
Other (Programs Unique to Store)				
			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep on top of HIV reports and contact patients	0.00/0.00	0.00
Planning Process				
			0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
		Daily Med		
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated Hitter program in place. No changes in staffing at this time.	0.00/0.00	0.00
Pharmacy				
			0.00/0.00	0.00
			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
		Yes, Folder in blue controlled substance box with policy. Staff up to date		
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
		Balance Rewards and Daily Med		
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Asking at the out-window	0.00/0.00	0.00
		Continue to work on sig codes/drug codes, currently at 6%/3% for last month		
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations				
			0.00/0.00	0.00
			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			
	*Sales *Work-flow *Marketing *Pharmacy Condition	Opportunity:		
	*Loss Prevention *Inventory *Productivity (Phoimometer)	Inventory		
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities	reduction Good Job so far on MTMs, keep it up	0.00/0.00	0.00
	*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues			
	*Competition *Transfer Logs * Deletes			
	*Exception Queue Management Issues			
	Strengths and opportunities:			

Confidential

1

Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Cultural beliefs, 4 cores	0.00/0.00 0.00
Team Member Engagement				
Team member engagement				
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		Keep working on engagement with Store Manager to increase engagement for pharmacy staff members.	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		Use 5 min meetings to recognize team members	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		Use 5 min meetings to recognize team members	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no no hires at this time.		0.00/0.00 0.00
Ask a few team members				
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		5 Min meetings are occurring weekly, need to have these meetings daily	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		Daily Med and Balance Rewards	0.00/0.00 0.00
Performance Management				
Performance management				
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		RxM needs to make an action plan for high and low performers. Please have this done by next month's walk.	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		RxM needs to make an action plan for high and low performers. Please have this done by next month's walk.	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		Keep working towards your own development goals	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				
Theme				
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready		0.00/0.00 0.00
Q116	Pharmacy condition	(2)	Please keep daily maintaining your pharmacy for CNO. Remove boxes from floor. Clean bathroom	0.00/0.00 0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis		0.00/0.00 0.00

Confidential

Q118	Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Reviewed with RxM	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Start teaching the staff, start living it, owning it, Start memorizing	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Need to start memorizing it	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03711 - Kingman Kwok,MGR

Participant : Ronda J Lowe, Delon Ngai, Brian
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 02/15/2013 12:00 Central Standard Time

Questionnaire	Fri 02/15/2013 12:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES RxM on vacation.	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, inventory over 100K from goal	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Jessenia will send out an email of overstock items to both district to inter-store out overstock.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Compounding	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Action plan to promote compounding services	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	Include Rx items on daily FE task list to help train MGTs/FE in Rx	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Currently staffed. Designated hitters in place and crossed trained.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES GFD Folder in Blue Controlled Substance Box	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES Balance Rewards and Daily Med	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Asking at the out window Start Tech Simulator.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Currently sig codes/drug codes are at 8%/2%	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM, keep it up AWT and VBPT to goal, we are far behind	0.00/0.00	0.00
Strengths and opportunities:				

Confidential

1

CONFIDENTIAL

WAGCASF00600948

WAG-MDL-03098.00100

Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Cultural Beliefs and 4 cores, GFD	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Just received new Engagement Flip Chart. Start asking for feedback from staff.		0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, during weekly meetings		0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, RxM has suggestion box for comments		0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	Jorge transferred in from another store. On Track		0.00/0.00 0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Meetings are occurring weekly. Need to get to daily 5 min meetings		0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Goals are reviewed during 5 min meetings		0.00/0.00 0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM has action plan for each employee		0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM has action plan for each employee		0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Time Management		0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out window clutter freeVaccination area ready		0.00/0.00 0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away		0.00/0.00 0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis		0.00/0.00 0.00

Confidential

Q118	Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Informed staff to start memorizing and living it.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive, living it	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02705 - Danny Kwan,MGR

Participant : Ronda J Lowe, Helen Wan
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 02/18/2013 12:00 Central Standard Time

Questionnaire	Mon 02/18/2013 12:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Inventory 20K over	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Great Scorecard Focus on Balance Rewards Enrollment Rx Inventory for YTD to goal	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	MTM, need to drive	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	Please include Rx items on the list	0.00/0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Only one designated hitter, need to start developing more.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD folder in Blue controlled substance box	0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM Training staff rph on MTM	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Currently at 5%/2% sig code/drug code	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Opportunities: MTM, Generic Efficiency to 98%	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 cores, GFD, cultural beliefs	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASFO0600951

CONFIDENTIAL

WAG-MDL-03098.00103

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart: let's get it up and going	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, during 5 min meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, open communications between management and staff	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily 5 min meetings are occurring	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	100% for MTM	0.00/0.00	0.00
Performance Management	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Follow up on the GROW for each staff member. Good write up from last visit.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	none	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Getting feedback from staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or	0.00/0.00	0.00

Confidential

	scriptFriendly/per sonable/smile		
	(3) Achieving ExpectationsMos t team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
	Review with Store Manager and RxM together		
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	0.00/0.00	0.00
	Get started with staff on beliefs		
Q172	What feedback do you have for me around our cultural beliefs?	0.00/0.00	0.00
	Positive. Staff was working together as One when RxM was on vacation.		
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03706 - SUSAN SUN,MGR

Participant : Ronda J Lowe, Jane Yang
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 03/22/2013 09:00 Central Daylight Time

Questionnaire	Fri 03/22/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Sales, profit, expense	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Income before carrying charges ,Store team member engagement	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	IBCC Store Team member engagement	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	CPMC starting soon more complex bedside delivery at intake which will increase Rx to the pharmacy	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	All members are techs at this clinic	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance rewards, psc, flavoring, immunizations at POS	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	use rxquality application to help practice	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Workflow Keep communications open during workflow process	0.00/0.00	0.00

Strengths and opportunities:

Confidential

Key corporate initiatives		0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34 Talk to various team members throughout the store about the My Walgreens/My Voice Survey. Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	make or order engagement flip chart, encourage staff to write comments	0.00/0.00	0.00
Q174 Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	During 5 min meetings, team members are recognized	0.00/0.00	0.00
Q175 Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Staff is given the opportunity to provide feedback	0.00/0.00	0.00
Q35 Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	new tech a few months ago, on track	0.00/0.00	0.00
Ask a few team members		0.00/0.00	0.00
Q36 Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily compass and email communications are being discussed. Goals are set and reviewed	0.00/0.00	0.00
Q37 Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Staff is aware of goals set by SI Manager on a weekly basis	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39 Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Work on developing staff. Rotate tasks and functions	0.00/0.00	0.00
Q40 Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Work on developing staff. Rotate tasks and functions. Teach and develop	0.00/0.00	0.00
Q108 Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86 Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Development of staff, own it and lead team	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116 Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117 Building Rx sales	(2)	0.00/0.00	0.00
Q118 Team Member Engagement	(2)	0.00/0.00	0.00
Confidential	(3) Achieving		

Confidential

		ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Excellent analyzes of issues and take accountability for self.	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Need to show mutual respect to staff. Lead by being more approachable and Be Real to staff	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Where are we with developing Hep C coe ?	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Focus on overall delight as well as VIP customers	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	Engage team, promote a positive work environment to staff	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	Cross training of staff	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: VIP customers calls	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Own It: develop and grow staff	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03707 - Michael Kwong,MGR

Participant : Ronda J Lowe, Char Louie
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 03/05/2013 10:00 Central Standard Time

Questionnaire	Tue 03/05/2013 10:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement? List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these	YES	0.00/0.00	0.00
Q63	action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	GP	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight and gel to 250 Flu Shots, almost there.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Specialty	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Rain Catcher: Get Tech and Mike up to speed prior to Char's leave.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	New MGT/Tech working out well, on track.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	new website: rxquality	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Good workflow, MTM completion. Mike will lead MTM for the community	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASF00600957

CONFIDENTIAL

WAG-MDL-03098.00109

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Get an Engagement Flip Chart from the sign shop or make one, use another store's as a template.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Tech Teresa: Be Bold, thanks for taking care of the transplant patient. Some techs may not want to speak up, souse the Engagement Flip Chart as a way to listen to their opinions.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	New hire MGT/Tech on track with learning new store	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	Holdng weekly meetings now, need to move towards Daily 5 min meetings	0.00/0.00	0.00
Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	Set goals for your team, each tech and rph should know their goals.	0.00/0.00	0.00
Q37	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Keep growing and developing high performers. Train and develop on Rain Catcher.	0.00/0.00	0.00
Q39	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Keep working with tech on paying attention to details.	0.00/0.00	0.00
Q40	Performance Management Performance management	NO	0.00/0.00	0.00
Q108	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Development of staff	0.00/0.00	0.00
Q109	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		0.00/0.00	0.00
Q110	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.		0.00/0.00	0.00
Q111	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		0.00/0.00	0.00
Q112	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Q115	Theme	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy waiting area condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Pharmacy condition	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking	0.00/0.00	0.00

Confidential

2

	adherence calls on regular basis		
	(3) Achieving Expectations Team member actively working with customer or script friendly/ personable/smile		
Q118	Team Member Engagement	0.00/0.00	0.00
	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
	Review core competencies both Char and Mike		
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	0.00/0.00	0.00
	Be Bold: Rain Catcher		
Q172	What feedback do you have for me around our cultural beliefs?	0.00/0.00	0.00
	Positive and fun		
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	0.00/0.00	0.00
	none		
Q173	Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
	none		
Q166	Additional comments:	0.00/0.00	0.00
	none		

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04231 - Jan Louie Gavieres, MGR

Participant : Ronda J Lowe
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 03/01/2013 11:00 Central Standard Time

Questionnaire	Fri 03/01/2013 11:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area? Ask the manager, where do they see their biggest opportunity? Verify that these action steps are correct. If not, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx DOS over 90K	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunity. Use GROW to coach to these areas with the RXM and/or MGR.	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Are they currently taking action on these areas of opportunities? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx Inv Over 90K	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunity. Use GROW to coach to these areas with the RxM and/or Store Manager.	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	none.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hitter? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	Designater hitters cross trained from the front.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Staff has been promoting immunizations, flavoring, Medicare D, balance rewards.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review Internal event reports	sig codes: 4%/4%	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	PAs, chargebacks.	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			inventory under goal. Average daily 90 day scripts in the 30s and 40s. Generic Jobber: Need to reduce orders from Cardinal that can be order from warehouse to under \$1000. VBPT: 77- 78% in the last 2	0.00/0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues		0.00/0.00	0.00
Strengths and opportunities:				

Confidential

1

		weeks, try to get to goal of 80%.		
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Medicare D, balance rewards have been discussed.	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		staff is aware of the engagement flip chart, but have not made any comments yet.	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		Tech Lisa has been recognized sometimes for the work she does.	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		Tech Lisa provides feedback to RxM sometimes.	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		no new hires.	0.00/0.00 0.00
Ask a few team members				0.00/0.00 0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		5 minute daily meetings with the front end staff. Topics include promotion, balance rewards, goals.	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		Tech Lisa is aware that her goals of getting customers to register for email.	0.00/0.00 0.00
Performance Management				0.00/0.00 0.00
Performance management				0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		RxM will have developmental goals for staff.	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		RxM will have developmental goals for staff.	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		RxM will discuss developmental goals with store manager.	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00 0.00
Theme				0.00/0.00 0.00
Q115	Pharmacy waiting area condition		(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00 0.00
Q116	Pharmacy condition		(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00 0.00

Confidential

		moting immunizationsAct tively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis (3) Achieving ExpectationsTea m member actively working with customer or scriptFriendly/per sonable/smile (3) Achieving ExpectationsMos t team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q117	Building Rx sales			
Q118	Team Member Engagement		0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	RxM will discuss core competencies with store manager.	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Live it: Tech Norma will help patient call MD for alternative medication if insurance does not cover it.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Some of the staff know their cultural beliefs. Continue to learn and apply them.	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none.	0.00/0.00	0.00
Q166	Additional comments:	none.	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13671 - ,MGR

Participant : Ronda J Lowe, Mr Wong, Susan
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sat 03/09/2013 09:00 Central Standard Time

Questionnaire	Sat 03/09/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	See increase in Rx sold, on a positive trend. Keep an eye on inventory level to keep it at goal.	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight for the month is red. Increase # of surveys	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	How can we promote our HIV COE ?	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter in place	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, Vaccinations, balance rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Asking each customers at the window Sig Codes still high, keep reviewing stats with techs weekly.	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	Daily Med issues	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Keep after MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
4 cores, GFD, cultural beliefs				

Confidential

1

Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	0.00/0.00	0.00
	Lost engagement flip chart, so order a new one from the sign shop and for now, just make one on paper. Need to get the program started.		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	0.00/0.00	0.00
	Yes, cultural belief recognition cards are posted in Rx		
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	0.00/0.00	0.00
	Yes, open communications between staff and RxM/St Mgr		
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	0.00/0.00	0.00
	no new hires Tech extern has been challenging		
Ask a few team members		0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	0.00/0.00	0.00
	Yes, RxM holding daily 5 min meetings. Staff is engaged and up to date		
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	0.00/0.00	0.00
	Staff is aware of goals.		
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	0.00/0.00	0.00
	RxM is working on individual development plan with each staff member.		
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	0.00/0.00	0.00
	RxM is working on individual development plan with each staff member.		
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	0.00/0.00	0.00
	NO		
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	0.00/0.00	0.00
	Use the extern challenges as an opportunity to use the GROW method you learned in Rx Impact class		
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00
Q116	Pharmacy condition	(4)	0.00/0.00
Q117	Building Rx sales	(4)	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
	Review with Store Manager and RxM		

Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Susan and Clarence Love Customers: Christina	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13640 - ,MGR

Participant : Ronda J Lowe, Trasa
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 03/22/2013 12:00 Central Daylight Time

Questionnaire	Fri 03/22/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Direct expense , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Need to get more people to take the survey. Ask at every transaction	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Start preparing for move upstairs, bedside delivery, compounding, need to expand HIV and oncology	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	looking to hire several techs for new store upstairs	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Keep after balance rewards, need to ask at every transaction	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	keep working with each tech on sig codes. Use rxquality website to help	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM, 90 days	0.00/0.00	0.00

Confidential

1

WAGCASFO0600966

CONFIDENTIAL

WAG-MDL-03098.00118

Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Make an engagement flip chart or order one	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, during meetings in front of peers	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Staff always in communication with feedback	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	new hire on track	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	not daily, but several times a week.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review goals with staff.	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	working on developing team for higher performance	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	working with staff for higher performance	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	time management	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00

Confidential

Q118	Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	continue to grow and develop team	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	think outside the box	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Live It: SR2 and helping people stay and live well	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	team is getting familiar with beliefs	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03849 - Qiaoying Ye,MGR

Participant : Ronda J Lowe, Calvin, Ken Rph
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 03/12/2013 09:00 Central Daylight Time

Questionnaire	Tue 03/12/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Inventory - 60k over goal.		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Days of supply - affected by 340B		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	none.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	Compass tasks and recalls.	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Calvin is helping in the pharmacy. No one else from the front end is going to the pharmacy. Need to cross train front end staff.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM - \$240 in Jan. Daily med.		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Sig codes: 3%/2%		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none.		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145 Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM - 240 in Jan. VBPT - in the 80s. Inventory above goal, which might be affected by 340B. NTT YTD - 77%, reaching goal of 80%. Medicare D 3/8: -15% LY, YTD -4%LY		0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any	YES	ESI recapture, Medicare D.	0.00/0.00	0.00

Confidential

1

	areas of concern in the comment box.	and Daily Med discussed.		
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Tech gets feedback. Leli's goal is to type better. Engagement flip chart - need to start commenting.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, tech is recognized for owning chargebacks/collections.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, tech has opportunity to provide feedback and voices opinion on a regular basis.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires.	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	5 minute meetings held daily with front end, Rx staff returns to pharmacy and informs the team what was discussed during the meeting. Need to learn and apply cultural beliefs.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Yes, the goal for one of the techs is chargebacks.	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	All high performers.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	no low performers.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	RxM working on developmental goals.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away File loose papers.	0.00/0.00	0.00

Confidential

	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis			
Q117	Building Rx sales		0.00/0.00	0.00
	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per sonable/smile			
Q118	Team Member Engagement		0.00/0.00	0.00
	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us			
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
		RxM will review core competencies with store manager.	0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own it: Leli taking charge and doing well on 3rd party charge backs and collections.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Learn and apply cultural beliefs.	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none.	0.00/0.00	0.00
Q166	Additional comments:	none.	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

09886 - Jesus Jimenez,MGR

Participant : Ronda J Lowe, Calvin Chan, Tommy Chan
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 03/05/2013 13:00 Central Standard Time

Questionnaire	Tue 03/05/2013 13:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight. Get more customers to take the survey	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	All management are crossed trained. Continue on cross training non management FE employees.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	Balance Rewards	0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Asking at the out window	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Sig Codes 7%, continue to focus on quality.	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Workflow, AWT/VBPT Thanks Becky for owning MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 cores, cultural beliefs, GFD	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASFO0600972

CONFIDENTIAL

WAG-MDL-03098.00124

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Rx needs to start Engagement Flip Chart. Let's get it implemented in Rx	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, Nellie, employee of the month	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Rx staff is comfortable with giving feedback.	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?	Need to have Daily 5 min meetings, Rx is joining FE for daily 5 min meetings.		
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Set goals Set # of Rx Delight suveys asked	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Set development plan	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Set development plan for each staff member.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	To acheive the level of excelliece of an experienced RxM at current 6 months in position.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsAct ively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
		(3) Achieving ExpectationsTea		

Confidential

Q118	Team Member Engagement	m member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Review core competencies with Store Manager	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Nellie, completing rx returns.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01109 - Ming Fang,MGR

Participant : Ronda J Lowe, Jen Ching
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 03/07/2013 11:00 Central Standard Time

Questionnaire	Thu 03/07/2013 11:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS Inventory Cardinal purchases	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight ESI recap is increasing. Good Job Continue to decrease Rx inventory. Receipt surveys: more needed	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	HIV reports, help store 5487 as HIV district coordinator	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in place. Tech going to Rx school in the fall, need to find replacement soon.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	Balance Rewards	0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Asking at the register	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	RxQuality application	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Keep on top of MTMs	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00

Confidential

1

WAGCASF00600975

CONFIDENTIAL

WAG-MDL-03098.00127

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Cultural Beliefs, 4 cores, GFD	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Rx staff not aware of engagement flip chart. Let's get the program up and running in Rx		0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, focused recognition in place		0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Management is focused on cultural beliefs feedback to staff		0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).					
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?					
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Need to hold daily 5 min meetings		0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review goals on Daily 5 min meetings		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM is working with each staff member		0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM is working with each staff member		0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Driving results		0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready		0.00/0.00	0.00
Q116	Pharmacy condition	(2)		0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis		0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or		0.00/0.00	0.00

Confidential

2

	scriptFriendly/personable/smile		
	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive	0.00/0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01393 - Xin Cai, MGR

Participant : Ronda J Lowe, Chi, Ms D
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 03/06/2013 10:00 Central Standard Time

Questionnaire	Wed 03/06/2013 10:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Great sales in Jan and Feb, customers are returning	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Get more surveys to help with Rx Delight	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	St Manager will start All management are crossed trained. Working on other FE employees for cross training.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Flu, announcing FE on overhead speaker RxQuality: coming soon Monthly Peer Review, must be signed off by all members of staff including Store manager.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports		0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Contacting corporate to look into replenishment system.	0.00/0.00	0.00
Strengths and opportunities:				

Confidential

1

CONFIDENTIAL

WAGCASF00600978

WAG-MDL-03098.00130

Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	GFD, 4 cores, cultural belief	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Let's get the Rx involved in the Engagement Flip Chart		0.00/0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Just thank you are used now, but start bringing in the cultural beliefs		0.00/0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, management is approachable and allowing for feedback.		0.00/0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	New hire is progressing on track. New RPH just started.		0.00/0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Weekly meetings are occurring, will be working on daily. Store Manager will help and assist.		0.00/0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Team is aware of goals		0.00/0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM is developing techs and rph		0.00/0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM is developing techs and rph		0.00/0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		0.00/0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Team engagement		0.00/0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)		0.00/0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away		0.00/0.00
Q117	Building Rx sales	(4)		0.00/0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptfriendly/personable/smile		0.00/0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)		0.00/0.00

Confidential

Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Joan, announcing over the PA Rx services	0.00/0.00
Q172	What feedback do you have for me around our cultural beliefs?	Still new and getting use to it	0.00/0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02005 - Shu B Guan,MGR

Participant : Ronda J Lowe, Sint Taw
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 03/06/2013 12:00 Central Standard Time

Questionnaire	Wed 03/06/2013 12:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Great Jan and Feb, ESI coming back	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight for the year is still Red, get more surveys	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in place	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Asking for Balance Rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	Monthly Peer review needs to be reviewed by all	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	90 days, generic efficiency	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASF00600981

CONFIDENTIAL

WAG-MDL-03098.00133

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Let's get Rx more involved in the Engagement Flip Chart	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recognize during 5 min meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	staff is being encourage to give feedback.	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Goals and news are being reviewed	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Baalance rewards goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM working with staff on development plan	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM working with staff on development plan	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Time management	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsAct ively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTea m member actively working with customer or scriptFriendly/per sonable/smiie	0.00/0.00	0.00
	Customer Experience: Providing genuine and friendly service; greeting and welcoming our	(3) Achieving ExpectationsMos t team members smiie or make eye contactMost customers are		

Confidential

Q119	customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.				
Q171		Pure: Own It with YMCA event	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is getting to know the beliefs	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

11385 - zafeer fazelbhoy,MGR

Participant : Ronda J Lowe
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Fri 03/01/2013 09:00 Central Standard Time

Questionnaire	Fri 03/01/2013 09:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS Inv +50K		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS over goal Rx Delight Red: get more surveys		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Bedside, well transitions, etc		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	We will adjust FE/Rx ours so that we do not report over budget		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	GFD folder in Blue Controlled Substance File Box	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	Balance Rewards with email	0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Asking every customer RxQuality website coming soon 4%/3% sig codes/drug codes currently log comm errors dropping off cos/pfl		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports			0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?			0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Good Job \$100 in MTM in January		0.00/0.00	0.00
Strengths and opportunities: Key corporate initiatives			0.00/0.00	0.00

Confidential

1

WAGCASF00600984

CONFIDENTIAL

WAG-MDL-03098.00136

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	GFD, Cultural Beliefs, 4 cores	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		Engagement Flip Chart needed to get feedback going. Order via sign shop or make your own.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		Focused Recognition is being used, after Roadshow meeting last week.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).		Thank staff and incorporate cultural beliefs	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?					
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		Cultural Beliefs and focused recognition.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		Balance Rewards email goal	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		Plan for staff in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		Plan for staff in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		Certification MTM and to educate district	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition		(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition		(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales		(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00

Confidential

2

Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Reviewed with RxM Focus on VBPT/AWT	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Keep raising the bar and develop staff for higher performance	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	How can we grow our business ? How can we get more referrals ? What else can we do with the hosp ?	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Keep Delight scores high Keep getting more receipt surveys	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	Both RPH inspire entire Market with their activities and involvement in the community	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	Empower and keep developing staff	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Gilman Park Event: Thanks Jeff for Loving Customers and educating them. Clinic By the Bay Thanks Liseli for Owning it	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive, using in daily actions	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03711 - Kingman Kwok,MGR

Participant : Ronda J Lowe, Wilson Kwok
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 03/20/2013 09:00 Central Daylight Time

Questionnaire	Wed 03/20/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight Rx Avg	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Get more customers to take the survey	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Compounding	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Need to grow compounding business. Detail area MDs	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter in place	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	balance rewards at POS	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	improving at 7% rxquality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Pholmometer)				
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities	MTM	0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Compellition *Transfer Logs * Deletes				
*Exception Queue Management issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart Encourage staff to write comments	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, during weekly meetings in front of peers	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Daily, weekly, managementn open to discussions	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires in process of hiring a new tech	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Holding weekly 30 min meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review receipt survey goals with staff	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Developing each staff member for higher performance. Dolores took oversight of fast rack	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Developing each staff member for higher performance.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Time Management	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working	0.00/0.00	0.00

Confidential

	with customer or scriptFriendly/pleasant/smile		
	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Dolores: Own It	0.00/0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive. Staff is getting familiar	0.00/0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01126 - ,MGR

Participant : Ronda J Lowe, Kevin, Horace
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 03/08/2013 11:00 Central Standard Time

Questionnaire	Fri 03/08/2013 11:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
	Biggest Area of Opportunities Identified: 1. Inventory 2. Script Count 3. Work Flow Inventory - days of supply is up 6 days to 35 days for Feb vs LY - Periodic counts need to be done for the entire RX. Be Bold and have a plan to count everything -Smart count needs to be done daily -Order Review needs to be locked at for opportunities to reduce inventory Script Count - Script count and 90 day adj scripts are both down by 1 and 2 respectively, despite not having ESI Feb of last year. -Our ESI recapture rate is well over 100%, we are losing scripts elsewhere		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	How are we promoting our HIV COE ?		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter in place. Staffing needs are met currently		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging	YES		0.00/0.00	0.00

Confidential

1

	for sanctioned or restricted prescribers.			
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Outwindow	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	focus on quality, sig codes updates	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
		-NTT is an area we are underperforming in. 2013 YTD we only completed 1%, down 19% vs LY. Need to call patients and Build Trust - Utilize transfer out report - Promote HiV services, we are a HiV COE -MD detailing Work Flow - Cannot leave scripts for tomorrow -Need to finish everything by 9pm so the next day they can start off fresh, instead of playing catchup -Floaters need to be held accountable, training event for floaters is currently being planned -Need to Own It and take care of it		
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues Strengths and opportunities:		0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Need to update Rx staff on Engagement Flip Chart. Review during daily 5 minute meetings.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, positive recognition	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Good communication with management and staff	0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).				
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?if new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Very informative.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review of goals during meetings	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or	RxM developing staff	0.00/0.00	0.00

Confidential

Q40	performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM developing staff	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?in which areas are you finding to be more challenging or may need some assistance?	Time Management	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/Out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(2) General CNO needed	0.00/0.00	0.00
Q117	Building Rx sales	(2)	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per sonable/smile (3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	Lines are long, call for IC3	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live it: I help people get, stay and live well.	Love Customers: Techs are very personable with customer	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is slowly getting to know the cultural beliefs	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Other Notes of Interest: CNO - need to dust the RX, from the customers perspective we				

Confidential

Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	<p>can see a lot of dust Two boxes of RX returns in the back need to be processed, LP issue RX needs to conduct 5 min meetings Front end daily task list needs 1 RX item, such as "follow up with daily deletes in RX," to promote teamwork between front end and RX Need to utilize the engagement flipchart by the limeclock GFD folder needs to be kept with the the Blue Plastic Controlled Substance Box so the floaters will know where it is. Too many errors last week - SIG code error at 7%, Drug error at 3% - need to Live it and address Need to cross train front end employees to respond to the RX lines to Love Customers</p>	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03475 - Gordon Fung,MGR

Participant : Ronda J Lowe, Gordon Fung, Rimma Stoylar
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 03/12/2013 09:00 Central Daylight Time

Questionnaire	Tue 03/12/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, Chargebacks, Inventory over 100K		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight; increase surveys Need to increase Avt 90 day adj script		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Patti and Jack need to get HIV certified. Rimma is working on the weekly reports.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	Store Manager will start adding Rx items	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in place, now add some svc, not just management.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	In blue totes	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	balance rewards, daily med good improvements, but keep going. see rxquality application 4%/3% currently		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	none		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145 Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM, only \$10 in Nov NTT Reached needs to be at 80% reached Med D Sold -1% past week, but ytd +2%		0.00/0.00	0.00
Strengths and opportunities: Key corporate initiatives			0.00/0.00	0.00

Confidential

1

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Cultural beliefs, start including staff recognition	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		Engagement Flip Charted posted, but need some comments from staff. Review during 5 min meetings	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		Techs has been recognized	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		Tech agrees that they are able to provide feedback.	0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).					
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		no new hires	0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?					
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		Rx is holding daily 5 min meetings	0.00/0.00	0.00
Improve customer service, do more accurate work				0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.			0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.					
Q39			Discussed with Rimma to come up with an action plan to work on areas in which she can improve	0.00/0.00	0.00
Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.					
Q40			RxM working with Tech to verify address prior to dispensing	0.00/0.00	0.00
Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.					
Q108		YES		0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		RxM working on self development goals	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition		(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition		(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales		(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related	0.00/0.00	0.00

Confidential

	servicesMaking adherence calls on regular basis		
	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
Q118	Team Member Engagement		
	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		
	Pharmacy Manager Core Competencies:	0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.	0.00/0.00	0.00
	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		
Q159		0.00/0.00	0.00
	Store manager will review with RxM every month, core competencies.		
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances.		
Q161	Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		
Q162		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		
Q163		0.00/0.00	0.00
	Functional CompetencyEmpowers othersPromotes pharmacy		
Q164		0.00/0.00	0.00
	Cultural Beliefs	0.00/0.00	0.00
	Cultural Beliefs	0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		
Q171		0.00/0.00	0.00
	Be One: Store Manager and Rimma		
	Staff working on bringing in experiences		
Q172	What feedback do you have for me around our cultural beliefs?	0.00/0.00	0.00
	Overall Visit Notes:	0.00/0.00	0.00
	Issues to share with District Team	0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13667 - Turny Mao,MGR

Participant : Ronda J Lowe, Rose, Mr Lee
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 03/21/2013 12:00 Central Daylight Time

Questionnaire	Thu 03/21/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Geary Pharmacy Retention Rx DOS	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Avoidable B-pay hours ,Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	RPH OT: to target. Keep on top of Rx Delight, so far so good. Rx DOS reduction needed	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitler in place	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards and Daily Med	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Start using rxquality site to help reduce errors Good improvement so far	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Retention from buyout	0.00/0.00	0.00
Strengths and opportunities:				

Confidential

1

CONFIDENTIAL

WAGCASF00600997

WAG-MDL-03098.00149

Key corporate initiatives		0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34 Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip chart posted Let's get rx staff more engaged to write comments	0.00/0.00	0.00
Q174 Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Focused recognition cards posted in Rx for sig codes	0.00/0.00	0.00
Q175 Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, lines of communication is open	0.00/0.00	0.00
Q35 Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	new hire on track	0.00/0.00	0.00
Ask a few team members		0.00/0.00	0.00
Q36 Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily discussions, not formal meetings with staff	0.00/0.00	0.00
Q37 Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review goals with staff	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39 Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM is developing staff for higher performance.	0.00/0.00	0.00
Q40 Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM is developing staff for higher performance.	0.00/0.00	0.00
Q108 Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86 Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Time Management and delegation	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116 Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117 Building Rx sales	(2)	0.00/0.00	0.00
Q118 Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per sonable/smile	0.00/0.00	0.00

Confidential

	ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	good leadership by rxrn	0.00/0.00 0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	excellent communication with staff	0.00/0.00 0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Keep thinking of ways to grow the business	0.00/0.00 0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	keep asking for surveys	0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00 0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: improvement in sig codes	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff getting familiar	0.00/0.00 0.00
Overall Visit Notes:			0.00/0.00 0.00
Issues to share with District Team			0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, Mr Chai, Sam Lim
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 03/21/2013 16:00 Central Daylight Time

Questionnaire	Thu 03/21/2013 16:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Avg 90 days adj		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Asking every customer to take the survey. Community business to business detailing.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	How can we increase our customers with our COE ?		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	Store Mgr will start including Rx items	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Desinated hitter in place		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Asking for Balance Rewards		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Start using Rxquality website		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none visited with Mark Pasos, discussed SFHP and CCHP		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145 Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	90 days MTM		0.00/0.00	0.00
Strengths and opportunities: Key corporate initiatives			0.00/0.00	0.00
Confidential				

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Cultural beliefs, 4 cores	0.00/0.00	0.00
Team Member Engagement					
Team member engagement				0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		Engagment Flip Chart, start using and talkign about it to staff.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		Yes, during 5 min meetings. Own It: Jodi Love Customers: Johnny	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).		Yes, during daily meetings	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		no new hires	0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?					
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		Yes, daily 5 min meetings. Notes on wall.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		Review receipt survey goals with staff	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		Plan in place and working with each tech and rph	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and developrment plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagemnet?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		Plan in place and working with each tech and rph	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.		NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		Community involvement, business to business detailing	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition		(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition		(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales		(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking	0.00/0.00	0.00

Confidential

2

		adherence calls on regular basis		
		(3) Achieving Expectations Team member actively working with customer or script friendly/personable/smile		
Q118	Team Member Engagement	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Store manager and RxM to review monthly.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	How can we grow the pharmacy? What can we do differently to help increase our patients?	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: all working together Love Customers: Jodi and Johnny	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive, staff is behind our goals and objectives	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01120 - Kevin Thach,MGR

Participant : Ronda J Lowe, Florence, Mr Xu
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 03/13/2013 09:00 Central Daylight Time

Questionnaire	Wed 03/13/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS at goal for Feb, but not on target. Medicare D Rx Sold decreasing.		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	How can we get the ESI customers back, increase our Rx script count		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Beth is crossed trained photo clerk, also assistant managers are cross trained		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	move to blue controlled substance retention file box	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med, MTM 7%/2% last month 4%/4% last week		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Manuel, tech working on plan to improve		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	Lots of chargebacks, CCS, Medicare D, HPSM		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	MTM: \$2 for Feb, \$100 for Jan Customers forgetting to come in for CMR appointments. Vendor buy of generics under \$1,000 most months. Improvement		0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues			0.00/0.00	0.00

Confidential

1

*Competition *Transfer Logs * Deletes *Exception Queue Management Issues	seen on NTT % reached over the last 2 weeks. VBPT needs to be at 80% AWT OK and see improvements		
Strengths and opportunities:			
Key corporate initiatives		0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES Cultural beliefs, 4 cores, GFD	0.00/0.00	0.00
Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34 Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Tech and staff RPH not aware of Engagement Flip Chart. Let's get this program going in the Rx dept	0.00/0.00	0.00
Q174 Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, tech was recognized	0.00/0.00	0.00
Q175 Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Tech has been providing feedback	0.00/0.00	0.00
Q35 Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members		0.00/0.00	0.00
Q36 Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, Daily 5 mins meetings, about twice a week, working towards daily.	0.00/0.00	0.00
Q37 Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Sig code goals are known to techs Staff RPH aware of MTM goals	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39 Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM has started to make a plan for each tech for their areas of improvement. Now, let's start with the staff RPHs as well.	0.00/0.00	0.00
Q40 Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM has started to make a plan for each tech for their areas of improvement. Now, let's start with the staff RPHs as well.	0.00/0.00	0.00
Q108 Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86 Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Time Management Developing Staff Increase involvement in community events	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00

Q116	Pharmacy condition	(2)	Need to clean up Rx a bit.	0.00/0.00	0.00
Q117	Building Rx sales	(2)	Get out to detail local senior centers	0.00/0.00	0.00
Q118	Team Member Engagement	(4)		0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3)	Achieving Expectations: Most team members smile or make eye contact. Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us.	0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business Leadership: Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		Store Manager reviewed competencies with the RxM during mid-year review last month.	0.00/0.00	0.00
Q160	People Leadership: Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.			0.00/0.00	0.00
Q161	Strategic Leadership: Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.			0.00/0.00	0.00
Q162	Customer Leadership: Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together: is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164	Functional Competency: Empowers others. Promotes pharmacy			0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		customer with embrei, non-compliant, RxM contacted MD and family members to help the patient. Build Trust and Love Customers	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		Staff is working towards learning and apply cultural beliefs	0.00/0.00	0.00
Overall Visit Notes:				0.00/0.00	0.00
Issues to share with District Team				0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none		0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none		0.00/0.00	0.00
Q186	Additional comments:	none		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

07150 - Mengwah Chai,MGR

Participant : Ronda J Lowe, Selma
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 03/13/2013 12:00 Central Daylight Time

Questionnaire	Wed 03/13/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	rx dos, 80K over goal	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Inv, dos Rx Delight, get more surveys	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Cross trained FE employees, management, but need more help when IC3 called	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med, balance rewards, at the out window.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	new rxquality website. Stars % still high, keep making improvements	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM: need to start, will send intern tomorrow to help.	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00

Confidential

1

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Cultural Beliefs, 4 cores, GFD	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		Tech not aware of engagement flip chart. Start commenting on the flip chart.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		Ade, tech said that Selma Rph recognizes her for her effort.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		Ade, tech said she has provided feedback to RxM. Need to learn about cultural beliefs.	0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).					
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		no new hires.	0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?					
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		No 5 minute meetings.Rx and front end staff need to start having 5 minute daily meetings. Ade, tech said she would like to have these meetings.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		No goals have been set for the tech, but Ade states that her personal goals are to minimize errors and reduce wait times.	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		Staff Rph will discuss with RxM to develop plans for staff.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		Staff Rph will discuss with RxM to develop plans for staff.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.		NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		RxM will work on and discuss developmental goals with store manager.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition		(3) Achieving ExpectationsMinimal missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition		(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records	0.00/0.00	0.00

Confidential

	are put away (3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis		
Q117 Building Rx sales		0.00/0.00	0.00
	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/pleasant/smile		
Q118 Team Member Engagement		0.00/0.00	0.00
	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119 Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
	RxM will review core competencies with store manager.		
Q159 Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160 People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161 Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162 Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164 Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be one by working together and loving customers.	0.00/0.00	0.00
Q172 What feedback do you have for me around our cultural beliefs?	Have the staff learn and apply cultural beliefs.	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none.	0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.	none.	0.00/0.00	0.00
Q166 Additional comments:	none.	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02866 - Bonnie Wong, MGR

Participant : Ronda J Lowe, Maureen, Shirley
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 03/19/2013 09:00 Central Daylight Time

Questionnaire	Tue 03/19/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS Medicare D Pull Through	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitter in place, current opening for tech	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	outwindow: vaccinations, balance rewards, daily med rxquality to help with sig codes floating tech has high errors, but need to train floaters too	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	floating tech has high errors, but need to train floaters too	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM Let's not have any lost opportunities	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
<i>Confidential</i>				

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 cores, GFD reviewed	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart up, but needs some comments and staff involvement		0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, recognition cards are displayed		0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	Management team is open and approachable.		0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires? Ask a few team members Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?	no new hires need to hire a tech for Tues, Fri		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily Meetings are held		0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Goals established		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Challenge		0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	coaching and developing		0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Training and development of staff RXM taking on training project for floating rphs of the district.		0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready		0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away		0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking		0.00/0.00	0.00

Confidential

		adherence calls on regular basis		
		(3) Achieving Expectations Team member actively working with customer or script friendly/personable/smile		
Q118	Team Member Engagement	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Store Manager and RxM reviewed during midyear review	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Christina	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive feedback	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03869 - Eugene Wong,MGR

Participant : Ronda J Lowe, Luong Thai, M Haag
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sat 03/23/2013 10:00 Central Daylight Time

Questionnaire	Sat 03/23/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Cardinal purchases, over 3K loss/month	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	need more surveys	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	What are we doing to grow the HIV COE ?	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO Store Mgr will start	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter in place. No turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med. Balance Rewards at POS	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	1%/3% great job rxquality website can be used for new hires	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Great improvement on MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip Chart posted Let's get more employees to write comments. Promote it during 5 min meetings	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Need to start using cultural beliefs with focused recognition	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Feedback is always welcomed by management	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Not having daily meetings, but info is being pass down to rph and techs	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review survey goals with each member of the staff	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you going to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM starting to develop team to take on more responsibility	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM starting to develop team to take on more responsibility	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Development of staff.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
			(3) Achieving ExpectationsTeam member	

Confidential

Q118	Team Member Engagement	actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Store Manager to review with RxM monthly	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Develop staff, delegate, train	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	More suveys, let staff know the goals	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Excellent service by Amy today	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Still working on recognition of staff	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04570 - Kenneth Phung,MGR

Participant : Ronda J Lowe, Amanda La, Ken Phuong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 03/21/2013 14:00 Central Daylight Time

Questionnaire	Thu 03/21/2013 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS at goal for Feb, but not to score/reared target	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES Working on 340B inventory, via interstores	0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Let get all ESI back. How can we increase our customers ? Reach out to community Reach out to local business for off sites	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter in place no turnover anticipated	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	POS, asking for balance rewards and MTM	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	sig codes are in line. use rxquality to help improve	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoirometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	90 days Generic efficiency	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00

Confidential

1

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart post, let's get staff involved in writing comments	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	positive recognition to staff during meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Communication between management and staff is open and honest	0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).				
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			compass info and email	
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	increase surveys and balance rewards	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review survey goals with staff	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Plan in place to develop staff	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	none	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	delegation to staff rph and manage for higher performance	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(2)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00

Customer Experience: Providing genuine and friendly service; greeting and welcoming our
Confidential

Q119	customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Takes accountability for self and others	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Communications well with staff	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Need to find new ways to increase community contacts and business	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Excellent customer service	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	Fully engaged and helps inspire staff	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	Empower staff more and keep them challenged	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: every day, Own It: Tony now taking ownership of MTM	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Techs are fully engaged and exhibiting beliefs everyday	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

05487 - Haydee Hwang,MGR

Participant : Ronda J Lowe, Victor, Mr Lee
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 03/15/2013 13:00 Central Daylight Time

Questionnaire	Fri 03/15/2013 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	MTM Good ESI recapture		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, inventory avg 90 days adj rx 90 days		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	HIV COE Patient reports Victor, try to sign on and get reports		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	dsignated hitters in place		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	out window promotion rxquality application to help with sig codes		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Compelition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, let's not have any lost opportunities		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 cores, GFD	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCAS00601018

CONFIDENTIAL

WAG-MDL-03098.00170

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart needs to be focused on in Rx	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Positive recognition of staff by management	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Feedback is given	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Almost daily.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Goals are reviewed during meetings	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Challenge	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Action plan to help grow	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Goal setting with staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per	0.00/0.00	0.00

Confidential

	sonable/smile (3) Achieving ExpectationsMost t team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:	0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.	0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	0.00/0.00	0.00
	Cultural Beliefs	0.00/0.00	0.00
	Cultural Beliefs	0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers	0.00/0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive to recognize staff in front of coworkers	0.00/0.00
	Overall Visit Notes:	0.00/0.00	0.00
	Issues to share with District Team	0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02244 - ,MGR

Participant : Ronda J Lowe, Johnson, Geraldo
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 03/08/2013 13:00 Central Standard Time

Questionnaire	Fri 03/08/2013 13:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Great Jan and Feb Operating Statement ESI is back, sales and Rx count are back up.	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total Immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Just about 5 more flu shots to goal. Let's get it done this week.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter in place	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, Vaccinations: asking each customer	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Review MPR with each staff member, have them sign off on it, including store manager	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM Thank You, \$20 for Feb. Keep it going. Johnson: OWN IT	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
<i>Confidential</i>				

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	GFD, 4 cores, cultural beliefs	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart: Let's get the program going in FE and RX		0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, during 5 min meetings,		0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	Yes, during daily 5 min meetings		0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires? Ask a few team members	no new hires		0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?				0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	no new hires Holding Daily 5 min meetings most days. Review goals and new email communications Set goals for the staff so that they know where to get to.		0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.			0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM continues to make a development plan for each member of the Rx staff		0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM continues to make a development plan for each member of the Rx staff		0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO		0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Johnson: OWN IT		0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready		0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away		0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls		0.00/0.00	0.00

Confidential

		on regular basis		
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
		(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
	Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
		Store Manager and RXM needs to review with each other. Guide RxM in areas of need. Unprepared for mid-year. Increase communications with staff. Set goals and make them clear		
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		0.00/0.00	0.00
	Overall Visit Notes: Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13670 - Levi Santiago,MGR

Participant : Ronda J Lowe, Van
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 03/11/2013 13:00 Central Daylight Time

Questionnaire	Mon 03/11/2013 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, over 46K	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS and Rx Delight	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	Will start, this will help train EXA	0.00/0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designatedhitter in place Staffing needs complete	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Mary on MTM, promoting balance rewards and vaccinations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Weekly review of KPIs with techs to help improve quality	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, none for 6 months	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 cores, GFD, cultural beliefs	0.00/0.00

Confidential

1

Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart posted, but some staff members are not aware, so please review in daily 5 min meetings.	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, feedback is given daily, recognizing staff members.	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, daily during meetings or work.	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00 0.00
Ask a few team members			0.00/0.00 0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Good feedback and information is shared with the team.	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Goals are reviewed on daily 5 min meetings	0.00/0.00 0.00
Performance Management			0.00/0.00 0.00
Performance management			0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Individual plan is reviewed with high performer and low performers	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Individual plan is reviewed with high performer and low performers	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?in which areas are you finding to be more challenging or may need some assistance?	Time management	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00 0.00
Theme			0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00 0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00 0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00 0.00
		(3) Achieving ExpectationsTea	

Q118	Team Member Engagement	m member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together	is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency	Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be Bold: Arlyn Community Meetings	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Good for recognizing staff	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01054 - Gerald Martinez,MGR

Participant : Ronda J Lowe, Alfred Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sat 03/23/2013 15:00 Central Daylight Time

Questionnaire	Sat 03/23/2013 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	avg daily scripts Rx Sales	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight Rx Delight: work towards getting more surveys	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Community outreach to increase Medicare D customers and new customers	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hiltler in place, no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	POS, asking customers for balance rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Great sig codes, 3%/2%, keep it up. use rxquality website when needed	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (PhoImometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Good improvement on MTM Work on workflow and calling for IC3 to help break the lines at the	0.00/0.00	0.00

Confidential

1

		register		
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart posted, need to get Rx staff involved in writing comments	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Team members are be thanked and recognized for good sig codes	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Staff is providing feedback to management	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	meetings are being held, communication to staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	staff is aware of goals, review weekly to remind	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM delegating more to high performers	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Developing each tech and rph constructive feedback to staff rph on workflow and workload	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES ROD on file	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Lead by example and have a positive outlook	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(2)	0.00/0.00	0.00
		(3) Achieving ExpectationsTeam member		

Confidential

Q118	Team Member Engagement	actively working with customer or script friendly/ personable/smile	0.00/0.00	0.00
	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	How can we grow? What community outreach, business to business outreach have been completed?	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Keep lines of communication open with staff. Listen to their feedback	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	What community outreach, business to business outreach have been completed? How can we increase our customer base?	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	How can we decrease the lines and increase customer satisfaction?	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	Lead by example, have a positive outlook	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	delegate and empower staff	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: one last sale to customer when rx was closed	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Start to use positive recognition and tie in with cultural beliefs	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01626 - Marvin Manabat,MGR

Participant : Ronda J Lowe, Qi
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 03/20/2013 18:00 Central Daylight Time

Questionnaire	Wed 03/20/2013 18:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Sales Rx avg sold		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, 50K over goal		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	MTM improving, \$50, \$20 over the last 2 months.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter in place need to find new techs		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance rewards, daily med		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Sig codes use rxquality website to help		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	workflow to keep up with workload		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:	Engagement Flip			

Confidential

1

CONFIDENTIAL

WAGCASF00601030

WAG-MDL-03098.00182

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Chart posted, but need to encourage staff to use it.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Staff is being recognized	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, ablet to provide feedback	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	weekly meetings, review during working daily	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review goals, survey goals with staff	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	working with staff on sig codes	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	working on sig codes	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	staff development	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(2)	0.00/0.00	0.00
Q117	Building Rx sales	(2)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	analyze kpis to help focus on areas where improvement is needed	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual	Good communications with staff and	0.00/0.00	0.00

Confidential

	respect while promoting and developing a diverse and inclusive team.	leadership of team		
		Plan to increase customer base. Increase business to business detailing, look for off sites, reach out to the community		
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Thanks for doing the in store education programs. Great effort to help develop relationships with customers and gain new non-Rx customers	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Rx delight: more surveys are needed	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	Fully engaged and inspires and motivates her staff	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	Empowers staff	0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Qi with patient education programs	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	working on using them in daily recognition	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01241 - Emily Ma,MGR

Participant : Ronda J Lowe, Dong Cheung, Mr Moraes
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sat 03/23/2013 09:00 Central Daylight Time

Questionnaire	Sat 03/23/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Avg 90 days adj Rx Count ESI recapture	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	How can we get back what we lost with ESI ? 5%increasein Med D customers. let's increase visits to senior centers for off-sites and med d presentations.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitter in place	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	balance rewards at pos 3\$/2%, good rxquality	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	application will help with new hires and current techs	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Good job on MTMs, chargebacks, inventory challenge still remains with 90 days.	0.00/0.00	0.00

Confidential

1

Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement flip chart up Start to talk it up with staff and encourage comments	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, during staff meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Feedback is often given.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	daily 5 min meetings are occurring.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	goals are reviewed with staff, explain the importance of the receipt survey goals to each staff member.	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM is continuing to develop and grow staff.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM is continuing to develop and grow staff.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Empowerment of staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting	0.00/0.00	0.00

Confidential

	health tests and related services		
	Making adherence calls on regular basis		
	(3) Achieving Expectations		
Q118	Team Member Engagement	Team member actively working with customer or script friendly/pleasant/smile	0.00/0.00 0.00
	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact. Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00 0.00
	Pharmacy Manager Core Competencies:		0.00/0.00 0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00 0.00
Q159	Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00 0.00
Q160	People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00 0.00
Q161	Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00 0.00
Q162	Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Together	is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00 0.00
Q164	Functional Competency	Empowers others Promotes pharmacy	0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: great teamwork Love Customer: all staff, everyday	0.00/0.00 0.00
Q171			
Q172	What feedback do you have for me around our cultural beliefs?	Staff is totally engaged with cultural beliefs	0.00/0.00 0.00
	Overall Visit Notes:		0.00/0.00 0.00
	Issues to share with District Team		0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02705 - Danny Kwan,MGR

Participant : Ronda J Lowe, Helen Wan
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 03/21/2013 11:00 Central Daylight Time

Questionnaire	Thu 03/21/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS to target Ave 90 day adj scrip	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES Working on inter-stores and 340 B issues	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	work on interstores with 340B drugs	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitter in place no turnover anticipated	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance rewards and daily med rxquality website	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Good movement on MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going	Engagement Flip chart posted Need to get more	0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00601036

WAG-MDL-03098.00188

	process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Rx staff involved to write comments		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Rx team is being recognized for positive work.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Staff is comfortable expressing opinion and to give feedback to management.	0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily 5 min meetings with staff.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Rx staff know their goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM has develop a plan for each staff member.	0.00/0.00	0.00
	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM has develop a plan for each staff member.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO no low performers	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Customer service experience improvement	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	0.00/0.00	0.00
Q116	Pharmacy condition	(2)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Good work in community to help increase business	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Good communication with staff	0.00/0.00	0.00

Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Think outside the box with new ideas to grow the business	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Continue to ask for surveys	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	Fully engaged and motivated in her staff	0.00/0.00	0.00
Q164	Functional Competency Empowers othersPromotes pharmacy	Continue to empower and develop staff	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers Own It: MTM-Stephanie	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is using it	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

06557 - Janet Shaw, MGR

Participant : Ronda J Lowe, Apple
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sat 03/23/2013 14:00 Central Daylight Time

Questionnaire	Sat 03/23/2013 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area? Ask the manager, where do they see their biggest opportunity? Verify that these action steps are correct. If not, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx DOS Inv, over 150K		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	RxM just returned from 3 months leave.	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunity Use GROW to coach to these areas with the RXM and/or MGR	Rx days of supply , Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Are they currently taking action on these areas of opportunities? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx Inv: keep inter-stores going Rx Delight: get more surveys		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunity Use GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Verify that these action steps are correct. Discuss with RXM (when available) Document the action steps in the comment box below.	What have we done to promote our HIV COE ?		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hitter? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	Designated hitter in place Training new tech from east bay.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	Keep in blue controlled substance box	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx? STARS cases Peer review internal event reports	Sig Codes Start using rxquality website		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs *Deletes *Exception Queue Management Issues	MTM 90 days		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASFO0601041

CONFIDENTIAL

WAG-MDL-03098.00191

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart start encouraging staff to write comments, review monthly with store manager and get back to staff	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, positive recognition	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Open communications between management and staff	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	new hire just started. Main tech on leave.	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily 5 min meetings held	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review goals with staff Receipt survey goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Develop each employee for higher performance.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Develop each employee for higher performance.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Delegation and development of staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsAct ively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
			(3) Achieving	

Confidential

Q118	Team Member Engagement	Expectations Team member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Receipt survey How can we get more customers to take the survey?	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be Bold: Thea for helping out during Apple's leave	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff getting familiar	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03358 - Cynthia Dimapasoc,MGR

Participant : JACK SHAWN HOUGHTALING
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Thu 02/14/2013 02:00 Central Standard Time

Questionnaire	Thu 02/14/2013 02:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		Rx Days of Supply -accurate on-hand -track order changes (\$10,000-\$80,000); try to interstore out excessive inventory - excessive inventory on-hand (\$233,291)	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Rx days of supply	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		Enroll Balance Rewards at pharmacy -easier and faster than at front end -ask for email when enrolling	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager		Delivery	0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		-Make use of the nearby retirement homes -Promote DailyMed -Offer BP screenings	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	-No Rx specific items - Should include 3 items to complete daily	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	1 designated hitter		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	-Went over with each pharmacist and technician about duties -Please go over again at 5mm for pharmacy	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	Flu	0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		-Need to have a better action plan for the above company initiatives -Please have something together for next visit None -Please remember that store manager must review peer review on a monthly basis and all comments must	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports			0.00/0.00	0.00

Confidential

1

		be related to quality (i.e. preventing errors in the pharmacy)		
Q61	Are there issues with any of our third party plans?	None	0.00/0.00	0.00
	Pharmacy Operations		0.00/0.00	0.00
			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			
	*Sales *Work-flow *Marketing *Pharmacy Condition	Strengths: -90 day -Rx Delight - More BR		
	*Loss Prevention *Inventory *Productivity (Phoimometer)	enrollment in the pharmacy -60%		
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities	Rx sales on Balance Rewards -goal: 100%	0.00/0.00	0.00
	*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues			
	*Competition *Transfer Logs * Deletes			
	*Exception Queue Management Issues			
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
		There is no concrete action plan on how to succeed on corporate initiatives. Please have a specific plan for each of the following items for next visit: ESI recapture, BR, immunizations, Medicare Part D		
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
		-Clerks unaware of the My Walgreens/My Voice Survey		
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	My Walgreens/My Voice Survey and what it means - Please follow up with CL on best practices	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, verbal recognition is given	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes Cultural beliefs are being rolled out During next visit, hope to see everyone driving the cultural beliefs.	0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
		Yes, everyday. - Any updated information from corporate - Feedback regarding "My Voice" Survey - Goals: boost up sales, stock shelves -Driving cultural beliefs - Suggested sales, BR -"BE WELL"		
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	No specific goals Said goals were in the back but could not tell us what they were	0.00/0.00	0.00
Q37	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	1 high performer -continue to encourage and support	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Please continue to work with CL	0.00/0.00	0.00
	Have you documented the challenges with your low performers? Do you have a record of			

Confidential

2

Q108	discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	Please continue to work with CL	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		Store manager to go over RxM development plan once monthly to review operating statement -Login to TMP and update any progress or changes	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	Please remove tape, pins, reorder signage as needed	0.00/0.00	0.00
Q116	Pharmacy condition	(3)	Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(2)	Need to be actively working towards building sales	0.00/0.00	0.00
Q118	Team Member Engagement	(2)	Not aware of engagement plans although they seem happy	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	Please work on welcoming customers in to store Remember to use branded salutations "Thank you and Be Well"	0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.			0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.			0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.			0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy			0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		Cultural beliefs being rolled out now	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		Encourage all team members to memorize the 4 "B's" and LOL. Encourage employees to recognize each other for those beliefs	0.00/0.00	0.00
Overall Visit Notes:				0.00/0.00	0.00
Issues to share with District Team				0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.			0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.			0.00/0.00	0.00
Q166	Additional comments:			0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03185 - Gary Lee,MGR

Participant : JACK SHAWN HOUGHTALING
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Tue 03/12/2013 02:00 Central Daylight Time

Questionnaire	Tue 03/12/2013 02:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	operating statement not marked up. not gone over with the RXM	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		-chargeback -Rx Days of Supply - warehouse item % increase ~7% (~\$33,000) last week -work on the on-hand for the meds on the excessive inventory list -try to interstore out the items on the excessive inventory list	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		-pharmacy delight -only 4 customers filled out the survey - need to ask more customers to fill out the survey - specific area that needs improvement: pharmacy staff helping you quickly	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	will work with store manager		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	no pharmacy items on the list	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		-pharmacy does have designated hitter. however, the designated hitter was not utilized as consistent as we would like. MGT should not be utilized when IC3 is called - suggested talking to Ms. Lau or Ms. Frank for externs when one of the tech is going to the Flagship store	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website	YES	folder should be specifically labeled "Refusal folder" and	0.00/0.00	0.00

Confidential

	(state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.		stored in the blue controlled bin		
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO		0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		needs to have more IC+ BR enrollment -Peer review - were quality related -all pharmacy staff and store manager should initial each peer review -need to have a summary for each peer review	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports			0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	no		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues		strengths: -90 day supply - immunizations opportunities: - will work with rxm and store managers	0.00/0.00	0.00
Strengths and opportunities: Key corporate initiatives				0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	need to have more IC+ BR enrollment	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		-most employees were not aware of the terminology "My Walgreens/My Voice Survey"	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		MGT gives verbal recognition to team members for doing their best work	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		discussed with store mgt and rxm	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		5mm Front End - every day -goes over CS, BR, suggestive selling, and culture beliefs 5mm pharmacy - every day -rxm writes down what needs to be covered in the 5mm seem to help techs remember things better	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		team members know the task related goals, but not know the company goals	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	none		0.00/0.00	0.00

Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	topic of discussion for next meeting	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	NO	topic of discussion for next meeting	0.00/0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	need to go over monthly when going over operating statement	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	should not have oos items & need a lunch hour sign	0.00/0.00
Q116	Pharmacy condition	(2)		0.00/0.00
Q117	Building Rx sales	(2)		0.00/0.00
Q118	Team Member Engagement	(2)		0.00/0.00
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)		0.00/0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	topic of discussion for next meeting	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	topic of discussion for next meeting	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	topic of discussion for next meeting	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	topic of discussion for next meeting	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	topic of discussion for next meeting	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	topic of discussion for next meeting	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	rxm and store manager are increasing communication to be one	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	still working on getting everyone to understand how to apply them	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13669 - JOE LI,MGR

Participant : JACK SHAWN HOUGHTALING
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Tue 03/12/2013 01:00 Central Daylight Time

Questionnaire	Tue 03/12/2013 01:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	topic of discussion for next meeting	0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these		topic of discussion for next meeting	0.00/0.00	0.00
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.				
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	topic of discussion for next meeting		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	topic of discussion for next meeting		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	topic of discussion for next meeting	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	topic of discussion for next meeting		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	should specifically label the folder as "Refusal folder" and store in the blue controlled bin	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO	topic of discussion for next meeting	0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	topic of discussion for next meeting		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	topic of discussion for next meeting		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Phoimometer)				
Q145 *Payroll *Quality *Customer Service *Buyout Opportunities	topic of discussion for next meeting		0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Competition *Transfer Logs * Deletes				
*Exception Queue Management Issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	topic of discussion for next meeting	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASF00601738

CONFIDENTIAL

WAG-MDL-03098.00200

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	topic of discussion for next meeting	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	topic of discussion for next meeting	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	topic of discussion for next meeting	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	topic of discussion for next meeting	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	topic of discussion for next meeting	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	topic of discussion for next meeting	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	topic of discussion for next meeting	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	topic of discussion for next meeting	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	topic of discussion for next meeting	0.00/0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	topic of discussion for next meeting	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	0.00/0.00	0.00
Q116	Pharmacy condition	(2)	0.00/0.00	0.00
Q117	Building Rx sales	(2)	0.00/0.00	0.00
Q118	Team Member Engagement	(2)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	topic of discussion for next meeting	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	topic of discussion for next meeting	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	topic of discussion for next meeting	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	topic of discussion for next meeting	0.00/0.00	0.00

Q163	Healthy, Happy, and Creating Value Together I am fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	topic of discussion for next meeting	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	topic of discussion for next meeting	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	topic of discussion for next meeting	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	still working on getting everyone to understand how to apply each of the culture beliefs	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.		0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04231 - Jan Louie Gavieres,MGR

Participant : Ronda J Lowe, Lynda Kwong, Mr Lazo
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 04/03/2013 09:00 Central Daylight Time

Questionnaire	Wed 04/03/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Med D decreasing over last year New Rx business		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Get more receipt surveys Detail local area business for off site flu		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a, but start to prepare for health testings coming soon		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	Sometimes, but will start now	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Staffed at this time, tech moved to east bay		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, Daily Med		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	Step One for RPH		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	on the right path to MTM 90 days		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart posted review and remind staff during 5 min meetings	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, during daily 5 min meetings.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, open to suggestions	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, sig codes, cultural beliefs	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Goal for receipt survey	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Plan in place for sig code improvement	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Plan in place for each tech and rph	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Motivation and drive in staff.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable			

Confidential

Q159	solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	Empower staff, develop staff RPH	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.				
Q171		Own It All the techs, great improvement on sig codes	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Techs know the beliefs when asked	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13671 - .MGR

Participant : Ronda J Lowe, Anthony Wong, Susan Sun
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 04/03/2013 14:00 Central Daylight Time

Questionnaire	Wed 04/03/2013 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.0/0.0	0.0
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx count, growth of new customers	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Reach out to the community. Great contact at the Bingo facility.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Promote HIV services. We will get your store on health testing as soon as we can.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in place. no hiring needs at this time.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med. but due to recent issues, shying away from promotion	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Use rxquality to help with sig codes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Receipt Survey goal	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00

Confidential

1

Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement. Engagement Flip Chart: discuss during daily 5 min meetings	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition? Recognition cards are posted in the Rx	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Yes, feedback is given	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires? No new hires, just new externs	0.00/0.00	0.00
Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs? Yes, communication is strong with staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary. Know the receipt survey goal	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Developing	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below. Growing	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below. NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance? Communication with staff and customers	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition (3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition (3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales (3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement (3) Achieving ExpectationsTeam member actively working	0.00/0.00	0.00

Confidential

2

	with customer or script friendly/personable/smile		
	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13640 - ,MGR

Participant : Ronda J Lowe, Trasa Hung
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 04/11/2013 08:00 Central Daylight Time

Questionnaire	Thu 04/11/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	C/B Prevention of C/B LDD reporting Rx Delight at 60.6%, goal is 8-.6% Rx DOS SR2 completion		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Promote receipt survey, keep lines short, IC3		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Specialty		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Specialty: LDD, know your competitors, work on relationships with discharge Rns, how can we get all their referrals ?		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	New hire Fred to start soon. Will continue to hire for new store, need 4 techs and 2 rphs		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Keep promoting balance rewards, although limited OTCs, immunizations		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Sig Codes, review with techs and get them to focus on quality		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities	Workflow, awt, vbpt, keep the lines at the		0.00/0.00	0.00

Confidential

1

*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues
 *Competition *Transfer Logs * Deletes
 *Exception Queue Management Issues

registers down,
 IC3

Strengths and opportunities:

Key corporate initiatives		0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34 Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Waigreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Order an engagement flip chart or just copy statements from another store and make your own	0.00/0.00	0.00
Q174 Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recognizing but not using focused recognition with cultural beliefs, will start now	0.00/0.00	0.00
Q175 Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, given opportunity to give feedback.	0.00/0.00	0.00
Q35 Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	New hire tech to start soon	0.00/0.00	0.00
Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36 What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Not daily, but are conveying info to the staff on a regular bases.	0.00/0.00	0.00
Q37 Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Team does not know goals, please review with techs	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39 Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	how can you challenge your high performer ? Set a goal for her to reach.	0.00/0.00	0.00
Q40 Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	follow through, 3rd party issues resolution, sig codes	0.00/0.00	0.00
Q108 Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86 Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	timely follow through, delegate to staff to allow more time for management duties.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116 Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00

Confidential

2

Q117	Building Rx sales	(2)	Keep after those relationships with ucsf staff	0.00/0.00	0.00
Q118	Team Member Engagement	(3)	Achieving Expectations Team member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients, proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3)	Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		Trasa: strength Tina: keep developing	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		Keep communications with staff daily with daily 5 min meetings. Set goals for each staff member to reach	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		Big Picture, New store coming, both RxM and St Mg need to start thinking of both stores working together	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		focus on wait times, IC3, decrease lines at the register area.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		Engage and excite your team	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		Empower, delegate and develop your staff	0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live it: I help people get, stay and live well.		Love Customers: Techs Own It: CF event attended by entire RPH staff. Thanks!	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		Learning and getting use to incorporating it into our daily actions	0.00/0.00	0.00
Overall Visit Notes:				0.00/0.00	0.00
Issues to share with District Team				0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.		none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		none	0.00/0.00	0.00
Q166	Additional comments:		none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01393 - Xin Cai,MGR

Participant : Ronda J Lowe, Cynthia Dimapasoc, CHI
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 03/13/2013 09:00 Central Daylight Time

Questionnaire	Wed 03/13/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Avg		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	ESI recapture, avg 90 day adj rx		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitter in place. need to find replacement for tech maternity.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	4 cores, GFD	0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	out window asking for receipt survey		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	rxquality application		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145 Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Rx Inventory replenishment issues		0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	4 cores, GFD	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Need some focus on promoting the Engagement Flip Chart to Rx staff	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, giving positive recognition to staff	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Management in rx is open and honest and always inviting responses from staff	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	hire hires in need of more training	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, 5 min meetings a few times a week	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	short staff has hinder goals setting, but need to get back on track.	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RxM working on plan for each member of staff	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	RxM working on plan for each member of staff	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Staff development	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal myfars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00

Confidential

Q118	Team Member Engagement	ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile (3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	review competencies with st mgr and rxm	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: positive customer experience	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	working towards positive recognition of staff	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02005 - Shu B Guan,MGR

Participant : Ronda J Lowe, Hafez Rafeh, Pure
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 04/08/2013 13:00 Central Daylight Time

Questionnaire	Mon 04/08/2013 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	ESI Recapture Avg Daily Rx/day Cardinal purchases RPH OT	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight Rx Delight Score	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Get more surveys Find new business, increase Rx count	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter in place No new hires Tech transferring to Geary	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards at POS, Daily Med	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	3%/4%	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Generic efficiency, at 96% Cardinal purchases	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00

Confidential

1

Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Waigreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart posted, but need to promote Rx Staff to give feedback. Keep promoting to staff	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Not yet, but will start with experienced tech	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires, the most recent looking to transfer	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, Daily meelings, Balance Rewards	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Receipt Survey	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Working with tech for higher performance	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversallon in the comment box below.	Plan for development of techs and rphs in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Priorization	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2) order new pick up bins	0.00/0.00	0.00
Q116	Pharmacy condition	(2) Needs overall cleaning, carpet, countertop, shelves. All very dusty	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and	0.00/0.00	0.00

Confidential

2

	thanked for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies:				
Please comment on each of the core competency areas as appropriate.				
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Keep lines of communication open with entire Rx staff	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs				
Cultural Beliefs				
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live it: I help people get, stay and live well.	Be Bold: Secured YMCA event	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive	0.00/0.00	0.00
Overall Visit Notes:				
Issues to share with District Team				
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01393 - Xin Cai,MGR

Participant : Ronda J Lowe, Cynthia Dimapasoc, Chi Nguyen
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 04/04/2013 09:00 Central Daylight Time

Questionnaire	Thu 04/04/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	ESI recapture Lower copays at CVS across street		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Outreach to the community for new business opportunities		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	Store Manager will start to include Rx items	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Hired new Tech for maternity coverage. Crossed trained employees in place.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Recent problems with Daily Med has decreased promotion. Promoting BR, immunizations		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Focus on training new techs and existing techs for sig codes		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Inventory and payroll Keep after 90 days and generic dispensing		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
<i>Confidential</i>				

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement				
Team member engagement				
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Get staff involved with the Engagement Flip Chart. Review the purpose and encourage staff	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Positive recognition to techs who do well.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Yes, techs are given opportunity.	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires? Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	New hire starting this week.	0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	GFD, workflow	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Customer survey goals	0.00/0.00	0.00
Performance Management				
Performance management				
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Action plan in place and working with high performer	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Plan in place with developing low performers	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Development and growing staff with patience and understanding.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				
Theme				
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingW ailing area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPro moting immunizationsAc tively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTea m member actively working with customer or scriptFriendly/per	0.00/0.00	0.00

Confidential

		sonable/smile (3) Achieving ExpectationsMost t team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us			
	Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q159			0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Great improvement with leading and developing team with understanding.	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Need to develop more community relationships and new business opportunities.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Taking care of customers and going the extra mile	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is learning beliefs	0.00/0.00	0.00
	Overall Visit Notes: Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

09886 - Jesus Jimenez,MGR

Participant : Ronda J Lowe, Calvin Chan
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 04/10/2013 13:00 Central Daylight Time

Questionnaire	Wed 04/10/2013 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Focus on chargebacks Good job on inventory control for March, under goal.	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	NO	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Focus on getting more Rx receipt surveys for a more accurate assessment of your service. Generic @ 96%, let's increase to 97% Need email address	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in place.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Focus on techs sig codes 7\$/3% currently	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM \$150, thanks VBPT 53%, 60% Workflow rescue , will schedule with OPT	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
<i>Confidential</i>				

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement				
Team member engagement				
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip chart posted, encourage team to use it.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, recognizing techs who give excellent customer service.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Techs are given opportunity during meetings with staff	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	All techs are less than 1.5 years. Workflow rescue will be scheduled. Need to teach techs to multi-task and sense of urgency.	0.00/0.00	0.00
Ask a few team members				
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, weekly meetings to review new info	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Techs know to try to improve sig codes	0.00/0.00	0.00
Performance Management				
Performance management				
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Developing head tech to train other techs, pass on the knowledge to develop the newer techs.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	One on one discussions with each tech and rph to review what they need to work on and focus on for improvement	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?in which areas are you finding to be more challenging or may need some assistance?	Delegation and development of staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				
Theme				
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(2) (3) Achieving ExpectationsTea	0.00/0.00	0.00

Confidential

Q118	Team Member Engagement	m member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Keep developing techs and rph. Staff development needs to be priority	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Focus on customer comments from the receipt survey for a source of how you can improve your service level.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	Keep delegating to staff, empower them to take on new tasks	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: helping other stores and own stores in interstores.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Own It: techs and rph are on board	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01126 - ,MGR

Participant : Ronda J Lowe, Joel Alegria, Intern Pedro
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 04/10/2013 11:00 Central Daylight Time

Questionnaire	Wed 04/10/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight, Rx Inv over goal Avg 90 Days adj decreased Medicare D patients ytd decreased	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Days of supply Avg 90 days adj is down 5/day Rx Delight, red, Goal is 64.4%, currently at 60.7% ytd	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Need to attend HIV meetings at Los Portales and get to know all the key players in the area.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	IC3 needs more attention, long lines in Rx. Please address with store management	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Immunizations, Balance rewards no issues, continue on sig codes for techs to improve quality	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues	Good improvement on MTMs,keep it up. VBPT, AWT, focus on wait	0.00/0.00	0.00

Confidential

1

	*Competition *Transfer Logs * Deletes *Exception Queue Management Issues	times, workflow, and sort labels when needed.		
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip chart posted, ask Rx staff to write comments. MVMW coming up	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Focused recognition with techs, in front of the Rx team	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Tech said yes, RxBM is open to listen to our concerns	0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires.	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	Almost daily, new information, balance rewards, receipt survey, ask the customers to take the survey		
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Sig code goals for techs	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Continue to develop techs for quality, focus on their sig codes	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Teaching, training, multi-tasking	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Prioritizing workload, organizing pharmacy and keeping on top of deadlines.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area clean/in/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(2) needs some CNO	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and Good job on zostavax off site	0.00/0.00	0.00

Confidential

2

		related servicesMaking adherence calls on regular basis		
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Review monthly reports with store manager, come up with an action plan together	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Strength: engaging team Keep thinking on improvements and building our business. Where did the Medicare D patients go ? Why are Rx's down? What can be done ?	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Continue to promote receipt surveys. Work with management on iC3, need to break the long lines in Rx.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	RxM is engaged and team is engaged	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	keep delegating and developing a stronger team.	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Veva, helping and solving customers issues	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Need more focus recognition to staff	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02866 - Bonnie Wong,MGR

Participant : Ronda J Lowe, Christlina Song
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 04/11/2013 14:00 Central Daylight Time

Questionnaire	Thu 04/11/2013 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	C/B \$3800/6 months MTM: zero Rx DOS to target Avg 90 day adj Rx to target		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Off Site, Senior center visits, Grow customer base, seniors, immunizations		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a Target on its way, how will you compete? how will you keep your customers ?		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	crossed trained FE in place, still looking for tech, using intern for now.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med, balance rewards, immunizations		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	no issues at this time		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Phoimometer)				
Q145 *Payroll *Quality *Customer Service *Buyout Opportunities	MTM, need to keep asking customers		0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Competition *Transfer Logs * Deletes				
*Exception Queue Management Issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00

Confidential

1

WAGCASF00601765

CONFIDENTIAL

WAG-MDL-03098.00227

Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	0.00/0.00	0.00
Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	0.00/0.00	0.00
Q116	Pharmacy condition	0.00/0.00	0.00
Q117	Building Rx sales	0.00/0.00	0.00

Confidential

Q118	Team Member Engagement	actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Good understanding of ops	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Good leadership, good communication with staff and informing them in all areas	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Continue to think of ways to grow customer base. What is our plan when Target opens ? How will we keep our customers loyal to us ?	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Survey receipt goals, IC3 when short of tech help	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	Team is fully engaged	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	Continue to empower and develop team	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Tilo: Love Customers: know them all and customers are always happy to see her	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	We do it everyday !!	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, Wendel Tse, Sam Lim
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sat 04/20/2013 08:00 Central Daylight Time

Questionnaire	Sat 04/20/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.0/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		Rx Sales have been down, -36K March Rx is up 5rxs/day Did we lose a few HIV patients ? Let's start visiting area business for off sites immunizations. Good job on Meningitis last week. Offer free delivery to HIV customers, may place your store in line with MOMs pharamcy and the Magic Johnson clinic.	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Pharmacy delight	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently laking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		How can we increase our Rx Delight ? Can we get to goal for receipt survey for April ? Medicare D down -9%, where did they all go ? NTT reached at 67%, how can we get this closer to 100% ?	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager		HIV	0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		Promote your special services, delivery, med-sets, med reconciliation/syn cing, etc	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	Store Manager is new and will start now.	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		Desinated hitter in place, all management can assist at the out window.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist Items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	One angry customer the other day when asked for ID, but will adjust as time goes on	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	Balance	0.00/0.00	0.00

Confidential

1

Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Rewards and Daily Med. immunizations.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	MTM needs improvement. Many customer don't want MTM, they know their meds, but don't let that deter you from still trying and contacting customers for MTM	0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues		0.00/0.00	0.00
	Strengths and opportunities: Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip Chart posted, but needs to get Rx staff more involved in placing comments. Remind staff to take the survey. Yes, RxM posted a positive recognition sheet, tied in with Cultural Beliefs in the Rx depart. Great idea to drive engagement.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, we tell them everything, good and bad	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	no new hires. new interns and externs are now in place for rotations.	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, holding daily 5 min meetings. Topics are posted on the board as a reminder of what was discussed. We know our sig code goal and receipt survey goal for April.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Challenging tech and staff rph to learn more areas of management	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Working with tech on customer service, what to say, what not to say, how to say it.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Finding time, prioritizing work, so that we can free up time to go detailing.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00

Confidential

Q115	Pharmacy waiting area condition	(3) Achieving Expectations Minimal Merchandising Waiting area clean In/out-window clutter free Vaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving Expectations Product off of floor Clear path to all fire exits No product in prohibited areas DPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(2) Let's get out to the community and find new customers	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Strength Good grasp on operations Need to get out into the community and find new business, new customers, off-sites	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Good leadership of team. Well respected by team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Think outside the box, what can we do to attract more seniors ? more HIV customers ? What can we do to get more involved in the community ?	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Good service level, but the Rx delight scores do not reflect, so let's get more surveys.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	Good team, all working together and fully engaged team in the Rx	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	Keep developing staff RPH, they are both more than capable to learn and take on more.	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Tech Jodi helping customer with insurance issues over and beyond	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Great idea to post cultural beliefs and positive recognition on the wall	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00

Confidential

Issues to share with District Team		0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166 Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01120 - Kevin Thach,MGR

Participant : Ronda J Lowe, Steven Xu, Manuel Bravo
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 04/16/2013 08:00 Central Daylight Time

Questionnaire	Tue 04/16/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.0/0.0	0.0
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	YTD -3% Medicare D -7 rxs/day avg	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts NTT reached, 14%, we need to build the relationships with each patient in efforts to grow our business.	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hilter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in plan, continue to cross train other employees, include MGT Noel, have him start entering Rxs	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, Daily Med, MTM 6%/3% sig codes/drug codes	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Workflow, workload, promote automation to help with workload, Daily Med to help as well. Keep on top of MTM	0.00/0.00	0.00

Confidential

1

Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart posted, but need to encourage Rx staff to write comments	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, Rxm is recognizing staff using focused recognition.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, tech stated that RxM is approachable and takes suggestions.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires.	0.00/0.00	0.00
Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?	Yes, RxM is reviewing new information with staff on a regular bases	0.00/0.00	0.00
Q37	Ask a team member: What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Tech know to promote balance rewards, daily med, and immunizations	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	need to develop staff to have a more efficiency run Rx dept.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Each member of the staff has a development plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Prioritizing workload, keep up with workload.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(2) Needs CNO, dusting, cleaning	0.00/0.00	0.00
Q117	Building Rx sales	(2) Start on offsites for August	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00

Confidential

		(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Take the time to sit with store manager monthly to review	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Keep the lines of communication open with daily 5 min meetings. Set aside time everyday.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	How can you grow the pharmacy dept ? VBPT at 71%, 20 Min AWT. How can we improve on wait times ?	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	RxM engages his staff and promotes a friendly work environment.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Mack taking one customer at a time, personal service Live It: Tamara involvement in SFGH event	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive, staff is trying to tie in with daily actions	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

07150 - Mengwah Chai,MGR

Participant : Ronda J Lowe, Mr Chai, Richard Tsao
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 04/16/2013 11:00 Central Daylight Time

Questionnaire	Tue 04/16/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx inv 441K/goal is \$428 Zero MTM 98% Gen Efficiency Good job on 90 days, 34 avg Rx Delight 68%, red Red DOS Increase balance rewards, yellow sig codes 6%/4%	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	15K over goal in Rx inv	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in place. Need to replace tech in August.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, Daily Med, MTM	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	6%/4% sig codes/drug codes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	No MTM collected yet. Keep on top of MTM Good job on Generic efficienc, 98% Good 90 days at 33 avg.	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00

Confidential

1

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Encourage staff to take engagement survey	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Focused recognition is not being used at all times. Will start at daily 5 min meetings.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Staff is given opportunity to provide feedback.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	New hire on track with learning tasks	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Weekly meetings, not daily 5 min meetings are occurring.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Techs know their sig code goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Working with head tech on sensitivity	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	working with newer techs on entering Rxs and multi-tasking with staff rph	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Organization and prioritizing workload	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(2) Start with off site flu shot clinics now	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per	0.00/0.00	0.00

Confidential

		sonable/smile (3) Achieving ExpectationsMost f team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us			
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Need to take the time to analyze with store manager, come up with action plan on areas which need improvement	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Need to hold daily 5 min meetings, set aside time every day.	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	keep focused on vbpt, awt	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	Empower your Rx staff. Get them excited and get them more involved	0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Live It : Tamara's involvement with the SFGH event, first time. Thanks Tamara	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	We need to start using it daily	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03849 - Qiaoying Ye,MGR

Participant : Ronda J Lowe, Sue Pang
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 04/17/2013 09:00 Central Daylight Time

Questionnaire	Wed 04/17/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?			0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Rx inv over 90K from goal				
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.			0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR			0.00/0.00	0.00
Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the				
Q97 manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Goal is 69.2%, currently at 51.5%, get more surveys				
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager			0.00/0.00	0.00
Immunization Center of Excellence				
Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the				
Q66 manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.			0.00/0.00	0.00
5 more to goal keep promoting, senior centers, off sites				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.			0.00/0.00	0.00
NO				
IC3, crossed trained, need more IC3 support from mangement no turnover, techs not at 40 due to reduced hours.				
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?			0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within				
Q167 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.			0.00/0.00	0.00
YES				
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day			0.00/0.00	0.00
YES				
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.			0.00/0.00	0.00
Balance Rewards				
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports			0.00/0.00	0.00
none				
Q61 Are there issues with any of our third party plans?			0.00/0.00	0.00
none				
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Phoimometer)				
Q145 *Payroll *Quality *Customer Service *Buyout Opportunities			0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Competition *Transfer Logs * Deletes				
*Exception Queue Management Issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.			0.00/0.00	0.00
YES				
Team Member Engagement			0.00/0.00	0.00

Confidential

1

	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip chart posted, but need Rx staff comments. encourage your team to give feedback. Techs are hesitant	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Use focused recognition during daily 5 min meetings to help engage your team	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Staff needs to speak up more and give feedback.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily meetings, reviewing new compass info with staff.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Know to get more Daily Med, Balance Rewards and receipt survey	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Develop to the next level. Get them involved in other duties.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Continue to work on completing task, multi-tasking, taking initiative	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Delegation and having staff take on more	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls	0.00/0.00	0.00

Confidential

	on regular basis		
	(3) Achieving Expectations Team member		
Q118 Team Member Engagement	actively working with customer or script friendly/per sonable/smile	0.00/0.00	0.00
Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159 Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160 People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161 Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162 Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164 Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Live It: On Lok event in a few weeks, blood pressure, BMI, etc	0.00/0.00	0.00
Q172 What feedback do you have for me around our cultural beliefs?	Trying to remember to use positive recognition	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166 Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

00896 - Tedman Woo,MGR

Participant : Ronda J Lowe, Amy Eng
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 03/22/2013 08:00 Central Daylight Time

Questionnaire	Fri 03/22/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement? List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these	YES	0.00/0.00	0.00
Q63	action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	MTM Rx Sold	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Shrink to target Avg 90 days adj Script count Rx Delight	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a Will start health testing soon. Get ready and get everyone trained.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hiltler in place no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med, asking at POS	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	Top tech for sig codes in district use rxquality where needed	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues				
Q145	Strengths and opportunities: Key corporate initiatives	Workflow, now with reduced hours 90 days generic efficiency	0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00

Confidential

	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Waigreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart posted New month will start soon	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Positive recognition given, Cashier name mentioned on customer comment.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Feedback provided to management	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily 5 min meetings in the morning and throughout the day due to large staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review of goals, Get more surveys	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	rxm developing high performers	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	training and developing lower performers	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Community and business outreach	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal missingMerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working	0.00/0.00	0.00

Confidential

		with customer or script friendly/ personable/ smile		
		(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Store Manager will review with RxM	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be one: workflow and teamwork	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is aware	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

00896 - Tedman Woo,MGR

Participant : Ronda J Lowe, Olga Feldman
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 04/17/2013 11:00 Central Daylight Time

Questionnaire	Wed 04/17/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx +20/day, Rx Inv under goal MTM: missed opportunities c/b low, good job	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Avg 90 days adj to target Rx Delight 9% from goal: ask every customer to take the survey	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Immunization Center of Excellence	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	80 immunizations to goal Prepare for health testing, training, order supplies	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	new manager change iC3, FE help, cross trained, part time staff rph moving to San Jose	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, but easier and faster to enter at the POS	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	good sig codes/drug codes, best in district, great job techs	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes	Strength: workflow, quality, teamwork Opportunities: automation, refill by scan, autofill,	0.00/0.00	0.00

Confidential

1

	*Exception Queue Management Issues	Daily med, MTM, etc		
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	MVMW survey, discuss with team, confidential. Encourage staff to fill out Engagement Flip chart	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, focused recognition to techs and rphs	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, Rxm always ask us for our opinion	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, daily 5 min meetings with staff, review what needs to be completed for the day and reminders of our initiatives	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	know our goals for flavoring, balance rewards	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	allow her to take on more duties, different duties to learn	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	use rxquality application to help processing rxs	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	motivate and engage staff to strive to be the best in the district.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00

Confidential

2

Q117	Building Rx sales	ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: JCC event, On Lok event	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Giving good feedback on recognition of staff	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04570 - Kenneth Phung,MGR

Participant : Ronda J Lowe, Kenneth Phung
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 04/18/2013 12:00 Central Daylight Time

Questionnaire	Thu 04/18/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	340B inventory med D customers NTT reached	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NO	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	90 days rx delight	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitter in place no anticipated turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med, Balance Rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none good job Sam on sig codes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, let's not have any missed opportunities.	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart posted Encourage staff to post messages	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Not yet with the recognition cards but have in other ways	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, open communication between management and staff	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, posted in pharmacy so that the staff can refer	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Know your goals for receipt survey	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Continue to challenge your high performers	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	none	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	community involvement and engagement with the community.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	keep after off sites and keep visiting local area business	0.00/0.00	0.00
		(4)	0.00/0.00	0.00

Confidential

Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Review with store manager monthly	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It Techs are very responsible and go over and beyond to help customers	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is learning	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03869 - Eugene Wong,MGR

Participant : Ronda J Lowe, Michael Haag, Luong Thai
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 04/18/2013 11:00 Central Daylight Time

Questionnaire	Thu 04/18/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Continue to work on inventory Good for March, at goal Cardinal purchases high due to oos in WH, but continue to monitor.	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight	0.00/0.00	0.00
	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Get to the goal for receipt surveys, explain to staff the importance.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	HIV COE Need plan to expand services Good job on securing 2 off-site Flu, and the 3rd one pending	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	0.00/0.00	0.00
	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hiltlers in place	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
		Daily Med Automation to help reduce phone calls	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	none good job on sig codes	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			
	*Sales *Work-flow *Marketing *Pharmacy Condition	Great		
	*Loss Prevention *Inventory *Productivity (Phoimometer)	improvement on		
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities	MTM, keep it up	0.00/0.00	0.00
	*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues	Keep eye on		
	*Competition *Transfer Logs * Deletes	Vendor purchases		
	*Exception Queue Management Issues			

Confidential

1

CONFIDENTIAL

WAGCASFO0601790

WAG-MDL-03098.00252

Strengths and opportunities:			
Key corporate initiatives			
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00 0.00
Team Member Engagement			
Team member engagement			
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time. Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session) Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip chart posted, but no feedback, continue to talk it up with staff	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work? Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, sig codes for top tech in the district	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager? Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, open to listening our concerns	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful? If new-hire or recently promoted team member is currently working, have MGR introduce you to them. How are you onboarding your new hires?	no new hires	0.00/0.00 0.00
Ask a few team members			
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Review of compass and emails to staff.	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review goals with staff. Know your goal for receipt survey	0.00/0.00 0.00
Performance Management			
Performance management			
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	High performers are being challenged and are helping lower performers	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Coaching and mentoring techs and rph for higher performance.	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	NO	0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?	Staff development and coachig	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			
Theme			
Q115	Pharmacy waiting area condition	(3) Achieving Expectations Minimal missing Merchandising Waiting area clean in/out window clutter free Vaccination area ready	0.00/0.00 0.00
Q116	Pharmacy condition	(3) Achieving Expectations Product off of floor Clear path to all fire exits No product in prohibited areas DPI records are put away	0.00/0.00 0.00
Q117	Building Rx sales	(4) good job on off-site flu	0.00/0.00 0.00
Q118	Team Member Engagement	(4)	0.00/0.00 0.00

Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Keep developing staff	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It, Love Customers Techs are on top of customer service and working together as one We are slowing incorporating our cultural beliefs in our daily activities	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

05487 - Haydee Hwang,MGR

Participant : Ronda J Lowe, Robert Lee
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 04/19/2013 08:00 Central Daylight Time

Questionnaire	Fri 04/19/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Chargebacks high at \$918 \$2,421 for the past 6 months Zero MTM collections		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations , Pharmacy delight 3 more		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	immunizations to goal, ytd Rx Delight almost to goal ytd Great, no red scorecard		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Complete weekly HIV COE call list, sync meds and promote services to HIV customers and mds		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	Will start	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in place Keep cross training		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Keep on top of techs sig codes, use Rx simulator		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Workflow to help with workload. MTM, keep on top and avoid losing any opportunities.		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASFO0601793

WAG-MDL-03098.00255

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Encourage team to take MWMV survey	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Focused recognition is being used	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	yes, allowed to give opinions openly	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	New information is being told. GFD policy with targeted drugs	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Sig codes and VBPT and AWT	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Continue to grow and develop. MTM, inventory management	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	sig codes, multi-task	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Delegate, train and develop staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
		(3) Achieving ExpectationsTea		

Confidential

2

Q118	Team Member Engagement	m member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	walk with store manager	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Victor with MTM	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Live It: Christie and the Hemophia Waik	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02244 - ,MGR

Participant : Ronda J Lowe, Gerardo Flores
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 04/19/2013 11:00 Central Daylight Time

Questionnaire	Fri 04/19/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?			0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.			0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR			0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager			0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.			0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.			0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?			0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.			0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day			0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.			0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports			0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?			0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues			0.00/0.00	0.00

Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review Engagement Flip Chart with Rx Staff, encourage them for feedback.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, staff rph recognized for Asthma project	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, staff is able to provide feedback and make changes in procedures to help improve operations.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, not daily, but weekly, GFD procedures	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Balance Rewards, sig codes	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Start teaching MTM for techs and rph, techs for billing, rph for cmrs and lips	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	none	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	RxM needs more motivation to increase business for the store. Make action plan, take action to help grown the business	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00

Confidential

2

Q117	Building Rx sales	(2)	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving Expectations/Team member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations/Most team members smile or make eye contact/Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together	is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency	Empowers others Promotes pharmacy Cultural Beliefs	0.00/0.00	0.00
Q171	Cultural Beliefs	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	0.00/0.00	0.00
Q172	Cultural Beliefs	What feedback do you have for me around our cultural beliefs?	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01054 - Gerald Martinez,MGR

Participant : Ronda J Lowe, Jesus Jimenez, Alfred Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 04/23/2013 11:00 Central Daylight Time

Questionnaire	Tue 04/23/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Sales down in March -30K Rx count +6/day ESI recapture 61% Medicare D -3% ytd why ?	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight Rx Delight in the red Get more surveys. Does everyone know their goal for April ? Off sites for increase in Rxs, Med D customers and immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitters in place, melva no turnover, no staffing issues, just need coverage for tech vacations, which we will be using summer interns to help cover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	no major issues with new GFD policies	0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, Daily Med	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Great improvements in sig codes for all techs	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	Great		

Confidential

1

	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer)	improvement on MTM over the past few months.		
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Continue on workflow and IC3 to break the lines during peak times.	0.00/0.00	0.00
	Strengths and opportunities: Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip chart posted, let's get more Rx comments on there.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, positive recognizing techs for great customer service to customers	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, we can talk freely, they all listen to us.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	New staff rph learning, seeing much improvement, on the right path. Still needs to learn multi-tasking skills	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, communication of new info and reminding of old info during meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	We know our sig code goal and balance rewards	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Helping introduce more management functons, to help RxM with his workload	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Daily reminder of multi-tasking.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Delegation to staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mai mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records	0.00/0.00	0.00

Confidential

2

	are put away			
Q117 Building Rx sales	(2)	Let's start with securing off sites for flu, senior center visits, visiting area business	0.00/0.00	0.00
Q118 Team Member Engagement	(4)		0.00/0.00	0.00
Q119 Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		(3) Achieving ExpectationsMost I team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159 Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		Strength. RxM know what needs to be improved on and drives for results	0.00/0.00	0.00
Q160 People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		Keep the lines of communication open with staff through daily 5 min meetings	0.00/0.00	0.00
Q161 Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		Think outside the box, how can we attract new customers ?	0.00/0.00	0.00
Q162 Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		Keep promoting receipt surveys. Our service is much better than what is reflected on the scorecard.	0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164 Functional CompetencyEmpowers othersPromotes pharmacy		Keep delegating to staff to help develop them and to help decrease the RxM' workload	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		Build Trust: Tech trust the system is confidential and will let other techs know to take the Gallup survey. Love Customers: Nubia, tech taking care of customer with insurance issues.	0.00/0.00	0.00
Q172 What feedback do you have for me around our cultural beliefs?		Tech Nubia is aware and trying to incorporate in her daily actions.	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none		0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.	none		0.00/0.00	0.00
Q166 Additional comments:	none		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02705 - Danny Kwan,MGR

Participant : Ronda J Lowe, Stephanie Phuong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 04/25/2013 12:00 Central Daylight Time

Questionnaire	Thu 04/25/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx inv, over 32K from goal	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Spoke to Tech Patty about on hands, periodic count, order review, etc.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a Staff is on track with health testing classes	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in place, no turnover, no hiring needs at this time.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, need 3K more	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	Good sig codes at 3%/4%	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	generic efficiency at 98%, great, let's keep pushing to 99% 90 days good at 34 avg. VBPT 76% to 81%, get consistently to 80% AWT good, under goal at 10.7 minutes	0.00/0.00	0.00
Strengths and opportunities: Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	A few staff not aware, reminded them of the deadline and confidentiality of the survey. Flip chart posted, but needs some comments from Rx staff. Yes, Love Customers: Techs go over and beyond to help customers BE One: lots of interstores in the Sunset area to help community lower Cardinal purchases and reduce overstock inventory	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, open communications with management.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, open communications with management.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	Jason is newest, still learning and getting famillier.	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, daily meetings are occurring.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Balance Reward goals, sig code goals, receipt survey goal	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Walk with staff rph	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Walk with staff RPH	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	staff with staff rph	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2) clean up some old falling down signs	0.00/0.00	0.00
Q116	Pharmacy condition	(2) some CNO, clean out drawers, stuff on floor, throw out old items which are no longer being used.	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00

Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	walk with staff RPH	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	walk with staff RPH	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	walk with staff RPH	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	walk with staff RPH	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	walk with staff RPH	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	walk with staff RPH	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be Bold: Fundraiser for American Cancer Society	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is using it daily and giving positive recognition when they see each other doing something that relates	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03475 - Gordon Fung,MGR

Participant : Ronda J Lowe, Patty Kong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 04/25/2013 09:00 Central Daylight Time

Questionnaire	Thu 04/25/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Inv, 70K over goal ESI customers ? Where are they ? 53% recapture		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts Down -3 rx/day in March How can we get these customers back ? Safeway, CVS Where are they ?		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep on top of HIV COE reports. Rimma is in charge, Jack needs to finish training. Keep up to date on data learned. Reach out to Steve st 1109 and Andrew st 4318		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	Please remind store manager to do this daily	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	IC3 in place, have desinated hiltlers in place. No turnover, no immediate hiring needs.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, need 4K more. Using POS to register, so KPI may not reflect that Rx is signing up customers. good improvement on sig codes: 4%/3%		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports			0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00

Note the strengths and opportunities during the pharmacy visit. Examples include but are not

Confidential

1

	limited to the following:			
	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer)			only \$20 MTM last month. Need more MTM Good on 90 days, avg 33 Good VBPT, 85%, Gen effic at 97%, let's get to 98%
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues		0.00/0.00	0.00
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart posted in lunch room, but limited comments by Rx staff, Keep talking it up with Rx staff.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	No, not recently. Start now. Your employees are great and need to be recognized. Use the daily 5 min meetings to recognize them.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	Yes, RxM is approachable with any issues	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Review with each member of the staff. Recap of weekly communications posted.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Goals for Sig codes Good improvement on sig codes	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Delegate more to high performers, continue to develop them.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Workflow, sig codes, workload	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Delegation to staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(2) Needs CNO cleaning, messing countertop, papers all over, need to clean	0.00/0.00	0.00

Q117	Building Rx sales	(2)	Get off sites, detail area business and MDs. Got 3 board and cares already.	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script friendly/per sonable/smile		0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.			0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		Develop staff, engage them. Delegate to staff. Staff is more than able to take on more.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		How can we get back ESI customer?	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		Good job so far on receipt surveys.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		Engage team during daily 5 min meetins. Use positive recognition with cultural beliefs	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		Engage and develop team. Give them challenges, as it will help you get your workload completed	0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		Be One: Helping st 13667 with interstores and reducing both store's inventory.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		Need to give cultural belief recognition cards to staff.	0.00/0.00	0.00
Overall Visit Notes:				0.00/0.00	0.00
Issues to share with District Team				0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none		0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none		0.00/0.00	0.00
Q166	Additional comments:	none		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13667 - Turny Mao,MGR

Participant : Ronda J Lowe, Rose Truong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 04/24/2013 12:00 Central Daylight Time

Questionnaire	Wed 04/24/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx inventory over goal 200K	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Periodic count entire Rx dept interstore, make calendar to call those stores back that already got interstores from you recently. They have a patient on that drug. Need all hands on deck to get inventory down.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a Keep promoting immunizations, off sites	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Working on transferring tech to st 7150, needing to hire, to replace in July.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards and immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Keep sig codes consistant. Review with techs weekly	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00

*Sales *Work-flow *Marketing *Pharmacy Condition

Confidential

1

Q145	*Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Need to keep on top of MTM, no missed opportunities.	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives				
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement				
Team member engagement				
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip Chart posted, but Rx is not involved in writing comments. Spoke to techs about placing comments, concerned about knowing their hand writing.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Thanks given for a good job, when the techs do a good job. Techs hesitant to speak up about their opinions, now that evaluations are coming up. Told them to be Bold and Build Trust.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	no new hires. store manager interviewing.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires. store manager interviewing.	0.00/0.00	0.00
Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	Review of important info is being cascaded down to entire team.	0.00/0.00	0.00
Q37	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs? Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Receipt survey goal is known.	0.00/0.00	0.00
Performance Management				
Performance management				
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Challenging high performer with more task, different tasks.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Be honest with tech transfer and let other store know the performance of the tech, prior to transfer.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Delegation to team to help reduce RxM's workload	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				
Theme				
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area clean/out-window clutter freeVaccination area ready (3) Achieving ExpectationsPro	0.00/0.00	0.00

Confidential

Q116	Pharmacy condition	duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(2)	0.00/0.00	0.00
Q118	Team Member Engagement	(2)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	How can we grow the business ? How can we retain our Geary Pharmacy Buyout customers ? How can we reduce wait times ?	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	So far so good with Rx Delight. Keep it up.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	Engage techs. They seem a bit afraid to fill out the Gallup survey due to confidentiality.	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	Empower your staff, techs and rph. You have a great staff, they can take on more. Continue to develop them.	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Taking care of one customer at a time. Monica	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	All 3 techs know the beliefs	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13670 - Levi Santiago,MGR

Participant : Ronda J Lowe, Van Cao
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sat 04/27/2013 11:00 Central Daylight Time

Questionnaire	Sat 04/27/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Inv, over 40K, mostly due to UCSF 340B refrigerated drugs.		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight Rx Delight..get more surveys Rx DOS...keep interstore and send out messages. Check with store 13640		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Get ready for health testings, training, supplies		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Desinated hitters in place. No turnover		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards and Daily Med (trying, but not interested) 6\$/3% sig codes/drug codes Need to focus on it.		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Thank for printing out folder for tech, keep on top weekly with each tech.		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	Need MTM, none for the last 6 months. 97% Generic efficiency, good		0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASFO0601811

WAG-MDL-03098.00273

	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer)	improvement from 96% last year, keep going for 98% Rx Delight at 58%, goal is 63.7% Balance Rewards at 9,5K, goal is 11,7K	0.00/0.00	0.00
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues			
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Get team engaged and use the Flip Chart, remind them all the purpose of the chart.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	None recently.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, pharmacy manager is open to our suggestions	0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires at this time	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Rx Delight survey, ask every customer.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Sig code goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Learning new ways to be more efficient	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Sig codes, multi-tasking, friendly customer service.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Prioritizing and trying to get everything done, getting better now.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00

Confidential

Q117	Building Rx sales	(2)	Senior Center detailing, area business detailing for off-site.	0.00/0.00	0.00
Q118	Team Member Engagement	(3)	Achieving Expectations Team member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)		0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business Leadership		Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership		Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership		Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership		Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together		is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency		Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		Love Customers: Ariene Own It: On top of Cardinal and WH orders, entire team working on inventory control	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		We are looking to do this daily	0.00/0.00	0.00
Overall Visit Notes:				0.00/0.00	0.00
Issues to share with District Team				0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.		none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		none	0.00/0.00	0.00
Q166	Additional comments:		none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

12141 - ,MGR

Participant : Eleanor Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 03/15/2013 15:00 Central Daylight Time

Questionnaire	Fri 03/15/2013 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		-please continue to monitor the rebate credit from the statement. - Jan is always a busy month. We peaked at 718k. Monitor March statement to see how it fluctuate.	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Rph payroll variance to budget ,Non-RPH OT Hrs per store Inventory issue has resolved for now. -Please research on payroll and let me know why we were up 8800 dollar in Jan and 9984 dollar in Feb.	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager		Specialty	0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		Fertility: We are getting RSC prescription in Orinda, S.J. San Ramon. Because of differentiate pricing, specialty representative would like us not to do the detailing at all.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		Please continue to have Jason screen for candidates. We still need to hire for the district including Stanford.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		This is not applicable at this store.	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer review/Internal event reports		no issue.	0.00/0.00	0.00

Confidential

Q61	Are there issues with any of our third party plans?	Express Script audit: medication doses on a daily basis. They want explicit direction.	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:		0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	As always, the store follows a unique workflow to accommodate the patient's need.	0.00/0.00	0.00
	Strengths and opportunities: Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Jason is very good in communicating all programs and feedback to the team. All staff aware of survey in April 22nd.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Jason gives positive feedback and also ties in cultural belief together with. Please make sure to do it within 45 seconds.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Again, we should always allow our staff to provide feedback by asking " what feedback do you have for me?"	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	5 minute meeting: PSC sales that is pertinent to this store. Initiatives and cultural beliefs. New compounding practice that we are going over with. This is to tie into OWN it and Be One.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Due to the nature of the specialty, we drive different goals than retail stores.	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	I am looking individuals that can trained and reproduce the knowledge and be able to provide "BE ONE" culture.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	No	0.00/0.00	0.00

Confidential

2

Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?	Jason has not put in the development goals. Please make sure he does that on Monday. Goal for him should include: communicate effectively using cultural beliefs through storytelling.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding) Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Jason is excellent with changes and always communicate positively.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	The team provides excellent service at all time. Paul and Jason are always promoting the company in every possible way. I see Jason also shows up in community events.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	Empowerment is something Jason is very good at.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own it: The team always strive to drive result.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	They are all getting used to cultural beliefs and found it very inspirational.	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.		0.00/0.00	0.00

Confidential

Q173 Do you have anything to share with the CL? Use the comment box below to document.
Q166 Additional comments:

0.00/0.00 0.00
0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

07043 - Calvin Yeung, MGR

Participant : JACK SHAWN HOUGHTALING
Auditor Role : Floater Pharmacist, Pharmacist
Auditor Department : Area
Response Date : Thu 03/21/2013 01:00 Central Daylight Time

Questionnaire	Thu 03/21/2013 01:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area? Ask the manager, where do they see their biggest opportunity? Verify that these action steps are correct. If not, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available). Document the action steps in the comment box below.	-income before carrying charge - balance rewards enrollment action plan: topic of discussion for next meeting		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunity Use GROW to coach to these areas with the RXM and/or MGR	Income before carrying charges		0.00/0.00	0.00
Q97 Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Are they currently taking action on these areas of opportunities? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	-income before carrying charges -action plan: topic of discussion for next meeting		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunity Use GROW to coach to these areas with the RXM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	will discuss during next meeting		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	no pharmacy items were included on the daily task list	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hitter? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	there is designated hitter for pharmacy when IC3 is needed from the front		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	however, the folder should be labeled as "Refusal Folder" only. It should be kept in the blue control bin	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	need more signages in the store and pharmacy to promote company initiatives		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx? STARS cases Peer review Internal event reports	-peer review should include summary for each peer review submitted every rx staff including the store manager should initial it should be quality related		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00

Confidential

1

	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) Q145 *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	strength: -90 day supply opportunities: - topic of discussion for next meeting	0.00/0.00	0.00
	Strengths and opportunities: Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	team members are not aware of the terminology	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, store manager recognizes and encourage group recognition of team members for doing their best work during 5mm	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	yes, usually during 5mm	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	none	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	-5mm daily in the FE cultural beliefs customer services suggestive sales BR company goals group recognition for employees who get 9 on survey -5mm daily in the pharmacy cultural beliefs survey GFD	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	team members know their daily goals that are task-related only.	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	topic of discussion for next meeting	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	topic of discussion for next meeting	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	-rnx is not here yet -topic of discussion for next meeting	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	0.00/0.00	0.00
Q116	Pharmacy condition		0.00/0.00	0.00

Confidential

	(2)		
Q117 Building Rx sales	(2)	0.00/0.00	0.00
Q118 Team Member Engagement	(2)	0.00/0.00	0.00
Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159 Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	topic of discussion for next meeting	0.00/0.00	0.00
Q160 People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	topic of discussion for next meeting	0.00/0.00	0.00
Q161 Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	topic of discussion for next meeting	0.00/0.00	0.00
Q162 Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	topic of discussion for next meeting	0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	topic of discussion for next meeting	0.00/0.00	0.00
Q164 Functional CompetencyEmpowers othersPromotes pharmacy	topic of discussion for next meeting	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	store is working with employees on understanding and demonstrating our cultural beliefs	0.00/0.00	0.00
Q172 What feedback do you have for me around our cultural beliefs?	they help employees to align their goal with each other	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team		0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166 Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

12141 - ,MGR

Participant : Eleanor Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 05/22/2013 11:00 Central Daylight Time

Questionnaire	Wed 05/22/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2				
Question			0.00/0.0	0.0
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
	Top line sales: Up 120,000 sales. Main contribution is due to variety of clinics referral. FPMC-just detailed yesterday -San Jose and Palo Alto (on webster street). We mainly retain all Rx from this site. RSC: Reproductive science center - detailed in San Jose -some are from San Ramon We have 2 new MD that are referring the patients to us. Dr. Yelian, Dr. Huang, Dr. Purcell. Dr. Huang travels to China and refer most chinese speaking customers to this site. Dr. Purcell was from FPMC and now is at RSC. She doesn't have a lot of patients. We offer free delivery to the patients and give them office supplies. PAMP and FPNC merged in June. - we are seeing more PAMP from Palo Alto and Fremont. We are seeing the increase in retail busienss.			
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below. IMPROVE Scorecard	YES		0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opporlunityUse GROW to coach to these areas with the RXM and/or MGR	Non-RPH OT Hrs per store		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Please make sure we are clocking out on time. This is an easy fix.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Compounding		0.00/0.00	0.00
	Compounding number now is continuing improving. DHEA			

Confidential

1

		(compounding) is the main drug we compound along with progesterone 300mg vaginal capsules. DHEA is lactose and dye free and is an advantageous to have it prepared for our specialty business. We average Rx sold 12-20 per day compounding. Goal is to continue the 40% trend increase.		
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		0.00/0.00	0.00
Planning Process				
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES specialty clinic	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	new budget will allow more help. seeking new hires in the pph. training tech/rph for designated hitter.	0.00/0.00	0.00
Pharmacy				
Pharmacy checklist items				
			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES PSC is on the top.	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	The store does extremely well with PSC. The others do not apply.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	quality simulator and scorecard showed to Jason. improvement steps to manual check ndc if scale is overridden. Product verifier should be different than data reviewer. Double check Foilstim Pen and Q-Caps is dispensed according to the filling procedures at this location.	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	no	0.00/0.00	0.00
Pharmacy Operations				
			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues Strengths and opportunities:	Sales increase and pharmacy condition are always CNO. Great service with great receipt survey every week. Opportunities is to train and hire new technicians and pharmacist.	0.00/0.00	0.00
Key corporate initiatives				
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement				
Team member engagement				
			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add	most individuals already took the survey. We have more than 5	0.00/0.00	0.00

Confidential

	any GROW coaching comments you may have, to drive employee engagement.	people.		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes. Mgr is constantly recognizing team members for doing their best work, driving the cultural beliefs. Providing the recognition card for peer to peer recognition.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	will continue teach and train the team. New Hire: Kirk Petersen- need to focus more on his task and follow direction.	0.00/0.00	0.00
	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes. we discussed culture beliefs.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	daily/weekly agenda discussed and provided to reach the goal.	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	We have technician who is preparing for seniro technician promotion. He is provided with adequate training.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	We have one technician that has written warning for attendance. GROW on performance using a plan we developed together (7 day call list and aged deletion).	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Train and Develop DH: Jason has been our main site in training the team. Please do update your progress in TMP.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingW aiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00

Confidential

Q118	Team Member Engagement	(4)	0.00/0.00	0.00
		(5) Outstanding All team members smile or make eye contact		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	All customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together	Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency	Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: the team works really well together to make it happen for the company.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	compliment of how we can present and drive the cultural belief in our 5 min meeting.	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	Please drive % sales on Balance Reward especially ES! patients.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01283 - Steven Xu,MGR

Participant : JACK SHAWN HOUGHTALING
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Thu 03/21/2013 01:00 Central Daylight Time

Questionnaire	Thu 03/21/2013 01:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.0/0.0	0.0
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
	-SS shrink set store mgt has identified that most of the shrink was from the cosmetic department Action Plan: mgr suggested to have 1 item on the self at a time and have an employee at the counter if this problem continues to occur -Non-Rph OT hrs per Store 11 OT hrs last month. This is because the tech has a 10 hr shift everyday			
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Non-RPH OT Hrs per store		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	OT hrs due to 10 hr shift for the tech		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	however,store is attending a community event in May at a senior center to promote the services that Walgreens offer		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	pharmacy items on a separate daily task list. But no pharmacy items were on the daily task list	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	there are 2 designated hitter for the pharmacy when IC3 is needed from the front		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	NO	tech was not familiar with GFD	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	store doesn't have signage for Flavoring		0.00/0.00	0.00

Confidential

1

Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	content of the peer reviews were quality-related	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	-strenghts: pharmacy delight: 100% for Feb - opportunities: topic of discussion for next meeting	0.00/0.00	0.00
Strengths and opportunities: Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement		The BR enrollment didn't meet the target because most of the customers are tourists who don't have a U.S. phone # to sign up for BR. however, store will continue to offer this service	0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	not every employee was aware of the terminology. some have participated but haven't heard any feedback	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	store mgr recognizes team members for doing their best work by having employee of the month and offering service bucks	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	yes, usually during the 5mm	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	n/a	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	-FE 5mm happens everyday go over cultural beliefs, BR, Chinese Hospital fundraising, survey Rx 5mm - happens everyday go over GFD	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	team members know their task-related goals, but not aware of the company goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	none for far topic of discussion for next meeting	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. if not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	none so far	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been	NO	0.00/0.00	0.00

Confidential

2

documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.			
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	topic of discussion for next meeting	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00 0.00
Theme			0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(2)	0.00/0.00 0.00
Q116	Pharmacy condition	(2)	0.00/0.00 0.00
Q117	Building Rx sales	(2)	0.00/0.00 0.00
Q118	Team Member Engagement	(2)	0.00/0.00 0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	0.00/0.00 0.00
Pharmacy Manager Core Competencies:			0.00/0.00 0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00 0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	topic of discussion for next meeting	0.00/0.00 0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	topic of discussion for next meeting	0.00/0.00 0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	topic of discussion for next meeting	0.00/0.00 0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	topic of discussion for next meeting	0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	topic of discussion for next meeting	0.00/0.00 0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	topic of discussion for next meeting	0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	store is working with employees on understanding and demonstrating culture beliefs	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	they help our employees to align their goal with each other to achieve the company goals	0.00/0.00 0.00
Overall Visit Notes:			0.00/0.00 0.00
Issues to share with District Team			0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00 0.00
Q166	Additional comments:		0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04318 - Andrew MacDonald-Ly,MGR

Participant : JACK SHAWN HOUGHTALING Andrew etc
Auditor Role : Floater Pharmacist, Pharmacist
Auditor Department : Area
Response Date : Thu 03/28/2013 02:00 Central Daylight Time

Questionnaire	Thu 03/28/2013 02:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	need to review monthly within 3 days of it becoming available	0.00/0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area? Ask the manager, where do they see their biggest opportunity? Verify that these action steps are correct. If not, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available). Document the action steps in the comment box below.	hep c sales \$		0.00/0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO		0.00/0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunity. Use GROW to coach to these areas with the RXM and/or MGR.	Average 90-day adjusted scripts , Total Immunizations		0.00/0.00
Q97	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Are they currently taking action on these areas of opportunities? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	Difficult area to promote in a large HIV store. Need to wrk with daily med to gain the 90 customers		0.00/0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunity. Use GROW to coach to these areas with the RxM and/or Store Manager.	Specialty		0.00/0.00
Q66	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	Hep c Plan? have Anne do Md detailing		0.00/0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	need to start a daily task list	0.00/0.00
Q170	How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hitter? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	looks good. No need for additional		0.00/0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	td drug talk soon	0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	all immunizations	0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	phone answering. need flyers?		0.00/0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review Internal event reports	please continue to use quality events to write peer reviews		0.00/0.00
Q61	Are there issues with any of our third party plans?	CABS and mail order		0.00/0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	engagement- super engagment through all employee levels. Team spirit is very nolicable. Need to show that sprit to the customers more		0.00/0.00
Strengths and opportunities:				

Confidential

1

Key corporate initiatives		0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34 Talk to various team members throughout the store about the My Walgreens/My Voice Survey. Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	goals are in progress	0.00/0.00	0.00
Q174 Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes they do try to do in the moment recognition. small staff so hard to do 5 min meetings	0.00/0.00	0.00
Q175 Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes- very open to giving suggestions	0.00/0.00	0.00
Q35 Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	none	0.00/0.00	0.00
Ask a few team members		0.00/0.00	0.00
Q36 Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	individual- small staff so easy to spread the word as oposed to 5 min meetings	0.00/0.00	0.00
Q37 Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	more immunizations	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39 Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	mediset opportunity	0.00/0.00	0.00
Q40 Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	grow to engage the customers	0.00/0.00	0.00
Q108 Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86 Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	grow hep c	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116 Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117 Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls	0.00/0.00	0.00

Confidential

2

	on regular basis		
	(3) Achieving Expectations Team member		
Q118	Team Member Engagement	actively working with customer or script friendly/per sonable/smile	0.00/0.00 0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	0.00/0.00 0.00
Pharmacy Manager Core Competencies:			0.00/0.00 0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00 0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00 0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00 0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00 0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00 0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	be one- working with 1327 to take care of the customers	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	still working it in	0.00/0.00 0.00
Overall Visit Notes:			0.00/0.00 0.00
Issues to share with District Team			0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.		0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00 0.00
Q166	Additional comments:		0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02088 - Siu-Pang Lee,MGR

Participant : JACK SHAWN HOUGHTALINGAngela Tsai
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Thu 03/28/2013 01:00 Central Daylight Time

Questionnaire	Thu 03/28/2013 01:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
		Abreviated walk do to customer issues review every month within 3 days of coming out. should log into TDP to fill out/ update goals at that time		
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	90 days - working on game plan has increased will continue what they are doing	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NO	0.00/0.00	0.00
	IMPROVe Scorecard		0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
		focus on getting more surveys. - asking at register - having a contest to see who's name is mentioned the mose - have it as part of the task list		
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
	Other (Programs Unique to Store)		0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Delivery	0.00/0.00	0.00
		delivery - signage is up. - say that for phone instead of flu - identify regular customers that may benefit from this - use daily med if needed		
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		0.00/0.00	0.00
	Planning Process		0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	0.00/0.00	0.00
		will start an RX daily task list		
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	- cross training is complete and ongoing. - need to reasses the amount of RPH hours due to limits on filling	0.00/0.00	0.00
	Pharmacy		0.00/0.00	0.00
	Pharmacy checklist items		0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
		over the hump- most regular customers have gone through it. New customers still take up time adds about 10 hours of rph lime per week.		
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
		everything. techs are good at identifying what customers may want and ask please continue to fill out peer review and		
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		0.00/0.00	0.00

Confidential

1

Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	reference quality events in the areas you speak about	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	large reimbursement losses with many single source generics and ESI- some up to 500\$. Need to be careful about these large losses	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	workflow- limitations due to 1 to 1 relationships	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	working towards them	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes- will try to incorporate more	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes on a regular basis	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?if new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	working well. working on getting typist trained as techs	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	tbd	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	tbd	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. if not, use GROW to coach them in the right direction of where they should focus.	tbd	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	tbd	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES tbd	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?in which areas are you finding to be more challenging or may need some assistance?	tbd	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00

Q116	Pharmacy condition	(3) Achieving Expectations Product off of floor Clear path to all fire exits No product in prohibited areas DPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script Friendly/per sonable/smile (3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together	is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency	Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	tbd	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	tbd	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.		0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04558 - Rosanna Kwong,MGR

Participant : JACK SHAWN HOUGHTALING
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Fri 04/12/2013 02:00 Central Daylight Time

Questionnaire	Fri 04/12/2013 02:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	-f/u with DM to re-evaluate shrink set for rx	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		-sales went down by 11.8% Action Plan: -visit nursing homes to upsell rx services, esp 90 day supply -Dr detailing - increase script volume,or increase dollar value/rx (ex: HIV rxs) -HIV lost 10 HIV pts 17% of the HIV rxs filled late Action Plan: - make use of the HIV report -Dr detailing (let docs know about the private consultation room) -focus on newly diagnosed pts and offer them the services Walgreens has for HIV patients	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Average 90-day adjusted scripts 90 Day Supply has increased, but not at goal yet Action Plans: -visits at nursing homes -ask md for 90 days when phone in rxs - PSC (pharmacists will flag rxs that may benefit fro PSC program	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager		Delivery	0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		Action Plan: assess pts for delivery needs when at the pharmacy make flyers for new buildings to assess delivery needs	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you		-rx has designated hitter -getting training when rx is not too busy -	0.00/0.00	0.00

Confidential

1

	using your budgeted hours (over/under)?		covering lunch hours during weekends	0.00/0.00	0.00
Pharmacy					
Pharmacy checklist items					
	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	Q167	YES	went over TDGFD	0.00/0.00 0.00
	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	Q58	YES		0.00/0.00 0.00
	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Q137		PSC: -flag rx's that may benefit from PSC program Auto Refills: -attach auto refill flyer to rx bag	0.00/0.00 0.00
	Are there any quality control issues in Rx? STARS cases Peer review internal event reports	Q138		All areas of improvement for peer review must be quality related	0.00/0.00 0.00
	Are there issues with any of our third party plans?	Q61		ECREMPD- does not allow 90 days	0.00/0.00 0.00
Pharmacy Operations					
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Q145		strength:exception n queue management issues opportunities: pharmacy condition-greatly improved since last visit, but still need to work on it	0.00/0.00 0.00
	Key corporate initiatives				0.00/0.00 0.00
	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	Q146	YES	recommended MGT going over TDGFD with floaters when pick up the CII key if they are unaware of it	0.00/0.00 0.00
Team Member Engagement					
Team member engagement					
	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time. Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session) Add any GROW coaching comments you may have, to drive employee engagement.	Q34		-will email Sophia for the survey questions	0.00/0.00 0.00
	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work? Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Q174		store mgt recognizes team members for doing their best work by giving out service bucks (about 2/wk) and recognition cards rxm recognize team members fro doing their best work by verbal recognition, and will start giving out recognition cards	0.00/0.00 0.00
	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager? Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Q175		rx team members usually provide feedback to store mgt or rxm immediately	0.00/0.00 0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Q35		n/a; however, new transfer to rx is currently receiving training and doing well so far	0.00/0.00 0.00
	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful? If new-hire or recently promoted team member is currently working, have MGR introduce you to them. How are you onboarding your new hires?				0.00/0.00 0.00
	Ask a few team members				0.00/0.00 0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	Q36		2 large group 5mm every week, and small group 5mm daily. Covers cultral beliefs and GFD will work on this	0.00/0.00 0.00
	What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?				0.00/0.00 0.00

Confidential

Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	month and assess during next meeting		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	both techs are on top of things and helping each other out. rxm are giving them extra duties		0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	rxm will on this with low performers		0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	person has been off for a while	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	will start upon reviewing next month's operating statement		0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	-need to laminate the "Ask Your Pharmacist" poster - take down the blue "Know Your Right" poster in the rx - make one window for drop off and the other pick up - move the immunization screen to inside rx -have all walgreens products at the end stand -have a side pannel for products that pharmacists recommend	0.00/0.00	0.00
Q116	Pharmacy condition	(2)	take down the licenses on the wall or store them at a difference place	0.00/0.00	0.00
Q117	Building Rx sales	(2)		0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTea m member actively working with customer or scriptFriendly/per sonable/smile		0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)		0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.			0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.			0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.			0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy			0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	love customers by giving them personal attention and calling iC 3 when needed		0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	none for this store walk		0.00/0.00	0.00

Confidential

3

Overall Visit Notes:

Issues to share with District Team

0.00/0.00 0.00

Q128 Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.

0.00/0.00 0.00

0.00/0.00 0.00

Q173 Do you have anything to share with the CL? Use the comment box below to document.

0.00/0.00 0.00

Q166 Additional comments:

0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04609 - Wing Cheung,MGR

Participant : JACK SHAWN HOUGHTALING, Milzy, David, Marilyn, and Mr. Yu
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Tue 04/16/2013 10:30 Central Daylight Time

Questionnaire	Tue 04/16/2013 10:30 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Gross Profit per RX: PSC is \$4/rx, higher GP than CABS will be using PSC program to increase GP/RX specifically targeting CABS patients	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts Action Plans: -to increase 90 days, we will use PSC card and target CABS customers -identify drugs on fast track based on tiers of PSC program -use different color of stickers to denote the tiers -place stickers on scale that tell the filling tech how much a 90 day will cost for each tier - when tech is filling a rx for 3rd party plan that is eligible for psc, ie: CABS, the tech will determine if 90 day will be cheaper thru psc or 3rd party plan - tech will note on the leaflet with a bullseye sticker or and other anotation to let out window tech know that pf can save money by signing up psc card -MONITOR ANY ROADBLOCKS/TIMING ETC THAT MAY PREVENT PTS FROM SIGNING UP PSC -RXM AND MGR SHOULD COME UP WITH ACTION PLAN	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00

Confidential

1

		TO HELP SMOOTH OUT THE PROCESS IF NEEDED		
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
		PSC ENROLLMENT: PLEASE SEE PREVIOUS PLAN ONLY HAVE SIGNED UP 16 PSC CARD YTD		
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
		REVIEWED WITH MGR AND BOTH EXAS THAT IMPORTANCE OF TASK LIST FOR ACCOUNTABILITY. GOING FORWARD, THEY WILL LIST NAMES OF STAFF TO COMPLETE TASK, AND THE TASK WILL BE SIGNED OFF BY INDIVIDUAL PERSON. THEY WILL INCLUDE 1-2 NON CLINICAL RX TASKS ON TASK LIST AND MGR/EXA/SFL WILL F/U TO SEE IF THE RX HAS COMPLETED THE TASK		
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	0.00/0.00	0.00
		LYDIA AND ANNA ARE DESIGNATED HITTERS - PLEASE MAKE SURE THEY HAVE TIME TO PRACTICE IN THE RX - CASHIER IS BEING TRAINED AND EVALUATED TO BECOME A TECH, WILL DECIDE IN 4 WEEKS IF PROMOTION IS APPROPRIATE -		
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
		SPECIFICALLY TALKED ABOUT ID HOMELESS PTS, IT IS UP TO THEIR JUDGEMENT IF THEY WILL ACCEPT AND FILL RXS. I HAVE ASKED THEM TO DO ONE EXTRA CHECK FOR PTS THAT SAY THEY DO NOT HAVE ID, JUST NOT TAKING THEIR WORD FOR IT PLEASE OPPORTUNITY SCORECARD. THEY HAVE DONE VERY WELL WITH FLU SHOTS, HOWEVER, EVERY OTHER AREAS THERE ARE LARGE OPPORTUNITIES FOR IMPROVEMENT.		
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		0.00/0.00	0.00
		WILL START WITH PSC AND ROLL OUT PROGRAM AS THEY BECOME EFFICIENT. POTENTIALLY GIVING PROJECTS TO TECHS SO ENGAGEMENT WILL IMPROVE WILL REVIEW IT NEXT VISIT. ALREADY AT 4		
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		0.00/0.00	0.00

Confidential

		HOURS OF STORE WALK NO SPECIFIC ISSUES. HOWEVER, THE RX SHOULD TARGET NON GOVERNMENTAL PLANS TO IMPROVE SERVICES	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?			
	Pharmacy Operations		0.00/0.00	0.00
			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	STRENGTH: WORKFLOW. EVERYONE KNOWS WHAT THEIR RESPONSIBILITIES ARE. HOWEVER, WE NEED TO WORK ON IMPROVING EFFICIENCY AT EACH STATION. MARILYN AND SERENA WILL WORK TOGETHER TO IMPROVE THIS AND WILL LET ME KNOW THE ACTION PLAN ON NEXT VISIT		
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues		0.00/0.00	0.00
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	0.00/0.00	0.00
		SPENT TIME REVIEWING CORP INITIATIVES WITH MITZY AND DAVID AND MR YU WAS PRESENT. WILL WORK ON SPREADING CORP INITIATIVES THRU THE STORE. WILL ASK SS AND RX ABOUT CORP INITIATIVES DURING NEXT VISIT. MY EXPECTATION IS THAT MGR/ASM WILL CASSCADE THE INFO		
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey. Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	WILL REVIEW IT NEXT VISIT. ALREADY AT 4 HOURS OF STORE WALK	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	THEY ARE URGED THEM TO USE FOCUS RECOGNITION AS A WAY TO IMPROVE AN OVERALL SERVICE OF THE STORE AS WELL AS FOR MOTIVATING OTHER EMPLOYEES - WILL BE LOOKING FOR MORE COMPREHENSIVE PLAN ON NEXT VISIT	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	WILL REVIEW IT NEXT VISIT. ALREADY AT 4 HOURS OF STORE WALK	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?if new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	ASKED STORE MGR TO WORK WITH SERENA TO DEVELOP TYPIST AND FOR HIM TO MONITOR PROGRESS	0.00/0.00	0.00

Confidential

		OVER NEXT 4 WEEKS		
	Ask a few team members		0.00/0.00	0.00
		WILL REVIEW IT NEXT VISIT. ALREADY AT 4 HOURS OF STORE WALK - ENCOURAGED THEM TO USE 5MM AS A FEEDBACK MECHANISM AND A VENUE FOR 2 WAY COMMUNICATION BETWEEN MGT AND STAFF		
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		0.00/0.00	0.00
		THEY DO NOT KNOW GOALS. HAVE ASKED MGR AND ASM TO MAKE SURE EMPLOYEES KNOW GOAL AND SPECIFIC #S		
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
		ASSOCIATED WITH GOALS. I.E. TO INCREASE OUR CUSTOMER SERVICES SCORE BY GETTING 10 SURVEYS TODAY		
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	WILL REVIEW IT NEXT VISIT. ALREADY AT 4 HOURS OF STORE WALK SPOKE WITH ASM AND MGR ABOUT GROWING THEIR EMPLOYEES. - THEY WILL COME UP WITH A CONSISTENT PLAN FOR EACH OF THEM TO USE -THEY WILL WORK ON DOCUMENTATION TO ENSURE CONSISTENCY	0.00/0.00	0.00
	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	YES	SEE ABOVE. NEEDS MORE CONSISTENCY	0.00/0.00
		MGR AND RXM NEED TO LOOK AT DEVELOPMENT GOALS ON A MONTHLY BASIS. MUST UPDATE IN TALENT MANAGEMENT PORTAL		
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?		0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	0.00/0.00	0.00
Q116	Pharmacy condition	(2)	0.00/0.00	0.00
Q117	Building Rx sales	(2)	0.00/0.00	0.00

Confidential

4

Q118	Team Member Engagement	(2)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	ASKED MGR TO WORK WITH ASMS AND SS TO COME UP WITH CULTURAL BELIEF THAT THE ENTIRE STORE DEMONSTRATE S AND NOT JUST AN INDIVIDUAL EVERYONE NEEDS TO BE FAMILIAR WITH THEM. MGR AND ASMS SHOULD BE ABLE TO RECITE THE DEFITION OF EACH CULTURAL BELIEF	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	HOW OFTEN SHOULD CLS WALK THEIR OWN STORE	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13668 - Russell Kubota,MGR

Participant : JACK SHAWN HOUGHTALING, MS LAU, AND DOM FOR 5 MIN
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Tue 04/16/2013 16:00 Central Daylight Time

Questionnaire	Tue 04/16/2013 16:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
		ASKED MGR AND RXM TO WRITE OPPORTUNITES AND ACTION PLANS ON OPERATION STATEMENT		
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	1ST STORE WALK FOR MGR, SPENT ENTIRE 2.5HRS GOING OVER CONCEPTS AND STORE WALK BINDER. WILL BE ABLE TO FILL OUT STORE WALK WITH BETTER INFO AND ACTION PLANS AT NEXT RXS WALK	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below. IMPROVE Scorecard	NA	0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	WENT OVER EACH OF THESE AREAS. ASKED MGR TO COME UP WITH AN ACTION PLAN FOR ONE OF THE ITEMS ABOVE TO DISCUSS AT NEXT WALK - STORE SHOULD MAKE SURE THEY ARE USING "ACTUAL" VALUE WHEN PRINTING IMPROVED SCORECARD - MGT TEAM SHOULD BE ABLE TO TELL ME THEIR #S AND THEIR GOALS	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	WENT OVER WITH MGR. WILL DISCUSS SPECIFIC AREAS OF OPPORTUNITIE S/ACTION PLAN ON NEXT VISIT	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	0.00/0.00	0.00
		-MGR SHOULD HAVE NON-CLINICAL TASK ON TASK LIST. -EMPLOYEES WHO COMPLETED THE TASK SHOULD SIGN OFF AND NOT MGT		

Confidential

1

Q170	How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hitter? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	ONE TECH LEAVING, RX CASHIER BEING TRAINED TO TAKE PLACE	0.00/0.00	0.00	
Pharmacy			0.00/0.00	0.00	
Pharmacy checklist items			0.00/0.00	0.00	
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	RXM STRUGGLING WITH HOMELESS WITHOUT IDS. DISCUSSED OPTIONS. THEY SHOULD BE DOING ONE MORE CHECK BESIDES ACCEPTING THAT THEY DO NOT HAVE AN ID	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO		0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	WENT OVER WITH MGR. WILL DISCUSS SPECIFIC AREAS OF OPPORTUNITIE S/ACTION PLAN ON NEXT VISIT	0.00/0.00	0.00	
Q138	Are there any quality control issues in Rx? STARS cases Peer review internal event reports	WENT OVER WITH MGR. WILL DISCUSS SPECIFIC AREAS OF OPPORTUNITIE S/ACTION PLAN ON NEXT VISIT	0.00/0.00	0.00	
Q61	Are there issues with any of our third party plans?	NONE		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00	
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:					
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phomometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs *Deletes *Exception Queue Management issues	WENT OVER WITH MGR. WILL DISCUSS SPECIFIC AREAS OF OPPORTUNITIE S/ACTION PLAN ON NEXT VISIT	0.00/0.00	0.00	
Strengths and opportunities:					
Key corporate initiatives			0.00/0.00	0.00	
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	WENT OVER WITH MGR. WILL DISCUSS SPECIFIC AREAS OF OPPORTUNITIES/ACTION PLAN ON NEXT VISIT	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00	
Team member engagement			0.00/0.00	0.00	
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time. Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session) Add any GROW coaching comments you may have, to drive employee engagement.	RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00	
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work? Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00	
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager? Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00	
Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).					
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful? If new-hire or recently promoted team member is currently working, have MGR introduce you to them. How are you onboarding your new hires?	RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00	
Ask a few team members			0.00/0.00	0.00	
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?					

Confidential

Q36	What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		SS KNOW GOALS AND SPECIFIC #S. NEED TO HELP EMPLOYEES TIE IN THOSE #S TO OUR CORP GOALS (130/9/8)	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	YES	RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?		SHOULD BE REVIEWING RXM ON A MONTHLY BASIS AND UPDATING ON TALENT DEVELOPMENT PORTAL	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00
Q116	Pharmacy condition	(2)	RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00
Q117	Building Rx sales	(2)	RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00
Q118	Team Member Engagement	(2)	RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	RAN OUT OF TIME. WILL DISCUSS NEXT VISIT	0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.			0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.			0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.			0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy			0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our		ENCOURAGE MGR TO COME UP WITH ONE BELIEF THAT THE ENTIRE STORE	0.00/0.00	0.00

results?" and refuse to blame others. Live It: I help people get, stay and live well.

EXEMPLIFIES.
RAN OUT OF
TIME. WILL
DISCUSS NEXT
VISIT

Q172 What feedback do you have for me around our cultural beliefs?

0.00/0.00 0.00

Overall Visit Notes:

0.00/0.00 0.00

Issues to share with District Team

0.00/0.00 0.00

Q128 Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.

0.00/0.00 0.00

Q173 Do you have anything to share with the CL? Use the comment box below to document.

0.00/0.00 0.00

Q166 Additional comments:

0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01297 - Ana Carias,MGR

Participant : JACK SHAWN HOUGHTALING, SERENA, HANNAH
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Wed 04/17/2013 11:00 Central Daylight Time

Questionnaire	Wed 04/17/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	0.00/0.00	0.00
		MGR AND RXM SHOULD GO OVER OP STATEMENT WITHIN 3-4 DAYS AFTER BECOMING AVAILABLE - MGR AND RXM SHOULD LIST OPPORTUNITIES AND ACTION PLANS ON OPERATING STATEMENT AND UPDATE THE TALENT DEVELOPMENT PORTAL ON A MONTHLY BASIS AND INPUT THE DEVELOPMENT GOAL OF THE RXM		
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	FIRST RXS WALK - CL/MGR/ASM NOT PRESENT - WENT THRU THE STORE WALK BINDER WITH ASM-T AND HANNAH - ALL RESPONSES GIVEN BELOW ARE TO PREPARE NEXT STORE WALK	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
	IMPROVE Scorecard		0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	-THE OPPORTUNITY SCORECARD SHOULD BE VIEWED AS "HOW WELL IS YOUR PHARMACY TRANSFORMING COMMUNITY PHARMACY" - NEEDS TO BE PRINTED EVERY MONTH -SHOULD HAVE AN ACTION PLAN AVAILABLE	0.00/0.00	0.00
	Other (Programs Unique to Store)		0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	SEE PREVIOUS QUESTION. SHOULD BE REVIEWED ON A MONTHLY BASIS	0.00/0.00	0.00
	Planning Process		0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on	NO	0.00/0.00	0.00
	<i>Confidential</i>	SHOULD INCLUE 1-2 NON-CLINICAL RX ITEMS ON THE TASK LIST. MAKE SURE STAFF SHOULD SIGN IT AFTER COMPLETING TASK TO ENSURE		

the list.

			ACCOUNTABILITY. SHOULD USE PREVIOUS STORE WALKS AS WAYS TO COME UP WITH NEW IDEAS TO IMPROVE ACCOUNTABILITY	
		REVIEWED THAT WHEN I ASKED THIS QUESTION, SHOULD BE ABLE TO PROVIDE ME WITH INFO SUCH AS THE NAME OF THE DESIGNATED HIITER, WHEN ARE THEY ARE HELPING OUT IN THE RX, AND TIME FOR TRAINING		
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltter?Does the store have the adequate FT/PT ratio to meel store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?			0.00/0.00 0.00
Pharmacy				0.00/0.00 0.00
Pharmacy checklist items				0.00/0.00 0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	WENT OVER ISSUES WITH HOMELESS WITHOUT ID. WENT OVER THAT ID IS REQUIRED FOR ALL CONTROLLED SUBSTANCES AND HOW TO DOCUMENT IN IC+ FOR REFUSAL RXS STORE SHOULD PICK 1-2 ITEMS TO ACTIVELY PROMOTE. SHOULD HAVE ACTION PLANS ON HOW TO PROMOTE THE INITIATIVES. MGT TEAM SHOULD BE ARE RESPONSIBLE FOR MAKING SURE RX STAFF ARE ACTIVELY PROMOTING THE INITIATIVES WHEN RXM IS NOT PRESENT	0.00/0.00 0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO		0.00/0.00 0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		-PLEASE MAKE SURE THAT YOU WILL BE READY TO DISCUSS WHAT IS WORKING/NOT WORKING WELL PEER REVIEW NEEDS TO BE DONE MONTNLY. IT MUST BE QUALITY RELATED ACCORDING TO THE BOP. ALL RX STAFF AND MGR SHOULD SIGN OFF EACH MONTH. I WILL BE CHECKING IT ON A MONTHLY BASIS	0.00/0.00 0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports			0.00/0.00 0.00
Q61	Are there issues with any of our third party plans?	NONE		0.00/0.00 0.00
Pharmacy Operations				0.00/0.00 0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00 0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues		STRENGTHS & OPPORTUNITIE S -RXM AND MGR SHOULD DISCUSS WITH EACH OTHER REGARDING WHAT IS AND WHAT IS NOT GOING WELL EACH MONTH	0.00/0.00 0.00
Key corporate initiatives	Strengths and opportunities:			0.00/0.00 0.00
			MGR AND RXM SHOULD HAVE SPECIFIC ACTION PLANS FOR THE CORP	

Confidential

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	INITIATIVES FOR NEXT VISIT. ALL MEMBERS OF MGT SHOULD KNOW WHAT THE CORP INITIATIVES ARE AND HOW THE STORE IS DRIVING THESE INITIATIVES	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey; Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		SHOULD BE USING DIFFERENT TECHNIQUES DURING 5MM TO HELP TEAM MEMBERS UNDERSTAND WHAT THEIR GOALS ARE IN TMP (RXM) AND HOW ARE THEY WORKING TOWARDS THEM. SOMETHING I WOULD LIKE TO KNOW ARE - ARE MGR/RXM GIVING FOCUSED RECOGNITION WHEN STAFF ARE DOING THEIR BEST WORK -WHAT TECHNIQUES HAVE YOU USED FOR RECOGNITION WILL BE ASKING RX TEAM MEMBERS: - WHEN DO THEY GIVE FEEDBACK. -DO THEY GET FOCUSED RECOGNITION - WHAT OTHER TASKS ARE GIVEN TO THE RX STAFF TO HELP DEVELOP THEM	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		FOCUSED RECOGNITION WHEN STAFF ARE DOING THEIR BEST WORK -WHAT TECHNIQUES HAVE YOU USED FOR RECOGNITION WILL BE ASKING RX TEAM MEMBERS: - WHEN DO THEY GIVE FEEDBACK. -DO THEY GET FOCUSED RECOGNITION - WHAT OTHER TASKS ARE GIVEN TO THE RX STAFF TO HELP DEVELOP THEM	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		ARE YOU PLANNING TO HIRE NEW TEAM MEMBERS - WHERE THEY ARE AT WITH TRAINING -ARE THEY READY TO WORK IN THE RX	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		WILL BE MAKING SURE THAT 5MM IS MORE THAN 1 WAY COMMUNICATI ON. IT SHOULD BE INTERACTIVE, AND ENGAGE WITH TEAM MEMBERS SHOULD BE USING DIFFERENT TECHNIQUES DURING 5MM TO HELP TEAM MEMBERS UNDERSTAND WHAT THEIR GOALS ARE. THEY SHOULD	0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		COMMUNICATI ON. IT SHOULD BE INTERACTIVE, AND ENGAGE WITH TEAM MEMBERS SHOULD BE USING DIFFERENT TECHNIQUES DURING 5MM TO HELP TEAM MEMBERS UNDERSTAND WHAT THEIR GOALS ARE. THEY SHOULD	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		THEY SHOULD	0.00/0.00	0.00

Confidential

3

	BE ABLE TO GIVE US SPECIFIC #S AND TIE THEM TO CORP GOALS (130/9/8)		
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	-RXM SHOULD CHALLENGE THEM WITH SPECIFIC PROJECTS	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	N/A	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	RXM SHOULD LOG INTO TALENT DEVELOPMENT PORTAL TO UPDATE PERSONAL DEVELOPMENT GOALS ON A MONTHLY BASIS WHEN GOING OVER THE OP STATEMENT WITH MGR	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00 0.00
Theme			0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(2)	0.00/0.00 0.00
Q116	Pharmacy condition	(2)	0.00/0.00 0.00
Q117	Building Rx sales	(2)	0.00/0.00 0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptfriendly/personable/smile	0.00/0.00 0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	0.00/0.00 0.00
Pharmacy Manager Core Competencies:			0.00/0.00 0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00 0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00 0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00 0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00 0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00 0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
		STORE SHOULD IDENTIFY A CULTURAL BELIEF THAT THE ENTIRE	

Confidential

4

<p>Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.</p>	<p>STORE EXEMPLIFIES. SHOULD BE ASKING TEAM MEMBERS DURING 5MM WHICH CULTURAL BELIEF THEY ARE DEMONSTRATING OF THE DAY AND HOW THEY WILL BE DEMONSTRATING IT</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Q172 What feedback do you have for me around our cultural beliefs?</p>	<p>ALL MGT MEMBERS SHOULD BE ABLE TO RECITE THE DEFINITION OF EACH CULTURAL BELIEF</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Overall Visit Notes: Issues to share with District Team</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q128 Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q173 Do you have anything to share with the CL? Use the comment box below to document.</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q166 Additional comments:</p>		<p>0.00/0.00</p>	<p>0.00</p>

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

07044 - Melissa May,MGR

Participant : JACK SHAWN HOUGHTALING, Lester
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Fri 04/19/2013 15:30 Central Daylight Time

Questionnaire	Fri 04/19/2013 15:30 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	First RXS walk - MGR not present -went thru the store walk binder with Lester- He will relay info to MGR -all responses given below are to prepare for next store walk	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight ,Store team member engagement went over the items on the Improve Scorecard with Lester. recommended to print with actual amount rather than percentage. MGR and RXM should be able to identify their opportunities and have action plans written on scorecard (just like on the operating statement).	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
		The opportunity scorecard should be viewed as "how well is your pharmacy transforming community pharmacy" - needs to be printed every		

Confidential

1

Q66	<p>Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.</p>	<p>month -should have an action plan available - sometimes this will tie directly to your action plans on the operating statment or improve score card -should have a different twist- specifically on engaging customers and how we make ourselves different from others (i.e. CVS/Safeway) - Think outside the box--how are you growing your business through the areas above?</p>	0.00/0.00	0.00
Planning Process	-		0.00/0.00	0.00
Q169	<p>Review the store manager's daily task list and verify that they are including pharmacy items on the list.</p>	NO	0.00/0.00	0.00
Q170	<p>How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?</p>	<p>Reviewed that when i asked this question, MGR should be able to provide me with info such as the name of the designated hitter, how they are being utilized in the rx, and how they are progressing with training -what is your plan to make them efficient -where are you in the plan -what roadblocks you are having - holding rxm accountable for the training in the rx of the designated hitter -MGR's need to allow for training. -At what level do you think a designated hitter should be performing in the RX</p>	0.00/0.00	0.00
Pharmacy	Pharmacy checklist items		0.00/0.00	0.00
Confidential		<p>re-iterated that role of mgt team is to back up the pharmacists -Need to</p>	0.00/0.00	0.00

Q167	<p>Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.</p>	YES	<p>remove the upset customer from the area so that the RX can function - Need to be familiar with policy - could hand out the letter we are giving to the MD's - Do not give anything else out to patient (our policies etc) this is confidential - all members of MGT and SFL need to know about this and be able to support the pharmacy staff</p>	0.00/0.00	0.00
Q58	<p>Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day</p>	NO	<p>store should pick 1-2 times to actively promote the initiatives. Mgt team should be responsible for making sure rx staff are actively promoting the initiatives when rxm is not present - I will be asking what the pharmacy is promoting (you should know what they are) - I will ask how they are doing the promoting - I will be looking at KPI's to make sure this is happening - I will be holding MGT staff accountable, which in turn should hold rx staff accountable</p>	0.00/0.00	0.00
Q137	<p>If yes, please explain which initiatives the store is promoting and how. If no, please explain why.</p>		<p>please make sure that you will be ready to discuss during next walk what has been working/not working well</p>	0.00/0.00	0.00
Q138	<p>Are there any quality control issues in Rx? STARS cases Peer review internal event reports</p>		<p>re-iterated that peer reviews need to be done monthly. It must be quality related. All rx staff and mgr should initial it monthly. - MGR, RXM and Staff RPH can all fill out the peer review - Due the 10th of each month</p>	0.00/0.00	0.00
Q61	<p>Are there issues with any of our third party plans?</p>		<p>RXM, Staff and techs - should be keeping a list of issues. - Mgr should be able to understand why it is an issue and what the pharmacy has been doing to combat the issue (the specific details I will get from the RX team)</p>	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Q145	<p>Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs *Deletes *Exception Queue Management Issues</p>		<p>Strengths and opportunities - rxm and mgr should discuss with each other regarding what is and what is not going well each month - There are many things to focus on, be prepared to speak to one or more - Should be able to pick one strength and opportunity - should have a game plan in place to remedy any opportunity -</p>	0.00/0.00	0.00

Confidential

Strengths and opportunities:	For the Strength you should have feedback on what you are doing to make this a strength in your store (unique circumstances, plans, handouts, workflow etc)	0.00/0.00	0.00
Key corporate initiatives	mgr and rxm should have a specific action plan for the initiatives for next visit. All members of mgt should know what the initiatives are and how the store is driving them. - These corp initiatives are given to you by your CL's each month. - You need to be proactive and ask what they are or if they have changed - For these I should be able to tell by looking at your store (signage) and listening to your employees that you are actively going after these initiatives. -Let me know what works and what doesn't	0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	0.00/0.00	0.00
Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34 Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	should be using different techniques during 5mm to help team members understand what their goals are and how they are working towards them -What is your action plan? -Does your store employees know what your action plan is? specifics!! -read the questions above-- can you tell me that you are doing all of them?	0.00/0.00	0.00
Q174 Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?is the store manager and/or pharmacy manager encouraging peer to peer recognition?	They are. Urged them to use focused recognition more as a way to improve overall service of the store as well as for motivating other employees - 5mm should be a 2 way street of communication-- > not just giving out tasks -MGT should know our cultural beliefs and the definitions (I will be asking you to recite them) -Do I see focused recognition cards being displayed?	0.00/0.00	0.00
Q175 Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Will be asking rx team members - when do they give feedback - do they get focused recognition - when they give feedback how is it received, do any of their ideas	0.00/0.00	0.00

		get implemented etc.		
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	one new hire -will follow up on his progress during next visit -Game plan on training?	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?if new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?			
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	5mm daily -re-iterated that each employee should know our company goals (130/9/8). Will be asking employee during next visit - it should be interactive and engage with team members rather than one way communication shuold be using different techniques during 5mm to help team members understand what their goal are. Most of the time they should be able to give me specific #. --4 steps-- EVERYONE should be able to get to step #3. example: 1. my goal is to improve sales 2. My goal is to improve sales by doing suggestive selling 3. My goal is to improve sales by doing 15 suggestive sells during my shift 4. My goal is to help improve our sales by doing 15 suggestive sells during my shift to help us get to our corperate goal of 130B in sales.	0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	-rxm should assign high performers with challenging projects to develop them further -	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and developrment plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	n/a	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	rxm should log into TMP to update the progress of personal development goal on a monthly basis when going over the operating	0.00/0.00	0.00
		RXM will need your help with this- please make sure you are able to speak about the low performers and what part of the process you are in with them.		

Confidential

5

	statement with mgr	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding) Theme		0.00/0.00	0.00
		0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(2)	0.00/0.00	0.00
Q116 Pharmacy condition	(2)	0.00/0.00	0.00
Q117 Building Rx sales	(2)	0.00/0.00	0.00
Q118 Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119 Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159 Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	-You should be able to speak to one of the following and what discussions you have had around this.	0.00/0.00	0.00
Q160 People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161 Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162 Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164 Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
	Be One- all team members work as one every day to achieve company goals - ask the team during 5 minute meetings how they as a TEAM demonstrate a cultural belief. - Shouldn't be the same every month - Should be able to be specific-- not general		
Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	All mgt members should be able to recite the definition of each cultural belief	0.00/0.00	0.00
Q172 What feedback do you have for me around our cultural beliefs?		0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team	No store walks have been entered by CL. If they have been done please make sure they are inputted in	0.00/0.00	0.00

Confidential

Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	Compass - After every store walk you should print it and GO over with your staff. That way you all know what you will be held accountable for doing --i.e. action plans, growing, engagement etc. We sometimes add KPI's and other items to your walks and it is important that you review with your team.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Q66	<p>Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.</p>	<p>your action plans on the operating statement or improve scorecard - should have a different twist--specifically on engaging customers and how we make ourselves different from others (i.e. CVS/Safeway) - think outside the box--how are you growing your business through the areas above?</p>	<p>0.00/0.00 0.00</p>
Planning Process	-		<p>0.00/0.00 0.00</p>
Q169	<p>Review the store manager's daily task list and verify that they are including pharmacy items on the list.</p>	<p>NO</p> <p>should include 1-2 non-clinical rx items on the task list. Make sure staff sign it after completing task to ensure accountability. Can use the Blue Card (search in storenet for blue card to see items that can be included). in storenet you can click on the item to tell you what needs to be done-this is how you will start to hold your RXM and staff accountable-can be a weekly or daily task-could have a separate sheet for rx task-if you do this i need to see both in your binder-again 1-2 items must be from store manager-->can be from the check list at the end of the walk, i.e. CNO, growing business, company initiatives-There should be items on the rx checklist that the RXM is placing on it as well</p>	<p>0.00/0.00 0.00</p>
Q170	<p>How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?</p>	<p>Reviewed that when i asked this question, MGR should be able to provide me with info such as the name of the designated hitter, how they are progressing with training, and how they are being utilized in the rx - what is your plan to make them efficient? -Where are you in the plan? -What roadblocks you are having? - Hold rxm accountable for the training in the rx of the designated hitter -At what level do you think a designated hitter should be performing in the rx</p>	<p>0.00/0.00 0.00</p>
Pharmacy	Pharmacy checklist items		<p>0.00/0.00 0.00</p>
Q167	<p>Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging</p>	<p>YES</p> <p>re-iterated that role of mgr team is to back up the pharmacy staff. Need to remove the upset customers from the area so that the RX can function. Need to be familiar with policy. Could hand out letter we are giving to the MD's. DO NOT give anything else out to patient</p>	<p>0.00/0.00 0.00</p>

Confidential

2

for sanctioned or restricted prescribers.

(our policies etc) because this is confidential. All mgt members and SFL need to know about this and be able to support the pharmacy staff

store should pick 1-2 initiatives to promote actively. Mgt team should be responsible for making sure rx staff are actively promoting the initiatives when rxm is not present. I will ask what the rx is promoting (you should know what they are)-I will ask how they are doing the promotion-I will be looking at the KPI's to make sure this is happening-I will be holding MGT staff accountable, which in turn should hold rx staff accountable

Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day

NO

0.00/0.00

0.00

Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.

please make sure that you will be ready to discuss during next walk what has been working/not working well

0.00/0.00

0.00

Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports

Re-iterated that peer reviews need to be done monthly. It must be quality related. All rx staff and mgr should initial it monthly. MGR, RXM, and staff RPH can all fill out the peer review- due the 10th of each month

0.00/0.00

0.00

Q61 Are there issues with any of our third party plans?

RXM, staff RPH and techs should keep a list of issues. Mgr should be able to understand why it is an issue and what the rx has been doing to combat the issue (the specific details I will get from the rx team)

0.00/0.00

0.00

Pharmacy Operations

0.00/0.00

0.00

0.00/0.00

0.00

RXM and MGR should discuss with each other regarding what is and what is not going well each month. There are many things to focus on, be prepared to speak to one of more. Should be able to pick one strength and opportunity. Should have a game plan in place to remedy any opportunity. For strength you should have feedback on what you are doing to make this a strength in your store (unique circumstances, plans, handouts, workflow, etc)

Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:

- *Sales *Work-flow *Marketing *Pharmacy Condition
- *Loss Prevention *Inventory *Productivity (Phoimometer)
- Q145 *Payroll *Quality *Customer Service *Buyout Opportunities
- *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues
- *Competition *Transfer Logs * Deletes
- *Exception Queue Management Issues

0.00/0.00

0.00

Strengths and opportunities:

Confidential

3

Key corporate initiatives			0.00/0.00	0.00
		MGR and RXM should have a specific action plan for the initiatives for the next visit. All members of mgt should know what the initiatives are and how the store is driving them. There corp initiatives are given to you by your CL's each month. You need to be proactive ask what they are or if they have changed. For these I should be able to tell by looking at your store (signage) and listening to your employees when they interactive with customers. let me know what works and what doesn't		
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
		should be using different techniques during 5mm to help team members understand what their goals are how they are working towards them. What is your action plan? Do you store employees know what your action plan is? -Read the question above--can you tell me that you are doing all of them? They are. Encouraged them to use focused recognition more as a way to improve overall services of the store as well as for motivation other employees. 5mm should be 2 way street of communication-->not just giving out tasks-MGT team should know our cultural beliefs ad the definitions (I will be asking you to recite them)--Do I see focused recognition cards being displayed will be asking rx team members - when do they give feedback - do they get focused recognition - when they give feedback, how is it received, do any of their ideas get implimented etc.		
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	n/a	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
		5mm daily -re-iterated that each employee should		

Confidential

4

Q36	What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	know our company goal (130/9/8). Will be asking employee during next visit should be using different techniques during 5mm to help team members understand what their goals are. most of the time they should be able to give me specific # --4 steps - EVERYONE should be able to get to step 3 example: 1. my goal is to improve sales 2. my goal is to improve sales by doing suggestive selling 3. my goal is to improve sales by doing 15 suggestive sells during my shift 4. my goal is to improve our sales by doing 15 suggestive sells during my shift to help us get to our corp goal of 130B in sales	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RXM should assign high performers with challenging projects to develop them further	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	n/a	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?	RXM will need your help with this- please make sure you are able to speak about the low performers and what part of the process you are in with them RXM should log into TMP to update the progress of personal development goal on a monthly basis when going over the operating statement with MGR	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	0.00/0.00	0.00
Q116	Pharmacy condition	(2)	0.00/0.00	0.00
Q117	Building Rx sales	(2)	0.00/0.00	0.00
			(3) Achieving Expectations Team member	

Q118	Team Member Engagement	actively working with customer or scriptFriendly/per sonable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	You should be able to speak to one of the following and what discussion you have had around this	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	store should be able to identify one cultural belief that the entire store exemplifies. Shouldn't be the same every month. Should be very specific	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	All MGT members should be able to recite the definition of each cultural belief	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	No store walks have been entered by CL. If they have been done please make sure they are inputted in Compass--After every store walk you should print it and go over with your staff. That way you all know what you will be held accountable for doing--i.e. action plans,growing, engagement etc. We sometimes add KP!'s and other items to your walks and it is very important that you review them with your team	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03624 - Joe Li,MGR

Participant : JACK SHAWN HOUGHTALING, Mr. Selor
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Wed 04/24/2013 15:15 Central Daylight Time

Questionnaire	Wed 04/24/2013 15:15 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	First RXS walk - went thru the store walk binder with RXM -all responses given below are to prepare for next store walk	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight ,Store team member engagement Went over the items on the Improve Scorecard. Store was doing well last month based on Scorecard. MGR and RXM should be able to identify their opportunities and have action plans written on scorecard (just like on the operating statement) -rx signed up 3 psc last week -re-iterated that psc provides higher GP/rx. -should atively promote psc to patients with private insurance plans that don't cover 90 days (i.e. CABS) to increase 90 day script counts and to lock in those patiens	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00

Confidential

1

Q66	<p>Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Verify that these action steps are correct. Discuss with RXM (when available) Document the action steps in the comment box below.</p>	<p>the opportunity scorecard should be viewed as "how well is your pharmacy transforming community pharmacy" - needs to be printed every month - should have an action plan available - sometimes this will tie directly to your action plans on the operating statement or improve scorecard</p>	0.00/0.00	0.00
<p>Planning Process</p>			0.00/0.00	0.00
			0.00/0.00	0.00
Q169	<p>Review the store manager's daily task list and verify that they are including pharmacy items on the list.</p>	<p>NO</p> <p>should include 1-2 non-clinical rx items on the task list. Make sure staff sign it after completing task to ensure accountability. Can use the Blue Card (search in storenet for blue card to see items that can be included). Can have a separate sheet for rx task-if you do this I need to see both in your binder-again 1-2 items must be from store mgr--> can be from the check list at the end of the walk, i.e. CNO, company initiatives. There should be items on the rx checklist that the RXM is placing on it as well</p>	0.00/0.00	0.00
Q170	<p>How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hitter? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?</p>	<p>MGR should be able to provide me with information such as the name of the designated hitter, how they are being utilized in the rx, and how they are progressing with training - what is your plan to make them efficient - what roadblocks you are having - holding rxm accountable for the training in the rx of the designated hitter - at what level do you think a designated hitter should be performing in the rx</p>	0.00/0.00	0.00
<p>Pharmacy</p>			0.00/0.00	0.00
<p>Pharmacy checklist items</p>			0.00/0.00	0.00
Q167	<p>Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.</p>	<p>YES</p> <p>re-iterated that the role of mgt team is to back up the pharmacy staff. Need to remove the upset customer from the pharmacy so that the rx can function. Need to be familiar with policy. Could hand out the letter we are giving to the MD's. Do not give anything else out to patient (our policies etc). This is confidential. All members of MGT and SFL need to know about this and be able to support the pharmacy staff</p> <p>Store should actively promote 1-2 company initiatives. Mgt team should be responsible for making</p>	0.00/0.00	0.00

			sure rx staff are actively promoting the initiatives when rxm is not present-I will be asking what the pharmacy is promoting (you should know what they are)-I will ask how they are doing the promotion- I will be looking at KPI's to make sure this is happening- I will be holding MGT staff accountable, which in turn should hold rx staff accountable	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO			
			Please make sure that you will be ready to discuss during next walk -what has been working/not working well re-iterated that peer reviews need to done monthly. It must be quality related. All rx staff and mgr should initial it monthly. MGR, RXM, and staff rph can call all fill out the peer review (due the 10th of each month)		
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.			0.00/0.00	0.00
			re-iterated that peer reviews need to done monthly. It must be quality related. All rx staff and mgr should initial it monthly. MGR, RXM, and staff rph can call all fill out the peer review (due the 10th of each month)		
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		RXM, Staff and techs should be keeping a list of issues. Mgr should be able to understand why it is an issue and what the rx has been doing to combat the issue	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?			0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
				0.00/0.00	0.00
			RXM and MGR should discuss with each other regarding what is and what is not going well each month. Should be able to pick one strength and opportunity-should have a game plan in place to remedy any opportunity. For the strength you should have feedback on what you are doing to make it a strength in your store		
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
	*Sales *Work-flow *Marketing *Pharmacy Condition				
	*Loss Prevention *Inventory *Productivity (Pholmometer)				
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities			0.00/0.00	0.00
	*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
	*Competition *Transfer Logs * Deletes				
	*Exception Queue Management issues				
	Strengths and opportunities:				
Key corporate initiatives				0.00/0.00	0.00
			MGR and RXM should have a specific action plan for the initiatives for next visit. All members of mgt should know what the initiatives are and how the store is driving them. The corp initiatives are given to you by your CL each month. You need to be proactive and ask what they are or if they have changed. For these I should be able to tell by looking at your store (signage) and listening to your employees		
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO		0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
			MGT team should encourage each		

Confidential

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	team member to take the survey so that we can know what areas we are doing well and what areas need improvement They are. Urged them to use focused recognition more as a way to improve overall service of the store as well as for motivating other employees. Will be asking rx team members - when do they give feedback - do they get focused recognition when they give feedback, how is it received -do any of their ideas get implemented, etc.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	n/a	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	5mm daily -re-iterated that each employee should know know our company goal (130/9/8). will be asking employee during next visit -5mm should be interactive and engage with team members rather than one way communication should be using different techniques during 5mm to help team members understandwhat their goals are. Most of the time, they should be able to give me specific # --4 steps-- EVERYONE should be able to get step 3 Example: 1. my goal is to improve sales 2. my goal is to improve sales by doing suggestive selling 3. my goal is to improve sales by doing 15 suggestive sells during my shift 4. my goal is to improve sales by doing 15 suggestive sells during my shift to help us get to our corporate goal of 130B in sales	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00

Confidential

Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	rxm should high performers with challenging projects to develop them further. will dicuss with rxm during next meeting	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	n/a	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	RSM should leg into TMP to update the progress of personal development goal on a monthly basis when going over the operating statement with mgr	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingW ailing area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPro moting immunizationsAc tively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTea m member actively working with customer or scriptFriendly/per sonable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMos t team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	you should be able to speak to one of the following and what discussions you have had around this	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00

Confidential

5

Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live it: I help people get, stay and live well.	Store should be identify one cultural belief that the entire exemplifies. MGR should ask during 5mm how each team member is demonstrating that specific cultural belief	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	All mgt members should be able to recite the definition of each cultural belief	0.00/0.00	0.00
	Overall Visit Notes: Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	After every store walk, MGR should print it and go over with staff. That way you all know what you will be held accountable for doing--i.e. action plans, growing, engagement, etc. We sometimes add KPI's and other items to your walk and it is important that you review with your team	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13671 - ,MGR

Participant : Ronda J Lowe, Susan Sun, Mr Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 05/17/2013 14:30 Central Daylight Time

Questionnaire	Fri 05/17/2013 14:30 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Adj 90 days Rx avg	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Keep on top of detailing local area business, churches to find new customers	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Action plan to promote HIV COE with SFSU	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	No new hires or staff is needed at this time. Designated hitters in place	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daly Med Best in district, thank you keep on top of sig codes for techs	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Good on MTM, keep training staff on workflow and business building	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip Chart on engagement: get staff involved for comments	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, cultural belief cards given	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, open communications	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, daily 5 min meetings on new compass communications	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	sig codes, daily med, BR	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Keep developing Clarence	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	keep teaching techs	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	development of staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	strength	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	strength, good engagement of staff	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	keep thinking outside of the box to increase business	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions. Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in	keep on top of Rx delight	0.00/0.00	0.00

Confidential

Q163	others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	Strength	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	Keep delegating to staff to help develop them	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.				
Q171		Build Trust	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04231 - Jan Louie Gavieres, MGR

Participant : Ronda J Lowe, Lynda Kwong, Anthony Stewart, Mr Lazo
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 05/01/2013 13:30 Central Daylight Time

Questionnaire	Wed 05/01/2013 13:30 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area? Ask the manager, where do they see their biggest opportunity? Verify that these action steps are correct. If not, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available). Document the action steps in the comment box below.	Avg 90 days adj medicare D ytd	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunity Use GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Are they currently taking action on these areas of opportunities? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx Delight, decrease lines at the register, IC3, FE cross trained employees	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunity Use GROW to coach to these areas with the RXM and/or Store Manager	Immunization Center of Excellence	0.00/0.00	0.00
Q66	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	Travel Immunizations. How can we grow the business Mexican Consulate	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hiller? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	Call ins in ask your rph section Crossed trained employees in place, but will continue to train more. No turnover, recently tech moved to the east bay. No hiring needs at this time.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	no problems or issues at this time	0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	balance rewards, daily med, automation	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review internal event reports	sig code improved	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes	Good improvement on MTM, keep it up Workflow and lines at the out-	0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASFO0603110

WAG-MDL-03098.00336

	*Exception Queue Management Issues	window.		
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	MWMV survey discussed Engagement Flip Chart	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recognition in front of peers	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Get more feedback from staff	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	developing into techs	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily Med, automation, sig codes	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Techs know their goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	challenge and keep developing in new areas	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	action plan for development for each team member in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Training and development of staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(2) Start looking for off site flu clinics	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTea m member actively working with customer or scriptFriendly/per sonable/smile (3) Achieving ExpectationsMos t team members	0.00/0.00	0.00

Confidential

Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	strength	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Show respect, patience and build trust	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Liliyann	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Techs know their cultural beliefs	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01393 - Xin Cai.MGR

Participant : Ronda J Lowe, Ms D, Chi Nguyen
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 05/20/2013 08:00 Central Daylight Time

Questionnaire	Mon 05/20/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Avg 90 day Rx adj CVS rx transfer protection plan		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Good rx inv keep driving for rx sales, immunizations, MTM		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	new hire tech to start next month, currently using floaters		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BR		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	keep sig codes on focus with techs		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Continue to teach and train staff workflow, operations		0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

WAGCASFO0603113

CONFIDENTIAL

WAG-MDL-03098.00339

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Get staff involved with the engagement flip chart	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, but not formally with cultural belief, let's get started	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Staff is open with management	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	New staff rph and techs still learning and developing	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	New information is cascaded down to staff daily	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Staff is aware of goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Tech is working on more challenging projects, helping to train new staff	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	No low performers, but new hires are still learning	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Work with staff on challenges	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00

Confidential

		ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	strength	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	keep working with staff, have patience to teach and mentor	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	BE One: staff helping customers to stay with Walg rather than the new CVS	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is living the belief	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

00896 - Tedman Woo,MGR

Participant : Ronda J Lowe, Olga Feldman
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 05/03/2013 08:00 Central Daylight Time

Questionnaire	Fri 05/03/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	ESI recapture Avg 90 days adj Rx		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Off Sites, travel vaccinations consultations		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Immunization Center of Excellence		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Prepare for health testing. Keep promoting immunizations. Need to complete travel consultation		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover, no staffing issues		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	daily med, BR, immunizations		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	review rxquality with staff		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Phoimometer)				
Q145 *Payroll *Quality *Customer Service *Buyout Opportunities	MTM, travel immunizations		0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Competition *Transfer Logs * Deletes				
*Exception Queue Management Issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00603116

WAG-MDL-03098.00342

	Team member engagement		0.00/0.00	0.00
	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Waigreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.			
Q34		Team is engaged, filling out survey	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recognition, but need to start using cultural beliefs	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, open communications with staff	0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, goals for survey, BR, AWT	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	awt, sig codes	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	developing to help train others	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	no low performers, but working on developing skills	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	prioritizing work and delegating	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	thanks for Jewish center presentation	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
	Customer Experience: Providing genuine and friendly service; greeting and welcoming our			

Confidential

Q119	customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: teamwork with techs	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02866 - Bonnie Wong, MGR

Participant : Ronda J Lowe, Christlina Song
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 05/03/2013 10:00 Central Daylight Time

Questionnaire	Fri 05/03/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	avg 90 days Rx adj		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Grow Rx sales Wha is your plan for Target ?		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	new hire just started		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	daily med, BR		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	sig codes, new hire		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Phoimometer)				
Q145 *Payroll *Quality *Customer Service *Buyout Opportunities	MTM		0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Competition *Transfer Logs * Deletes				
*Exception Queue Management Issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going	Engagement Flip Chart, need to		0.00/0.00	0.00
Q34				

Confidential

1

CONFIDENTIAL

WAGCASFO0603119

WAG-MDL-03098.00345

	process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	promote to staff		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, during daily 5 min meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Yes, easy to approach management	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	Just started, on track	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, positive, good info	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	BR, receipt survey	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Each staff has a development plan	0.00/0.00	0.00
	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	no low performer, just a new hire	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	training and development of staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
		(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready		
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
		(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health fests and related servicesMaking adherence calls on regular basis		
Q117	Building Rx sales		0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00

Confidential

2

Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	continue to work with staff on development	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	motivate and engage	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: floating training program	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Good, helps us know our priorities	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01120 - Kevin Thach.MGR

Participant : Ronda J Lowe, Steveb Xu, Manuel Bravo
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 05/16/2013 12:30 Central Daylight Time

Questionnaire	Thu 05/16/2013 12:30 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx GP ESI Recapture 42.1% MTM income	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations , Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS to target increase total immunizations	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Prepare for health testing	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Developing MGT who is a licensed tech	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med, BR no issues, continue on sig codes	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	workflow, develop staff	0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the store about the My Walgreens/My Voice Survey:	Engagement Flip		

Confidential

1

WAGCASF00603122

CONFIDENTIAL

WAG-MDL-03098.00348

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Chart: encourage comments Ask for feedback during daily 5 min meetings	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, team members are being recognized, start to tie in cultural beliefs	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Open communication between staff members	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	New compass info, GFD	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Sig code goals, daiy med, immunizations, mtm	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Have high performer teach others in the staff	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. if not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	GROW coaching has been completed, need to continue on performance improvement plan	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Prioritizing workload	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2) need to remove old signs, CNO	0.00/0.00	0.00
Q116	Pharmacy condition	(2) CNO, clean under counters, floors, etc	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable	Have discussions with store		

Confidential

Q159	solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	manager on a regular basis to help develop leadership skills	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Continue to build trust with employees What is your plan for the growth of this store ? Work with Store Manager to reach goals for the pharmacy	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Continue to give excellent customer service, Review surveys with staff. Give feedback to staff	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Keep driving company initiatives with staff	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	delegate and empower staff	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Mack Own It: Kim	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Staff is getting familiar	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

07150 - Mengwah Chai,MGR

Participant : Ronda J Lowe, Mr Chai, Richard Tsao
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 05/16/2013 08:00 Central Daylight Time

Questionnaire	Thu 05/16/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.0/0.0	0.0
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	Store Manager and RxM need to review together as soon as it comes out for the month	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	MTM ESI Recapture . current rate at 37.25 since 9/15 C/B one WC at \$1K, working on recovery with insurance and patient		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight: ask for more sureys RX DOS: on hands and interstore		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	Store Manager will start. Currently speaking to RxM daily on issues	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	2 techs will leave in August. Working on replacement.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO	MTM, flavoring, PSC, immunizations. Good job on task list for each team member.	0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	RxM developed a checklist for techs and rph to help finish up task and to promote company initiatives. Files kept and reviewed with each team member.		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Store Manager will start to complete Monthly Peer Reviews		0.00/0.00	0.00

Confidential

1

Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations				
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	MTM, no collections in 6 months	0.00/0.00	0.00
	*Sales *Work-flow *Marketing *Pharmacy Condition	Workflow: focus on task in each station so we do not fall behind and have to run OT	0.00/0.00	0.00
Q145	*Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives				
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement				
Team member engagement				
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip chart posted But need more responses Utilize daily 5 min meetings to help with engagement of team.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Not recently, but will within the next 2 weeks. Both SL and RxM will present a cultural card. Not as much as they would like, but need more time to create engagement and improve communications.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).				
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires.	0.00/0.00	0.00
Ask a few team members				
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Not daily, but will strive for 3 times a week to start. SL will join in and remind RxM. Set a time for the meeting	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Receipt Surveys and sig codes	0.00/0.00	0.00
Performance Management				
Performance management				
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	All team members are hard working, but need some more direction and challenges.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	No low performers.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Communication skills and people leadership. Prioritize and be more organized.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				
Theme				
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingW	0.00/0.00	0.00
Remove plastic tablecloth.				

Confidential

	<p>aiting area cleanIn/out- window clutter freeVaccination area ready (3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away (3) Achieving ExpectationsPro moting immunizationsAc tively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis</p>			
Q116 Pharmacy condition			0.00/0.00	0.00
Q117 Building Rx sales		Start soon with off-sites.	0.00/0.00	0.00
Q118 Team Member Engagement	(2)	Daily 5 min meetings, recognition, communication with staff	0.00/0.00	0.00
Q119 Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMos l team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159 Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Review monthly operating statement with store manager		0.00/0.00	0.00
Q160 People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Work on communication, increase team engagement. Create a positive work environment. Keep team happy and motivated.		0.00/0.00	0.00
Q161 Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Keep thinking of ideas to grow the business, recapture our lost ESI customers.		0.00/0.00	0.00
Q162 Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Take the time to explain receipt survey. Engaged employees will be more inspired to promote initiatives. Keep communications alive daily with staff. Recognition of staff will go a long way.		0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	Keep training staff and empower them to take on new responsibilities.		0.00/0.00	0.00
Q164 Functional CompetencyEmpowers othersPromotes pharmacy			0.00/0.00	0.00
Cultural Beliefs Cultural Beliefs			0.00/0.00	0.00
Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Have not given any lately. Will start within the next 2 weeks.		0.00/0.00	0.00

Confidential

3

Q172	What feedback do you have for me around our cultural beliefs?	know importance, but have not presented any recently.	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01126 - ,MGR

Participant : Ronda J Lowe, Horace, Ken Tu
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 07/10/2013 10:00 Central Daylight Time

Questionnaire	Wed 07/10/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS 50K over goal Good job on MTM \$323 up 5 Rxs/day		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight and avg 90 days adj to target. Rx DOS to target		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Order in all the supplies, asap, get ready		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, retail clinical services		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rxquality website with staff		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) Q145 *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Workflow, call for IC3		0.00/0.00	0.00
Strengths and opportunities: Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

CONFIDENTIAL

WAGCASF00603129

WAG-MDL-03098.00355

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review results with Rxm and make action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	BE One to Horace for MTM	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to communications with management	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	working on techs with sig codes	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, holding meetings to review info with staff.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	retail clinical services	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan for each staff member	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan for each staff member	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	prioritize and organize, meet deadlines	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsAct ively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business		0.00/0.00	0.00

Confidential

	results.		
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00 0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00 0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00 0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: MTM Horace	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00 0.00
	Overall Visit Notes:		0.00/0.00 0.00
	Issues to share with District Team		0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

09886 - Jesus Jimenez,MGR

Participant : Ronda J Lowe, Calvin
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 07/10/2013 08:00 Central Daylight Time

Questionnaire	Wed 07/10/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Chargbacks, collections		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight to target		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	review rxquality website with staff		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Thanks for great MTM work last month Focus on workflow, development of techs and staff		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34 Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going	review gallup survey results		0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASFO0603132

WAG-MDL-03098.00358

	process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	and make action plan		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	starting recognition chart	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	positive feedback	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	new tech on track	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	weekly meetings, store manager needs to be present	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review retail clinical services	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan for each staff in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	People leadership, engage and motivate	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	engage and motivate	0.00/0.00	0.00

Confidential

Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.			
Q171		Nelly: Be One	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	good positive feedback	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	Need OPT in Rx to help train techs. 3rd month asking and still waiting for some training help	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	Need OPT in Rx to help train techs. 3rd month asking and still waiting for some training help	0.00/0.00	0.00
Q166	Additional comments:	need to shadow and train techs for higher performance with OPT	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, Sam, Mr Tse
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 07/24/2013 08:00 Central Daylight Time

Questionnaire	Wed 07/24/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Sales MTM	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight, get more surveys Keep promoting immunizations	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep promoting HIV COE	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Identify new designated hitter and train them	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Flavoring, immunizations, balance rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rxquality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Compelition *Transfer Logs * Deletes *Exception Queue Management issues	MTM Put David in charge of MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Make action plan together with store manager for survey	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Johnny for taking care of customer insurance issues	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to hear us	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires at this time. new staff rph to start next week	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, written and reviewed in person	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	strategic planning	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	finish calling list of off sites	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	review montly statements with store manager	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances.	action plan for store growth,		

Confidential

Q161	Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	business to business detailing	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage			
Q171	in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Johnny: Love Customers	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03869 - Eugene Wong,MGR

Participant : Ronda J Lowe, Luong, Haag
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 07/30/2013 15:00 Central Daylight Time

Questionnaire	Tue 07/30/2013 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	ESI recapture		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS to target and avg 90 days adj		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep on to of HIV coe, sync of meds		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance rewards, immunizations		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	great job on sig codes		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Compellition *Transfer Logs * Deletes *Exception Queue Management issues	Great job on MTM, keep it up		0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

CONFIDENTIAL

WAGCASF00603138

WAG-MDL-03098.00364

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review and action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, sig codes	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to say	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	not daily, but every few days	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?in which areas are you finding to be more challenging or may need some assistance?	community outreach	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	thanks for completing off site list of calls	0.00/0.00
Q118	Team Member Engagement	(4)		0.00/0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)		0.00/0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Need to hold daily 5 min meeting to help with communications	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Work with store manager on strategic planning	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00

Confidential

2

Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own IT: Simpson on MTM Techs: Own it on sig codes	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Start using it everyday	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04570 - Kenneth Phung,MGR

Participant : Ronda J Lowe, Amanda La
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 07/25/2013 14:29 Central Daylight Time

Questionnaire	Thu 07/25/2013 14:29 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Good Job on increase of Rx/day +16 Rx DOS increase, but at goal Need more MTM collections Need more collections from chargebacks	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Total immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Keep focus on RAISE Immunizations Increasing avg 90 day adj	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Thanks, ready to go	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Cross train and get designated hiltlers trained from the FE in Rx	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rxquality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Focus on MTM	0.00/0.00	0.00

Strengths and opportunities:

Confidential

1

Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00 0.00
Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey. Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review with store manager and make an action plan	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, always	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, feedback is given	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00 0.00
Ask a few team members			0.00/0.00 0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, meetings daily new info from compass	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE goals	0.00/0.00 0.00
Performance Management			0.00/0.00 0.00
Performance management			0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	keep developing and drive for accountability and high performance	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00 0.00
Theme			0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(5) Outstanding Appropriately merchandised displaysWaiting area always CNOPharmacy organized and CNODiagnostic section with no outsAll signage up to date	0.00/0.00 0.00
Q116	Pharmacy condition	(5) Outstanding Entire pharmacy CNOWill pass all inspections (Fire, Steritech, etc.)Refrigerator CNOAsk Your Pharmacist section has no outs	0.00/0.00 0.00
Q117	Building Rx sales	(4)	0.00/0.00 0.00
		(5) Outstanding Team member knows goals for day/weekTeam	

Confidential

Q118	Team Member Engagement	members going above and beyond service expectations. Store team members regularly participate in community events	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(5) Outstanding All team members smile or make eye contact. All customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together	is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency	Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers Be One Great team	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03849 - Qiaoying Ye,MGR

Participant : Ronda J Lowe, Sue
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 07/23/2013 12:00 Central Daylight Time

Questionnaire	Tue 07/23/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS MTM Rx Delight avg 90 days adj scrips	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Make action plan with store manager	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Prepare for health testing	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Start new designated hitter training program to get more FE employees trained	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	RAISE	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	review sig codes weekly with techs	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM Complete not to delete list	0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00603144

WAG-MDL-03098.00370

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review survey with store manager and make action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Not formally, so start with cards and focus recognition	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to discussions	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	staff is notified of new info	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review RAISE goals with staff	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	challenge and give different work	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	continue to mentor and develop	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	execute with excellence	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4) Finish calling for off sites	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(5) Outstanding All team members smile or make eye contactAll customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team. Strategic LeadershipAdjusts behavior in response to new information or changing circumstances.	keep daily meetings	0.00/0.00	0.00

Confidential

Q161	Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	create plan for store growth	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Rx delight and extraordinary customer care	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	need to start with focused recognitions	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02005 - Shu B Guan,MGR

Participant : Ronda J Lowe, Pure
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 07/25/2013 10:29 Central Daylight Time

Questionnaire	Thu 07/25/2013 10:29 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	avg 90 day adj Rx Delight Good job on rx dos this month	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Get more surveys	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Get ready for health testing. Thanks for getting all items in stock	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	keep cross training FE employees	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, daily med review rxquality website	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Great job on MTM Keep focus on 90 days, generic utilization	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in				
			review results of	

Confidential

1

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	survey and make action plan.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, cultural cards given out	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	yes, staff is talking to management	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, being held	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE goals, keep reviewing with staff	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.			plan in place	0.00/0.00
Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.			plan in place	0.00/0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	prioritize organize	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4) Thanks for CNO, keep it CNO now	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per sonable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions. Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in	Rx Delight Get more survey increase	0.00/0.00	0.00

Confidential

2

Q163	others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	engagement	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be Bold : connie Love Customer: maryanne	0.00/0.00	0.00
Q171				
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

05487 - Haydee Hwang,MGR

Participant : Ronda J Lowe, Mr Lee, Victor
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 07/17/2013 08:00 Central Daylight Time

Questionnaire	Wed 07/17/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	excellent scorecard and operating statement NTT reached MTM income	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total Immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Finish up off-site list of calls, goal of 3 off sites	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	HIV COE promotion and working on reports	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover, designated hitters in place	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	daily med, immunizations, BR	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	rxquality website, open up a ticket if not working	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, NTT reached	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review with staff and make action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	a simple recognition goes a long way	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	staff is open and willing to let us know issues. work on workstation rotations, rph preference of techs typing quantity on Rx's	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	staff is getting info through communications	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	goal for flu shot goal for NTT and MTM	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	just finished evaluations	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	just finished evaluations	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Customer empathy	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(2) CNO paperwork	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00

Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	strength	0.00/0.00 0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	be empathetic	0.00/0.00 0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	work with store manager to come up with plan for store	0.00/0.00 0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Empathy is needed more with customers	0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	Listen and ask staff for their opinions	0.00/0.00 0.00
Q164	Functional Competency Empowers others Promotes pharmacy	empower and allow staff to help	0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Victor is taking on MTM	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00 0.00
Overall Visit Notes:			0.00/0.00 0.00
Issues to share with District Team			0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02244 - ,MGR

Participant : Ronda J Lowe, Johnson Lau
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sat 05/18/2013 14:00 Central Daylight Time

Questionnaire	Sat 05/18/2013 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Great April statement	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	4 more months to end of fiscal year. Let's keep scorecard green. Great job year to date so far, all green/yellow.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	New staff rph started 2 weeks ago.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, trying to capture all opportunities	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Workflow: AWT last 2 weeks down due to techs on vacation and new staff rph	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	All members took the survey	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recognized Techs for Love Be Bold Number one for sig codes for the week in the district.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, always want to improve. want another rx filling scale.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?if new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	new staff rph is getting adjusted	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Good info being communicated.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Goal: increase sales to 11.6%, target Keep scorecard green	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	keep motivating and giving more challenges	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	no low performers	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	staff development, know your numbers	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(2) vaccum carpet	0.00/0.00	0.00
Q117	Building Rx sales	(2) get back started on off-site	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per sonable/smile (3) Achieving ExpectationsMost team members smile or make eye contactMost customers are	0.00/0.00	0.00
	Customer Experience: Providing genuine and friendly service; greeting and welcoming our			

Confidential

Q119	customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	keep delegating and developing staff	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	think of new ideas to increase customers and find more off-sites	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	keep the surveys going, keep it green, so far so good	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	engage yourself and others	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	empower staff, develop staff, get staff excited	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be Bold, techs for sig codes top in the district the other week	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive, trying to tie in daily	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01054 - Gerald Martinez,MGR

Participant : Ronda J Lowe, Mr Jimenz, Vicky Pan
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 05/16/2013 08:00 Central Daylight Time

Questionnaire	Thu 05/16/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight ESI Recapture		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Encourage staff to ask every customer to take the receipt survey		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitters in place, no turnover of staff		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BR, immunizations, MTM		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	keep focus on sig codes, great improvement		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	workflow, how can we train entire staff to keep ahead on budget hours ?		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Encourage staff to write comments on Engagement Flip Chart	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, start to use cultural beliefs	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, staff is always giving feedback	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Compass info , GFD, new information	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	immunizations, BR, delight	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	keep challenged and give new projects	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	keep mentoring and coaching	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	positive attitude to lead the team	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Off sites, senior center visits are needed	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	keep up daily 5 min meetings to communicate with staff	0.00/0.00	0.00

Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	develop plan to increase customer base	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	rx delight: develop plan to increase	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	Lead by example: engaged rxm will have engaged team	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	empower and motivate staff, lead by example	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Nubia and Jinky	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	good, positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01626 - Marvin Manabat,MGR

Participant : Ronda J Lowe, Mr Reid
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 07/19/2013 12:00 Central Daylight Time

Questionnaire	Fri 07/19/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		Rx sales and rx avg flat Plan on growing new customers Construction on road has deterred customers	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Average 90-day adjusted scripts , Rx days of supply	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		Rx DOS to target Avg 90 days adj rx	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		Finish up business to business off site flu phone calls and update web portal	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		no turnover, keep on developing designated hitters	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		keep promoting Retail clinical services review rxquality website with staff, get sig codes to goal	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports			0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues		focus on efficiency and workflow	0.00/0.00	0.00
Strengths and opportunities:				

Confidential

1

CONFIDENTIAL

WAGCASF00603159

WAG-MDL-03098.00385

Key corporate initiatives		0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34 Talk to various team members throughout the store about the My Walgreens/My Voice Survey. Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review action plan with RxM and results of the MWMV survey results	0.00/0.00	0.00
Q174 Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, but not formally with cultural cards	0.00/0.00	0.00
Q175 Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	staff is very vocal and will express thoughts	0.00/0.00	0.00
Q35 Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members		0.00/0.00	0.00
Q36 Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, not daily , but a few times a week, store manager educating staff	0.00/0.00	0.00
Q37 Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	130,9,8	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39 Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	challenge	0.00/0.00	0.00
Q40 Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	develop and grow	0.00/0.00	0.00
Q108 Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86 Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	community outreach and business development	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116 Pharmacy condition	(4)	0.00/0.00	0.00
Q117 Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118 Team Member Engagement	(4)	0.00/0.00	0.00
Q119 Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00

Confidential

Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	make plan to develop new business	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	keep developing staff	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Sheryl for chargeback collections, thank you	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	good, but need to start using it with recognition	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03711 - Kingman Kwok,MGR

Participant : Ronda J Lowe, Ronald, Wilson
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 05/21/2013 09:00 Central Daylight Time

Questionnaire	Tue 05/21/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	chargebacks, MTM	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight AWT, VBPT workflow, efficiency	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Immunization Center of Excellence	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Travel vaccinations, need some consultations on travel vaccines	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hilter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	need to hire one more tech for maternity leave and sick calls	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	immunizations, MTM, BR	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	keep focused on sig codes, rxquality	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	workflow, work efficienc within budget hours without eavs	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Weekly meetings to help engage team.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Start using cultural beliefs to recognize team to drive engagement	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	ask your team for their feedback to drive engagement	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	new hire techs on target, training	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	positive feedback on daily 5 min meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	sig codes, BR, daily med, immunizations	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	keep them challenged with new projects	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	continue to develop and train	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	increase engagement of the staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
		(3) Achieving ExpectationsMos		

Confidential

		t team members smile or make eye contact		
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	strength	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	keep the lines of communication open and engage your team	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	develop plan to increase non 340 B customers rx delight.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	develop plan to drive for better service	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	motivate and engage team.	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Techs each take ownership of inventory	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

11385 - zafeer fazelbhoj,MGR

Participant : Ronda J Lowe, Jeff Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 05/17/2013 10:30 Central Daylight Time

Questionnaire	Fri 05/17/2013 10:30 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Adj 90 Day Rx avg RX GP SS sales	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	how can we increase rxs ? where are we on MD detailing ?	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	where are we on bedside ?	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hilder?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover, new tech on target	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BR, MTM, immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	focus on sig codes with techs	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Workflow, AWT, VBPT	0.00/0.00	0.00
	Strengths and opportunities:			
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	BR, immunizations	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in			

Confidential

1

WAGCASF00603165

CONFIDENTIAL

WAG-MDL-03098.00391

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	get engagement flip chart	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, employee of the month	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	yes, open communications	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	daily 5 min meetings are held	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	sig codes, BR, immunizations, MTM	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	action plan in place to develop	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place to develop	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	delegation	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptfriendly/per sonable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	keep growing customer base	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual	engage and encourage team	0.00/0.00	0.00

Confidential

2

	respect while promoting and developing a diverse and inclusive team.			
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	to reach goals how can we continue to grow the relationship with each department in th hospital	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	receipt surveys, keep going strong, good job	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	motivate and inspire the staff and district, thanks	0.00/0.00	0.00
Q164	Functional Competency Empowers othersPromotes pharmacy	empower and let the staff take the initiative	0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It Live It RPH in community events	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02705 - Danny Kwan,MGR

Participant : Ronda J Lowe, Stephanie Phuong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 05/10/2013 09:00 Central Daylight Time

Questionnaire	Fri 05/10/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	chargebacks, MTM, rx avg, esi recapture	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	rx dos, keep interstores and on hands correction	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no new hires needed, no turnover, designated hitters in place	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	daily med, MTM, BR	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	keep focused on rx quality	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	90 days, MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:			encourage staff	

Confidential

1

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	to use engagement flip chart for comments	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, love customers	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	staff always have comments to make	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	good info	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	MTM, immunizations	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	continue to give new responsibilities to techs	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	keep working on development plan with techs	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	empower staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business		0.00/0.00	0.00

Confidential

	results.		
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00 0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00 0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00 0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Techs Own It: Helen Relay for Lift fundraiser	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00 0.00
	Overall Visit Notes:		0.00/0.00 0.00
	Issues to share with District Team		0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

06557 - Janet Shaw,MGR

Participant : Ronda J Lowe, Apple, Justin
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 07/23/2013 08:00 Central Daylight Time

Questionnaire	Tue 07/23/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2				
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx GP MTM	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Income before carrying charges	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	NTT reached Travel vaccines	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Start designated hiller backup training	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	RAISE	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	review rxquality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM Keep on top, do not miss any opportunities	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going	review survey and make action	0.00/0.00	0.00

Confidential

1

	process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	plan		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	not formally, Apple employee of the month	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	yes, feedback is welcome	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires discussion for new 2 day a week rph soon	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	not formal, but daily in morning	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review RAISE goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	review plan	0.00/0.00	0.00
Q39	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	review plans	0.00/0.00	0.00
Q40	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q108	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	strategic planning for growth	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	keep on thinking of new ideas to improve	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	keep training and developing	0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00

Confidential

2

Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Appie was employee of the month	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	need to start using	0.00/0.00 0.00
Overall Visit Notes:			0.00/0.00 0.00
Issues to share with District Team			0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13640 - ,MGR

Participant : Ronda J Lowe, Trasa Hung
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 05/10/2013 18:00 Central Daylight Time

Questionnaire	Fri 05/10/2013 18:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Specialty drugs Oncology CF development of relationships with UCSF clinic staff members		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations , Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight: need more surveys How can we increase immunizations ?		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Specialty		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	LDD drugs: specialty Continue to detail and develop relationships with UCSF staff		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	hired new tech for new store		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BR		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Continue to decrease sig codes erros		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	workflow, SR 2, AWT		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASFO0603174

WAG-MDL-03098.00400

Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement. Get Flip Chart or make one by visiting another store	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition? Yes, but not using cultural beliefs.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? yes, open communications	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires? new hire is really learning quickly.	0.00/0.00	0.00
Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs? Not everyday, but communication with staff occurs daily	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary. Staff knows sig code goals	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Challenge and excite	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below. no low performers, but continue to develop each staff member for higher performance.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below. NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance? Operations/Business leadership Prioritize to complete all work	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition (3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition (3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales (3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis (3) Achieving ExpectationsTea	0.00/0.00	0.00

Confidential

2

Q118	Team Member Engagement	m member actively working with customer or script friendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact. Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together	is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency	Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be Bold: Veronica	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	We will start using it daily	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13667 - Turny Mao,MGR

Participant : Ronda J Lowe, Aaron Tuttle
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sat 05/18/2013 08:00 Central Daylight Time

Questionnaire	Sat 05/18/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS: 130K over goal		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS Rx Delight: keep asking for surveys		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Prepare of health testing Keep increasing MTM		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no new techs at this time		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BR, Daily Med		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Keep on top of sig code updates with each tech		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Compelition *Transfer Logs * Deletes *Exception Queue Management issues	Workflow, VBPT, Rx DOS		0.00/0.00	0.00
Key corporate initiatives:			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

WAGCASF00603177

CONFIDENTIAL

WAG-MDL-03098.00403

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart: encourage use	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, culture cards used a few months back, continue to use them	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Techs and staff are encourage to give feedback.	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	GFD policy, BR, new information	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	sig codes, BR	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Grow and challenge high performer. Have her help teach others in the Rx	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Continue to use performance improvement plan	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Motivate staff for higher performance.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per sonable/smile	0.00/0.00	0.00

Confidential

		(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Operations is strength	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	People leadership: build trust among team	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Develop a 3 yr 5 yr plan	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Keep increasing receipt surveys	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	Continue to motivate and engage your team.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	Delegate and empower your team	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It Ocean Park automation	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Keep reminding staff to make it a part of daily actions.	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03706 - SUSAN SUN,MGR

Participant : Ronda J Lowe, Jane Yang
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 05/20/2013 12:00 Central Daylight Time

Questionnaire	Mon 05/20/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Avg 90 days adj	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Cross Selling Rx Services Bedside delivery Delivery	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Started bedside delivery discussions with CPMC	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Tech vacation coverage issues only at this time.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med. Flavoring, immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Continue to focus on tech sig codes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Compellition *Transfer Logs * Deletes *Exception Queue Management issues	Strength: cross selling Rx Services Opportunities: MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

CONFIDENTIAL

WAGCASF00603180

WAG-MDL-03098.00406

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Chart: need to order or get one made	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, during daily 5 min meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	Yes, open communications	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires at this time	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Weekly notes, daily discussions in binder	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Techs are aware of goals.	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.	Cross train and have all techs know all functions. Challenge high performers		
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		0.00/0.00	0.00
	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	no low performer Just need to increase morale	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	no RxM currently, just Store Manager at this clinic Rx	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per	0.00/0.00	0.00

Confidential

		sonable/smile (3) Achieving ExpectationsMost t team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us			
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Business leadership: strength	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Increase morale and engagement of staff	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Great job on off sites for the district.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	Create a happy environment. Keep staff engaged	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	empower staff and let them engage	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: Jane with district off sites	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01241 - Emily Ma,MGR

Participant : Ronda J Lowe
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Thu 07/25/2013 12:00 Central Daylight Time

Questionnaire	Thu 07/25/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	avg 90 days adj ESI recapture	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Action plan for increasing rx customers	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiker?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	keep cross training FE employees	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, flavoring	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	review rxquality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	90 days generic utilization	0.00/0.00	0.00
	Strengths and opportunities:			
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going	review results and make action	0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00603183

WAG-MDL-03098.00409

	process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	plan		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, focused recognition	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, staff is very vocal with their ideas and suggestions	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, daily meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	drive for results	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(5) Outstanding Entire pharmacy CNOWill pass all inspections (Fire, Steritech, etc.)Refrigerator CNOAsk Your Pharmacist section has no outs	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries		0.00/0.00	0.00

Confidential

2

	and confidentiality in all internal and external customer interactions.		
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00 0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Thanks team 1241 for all the MTMs Love Customers: Mr Morales	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00 0.00
	Overall Visit Notes:		0.00/0.00 0.00
	Issues to share with District Team		0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13670 - Levi Santiago,MGR

Participant : Ronda J Lowe, Van Cao, Rae Yamane
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 05/20/2013 10:00 Central Daylight Time

Questionnaire	Mon 05/20/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	MTM Rx Inv at goal, great job ESI recapture	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight Get more surveys Rx DOS to target	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Immunization Center of Excellence	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep driving immunizations Prepare for Health Testing	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no new hires at this time fully staffed	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BR, Daily Med Sig Codes,	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinernal event reports	continue to work with techs	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM Need to start working on MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Encourage use of the Engagement Flip Chart	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, during meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Yes, very open communications	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Not daily but several times a week GFD	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Yes, goals for BR, sig codes	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Have high performers train others team members	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	no low performers, but all staff needs to go to the next level of performance.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Prioritize	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00

Confidential

2

Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.			
Q171	Love Customers: Ariyn	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs? It is great	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document. none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document. none	0.00/0.00	0.00
Q166	Additional comments: none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01109 - Ming Fang,MGR

Participant : Ronda J Lowe, Steve
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Sun 05/19/2013 15:00 Central Daylight Time

Questionnaire	Sun 05/19/2013 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS Inventory over goal \$150K	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	CI and Fuzon only account for \$20K and 340B is not all of the overstock issues. Develop plan to decrease inventory	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Start monthly communications with HIV COEs to help drive med sync, and increase customers	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter in place, 2 techs going to Rx school soon. Need to hire new techs	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med, BR, Immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	keep focus on sig codes for techs rxquality	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	workflow, vbpt, awt	0.00/0.00	0.00

Confidential

1

Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	No comments on Engagement Flip Chart, encourage staff to write comments	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, using cultural beliefs	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, open communications between management and staff	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	looking to hire 2 new techs	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	New GFD policy, compass communications	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	MTM, immunization goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	developed district plan to mentor, will use this plan for staff	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	developed district plan to mentor, will use this plan for staff	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?in which areas are you finding to be more challenging or may need some assistance?	driving staff for results	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMPromoting health tests and related	0.00/0.00	0.00

Confidential

		servicesMaking adherence calls on regular basis		
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	strength in business leadership drive for results in operations	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	strength in people leadership	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	develop plan for ESI recapture and developing new business	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	drive for Rx Delight results	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	strength	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	strength	0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: Steve for developing district training plan	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03475 - Gordon Fung,MGR

Participant : Ronda J Lowe, Patty Kong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 04/26/2013 09:00 Central Daylight Time

Questionnaire	Fri 04/26/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Avg -3/day ESI 53%		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, over 70K from goal Rx avg -3/day Med D 4% ytd		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Jack to complete HIV training		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in place. no turnover at this time		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, Daily Med 4%/3% sig code/drug codes changes		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145 Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	85% vbpt, 11 mins awt, good Generics at 97%, let's get 1% increase NTT reached, 56% ytd, let's get over 80% reached.		0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASFO0603192

WAG-MDL-03098.00418

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip chart posted, remind Rx staff	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Giving thanks, but not in cultural beliefs manner. Will start	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Tech stated that they can go to RxM to give feedback.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	No new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Tech stated that communications are coming down about the corporate initiatives.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Sig codes goals and balance rewards, as well as receipt survey	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Teaching and involving staff rph, Rimma, in more inventory control	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Techs are working on sig codes and inventory management	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Delegation to staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(2) CNO, countertops are all cluttered	0.00/0.00	0.00
Q117	Building Rx sales	(2) Start off sites and local area business detailing	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptfriendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service, greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive	0.00/0.00	0.00

Confidential

		assistance and thanked for shopping with us		
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Good action plan in place to lower inventory.	0.00/0.00 0.00
Q160	People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Keep developing your staff. Delegate and let them learn.	0.00/0.00 0.00
Q161	Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00 0.00
Q162	Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Good job on Rx delight scores, keep it up. Take care of the customers, one customer at a time.	0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Together	Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	Fully behing company programs.	0.00/0.00 0.00
Q164	Functional Competency	Empowers others Promotes pharmacy	Keep training and developing staff, empower them to take on more.	0.00/0.00 0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171		Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Horace, taking care of customers Own it: Patty's inventory plan in action	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?		Thanking staff, but have not started with full cultural belief, positive recognition	0.00/0.00 0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?	Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL?	Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:		none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03475 - Gordon Fung,MGR

Participant : Ronda J Lowe, Gordon Fung, Elizabeth, Jack
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 07/24/2013 08:00 Central Daylight Time

Questionnaire	Wed 07/24/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		avg 90 days adj Rx Dos Rx sales ESI recapture	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Average 90-day adjusted scripts , Rx days of supply	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		ESI recapture Work on a plan to recapture	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager		Health Testing	0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		A few missing items needed before we can start	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		Keep training new designated hitters	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		MTM, waiting for payment on op statements	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		rxquality website review	0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) Q145 *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues		workflow, awf, ntt reached,	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASFO0603195

WAG-MDL-03098.00421

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review gallup and make action plan with RxM	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, Patti for MTM	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	staff is open to give suggestions	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, daily meetings with new info	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	strategic planning	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	finish calling off site list	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(5) Outstanding All team members smile or make eye contactAll customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		0.00/0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00

Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

00887 - Wulandari Smith,MGR

Participant : JACK SHAWN HOUGHTALING, Linh (RXM)
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Fri 04/26/2013 12:00 Central Daylight Time

Questionnaire	Fri 04/26/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	First RXS walk - comments below are to prepare for the next store walk -MGR and RXM should be working together to prepare for next visit	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Overall Walgreens delight , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	went over the items on the Improve Scorecard with Linh. MGR and RXM should be able to identify their opportunities and have action plans written on scorecard (just like on the operating statement)	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action	The opportunity scorecard should be viewed as "how well is your pharmacy transforming community pharmacy."-- needs to be printed every month-should have an action plan available-- sometimes this will tie directly to your action plans on the operating		

Confidential

1

Q66	steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	statement or improve scorecard-- should have a different twist-- specifically on engaging customers and how we make ourselves different from others (i. e. CVS/Safeway)-- think outside the box--how are you growing your business through the areas above	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO should include 1-2 non-clinical rx items on the task list. make sure staff sign it off after completing task to ensure accountability.--can use the Blue Card (search in storenet for blue card to see items that can be included)-- In storenet you can click on the item to tell you what needs to be done--this is how you will start to hold your rxm and staff accountable. can have a separate sheet for rx task-if you do this I need to see both in your binder--again 1-2 items must be from store mgr--can be from the checklist at the end of the walk,i.e. CNO, growing business, and company initiatives. There should be items on the rx checklist that the rxm is placing on it as well	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	reviewed that when I ask this question, MGR should be able to provide me with info such as the name of the designated hitter, how they are being utilized in the rx, how they are progressing with training. - what is your plan to make them efficient -where are you in the plan -what roadblocks you are having - holding the rxm accountable for the training in the rx of the designated hitter	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES re-iterated that the role of mgl team is to back up the pharmacy staff--need to remove the upset customer from the area so that the rx can function. Need to be familiar with the policy. Could hand out the letter we are sending to MDs. Do not give anything else out to patient (our policies, etc)-this is confidential. All members of MGT and SFL need to know about this and be able to support the pharmacy staff store should active promote 1-2 company initiatives.	0.00/0.00	0.00

Confidential

Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO	MGT team should be responsible for making sure rx staff are actively promoting the initiatives when rxm is not present. i will be asking what the rx is promoting (you should know what they are). I will ask how they are doing the promotion. i will be looking at KPI's to make sure this is happening. I will be holding mgt staff accountable, which in turn should hold rx staff accountable	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		please make sure that you will be ready to discuss during next walk what has been working/not working well re-iterated that peer reviews need to be done monthly. It must be quality related. All rx staff and mgr should initial it monthly. MGR, RXM, an Staff RPH can all fill out the peer review-due the 10th of each month	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		rxm , staff rph and techs should be keeping a list of issues. MGR should be ale to understand why it is an issue and what the rx has been doing to combat the issue (the specific detail i will get from the RX team)	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?			0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
				0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			RXM and MGR should discuss with each other regarding what is and what is not going well each month. There are many things to focus on, be prepared to speak to one or more--should be ale to pick one strength and opportunity--should have a game plan in place to remedy any opportunity--for strength you should have feedback on what you are doing to make this a strength in your store		
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues			0.00/0.00	0.00
Strengths and opportunities:					
Key corporate initiatives				0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	MGR and RXM should have a specific action plan for the initiatives for next visit. All members of mgt should know what the initiatives are and how the store is driving them. The corporate initiatives are given to you by your CL each month. You need to be proactive and	0.00/0.00	0.00

Confidential

		ask what they are or if they have changed. For these I should be able to tell by looking at your store (signage) and listening to your employees conversation with customers. let me know what works and what doesn't	0.00/0.00	0.00
Team Member Engagement				
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	MGT team should encourage each team member to take the survey. This will allow the company to know what areas we are doing well and what areas need improvement They are. Urged them to use focused recognition more as a way to improve overall service of the store as well as for motivating other employees. Will be asking rx team member during next visit - when do they give feedback - do they get focused recognition - when they give feedback, how is it received -do any of their ideas get implimented	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	recognition more as a way to improve overall service of the store as well as for motivating other employees. Will be asking rx team member during next visit - when do they give feedback - do they get focused recognition - when they give feedback, how is it received -do any of their ideas get implimented	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	focused recognition - when they give feedback, how is it received -do any of their ideas get implimented	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	n/a	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	5mm daily -re-iterated that each employee should know our company goals (130/9/8). Will be asking employee during next visit -5mm should be interactive and engage with team members rather than one way communication should be using different techniques during 5mm to help team members understand what their goals are. Most of the time they should be able to give me specific # --4 steps- EVERYONE should be able to get to step 3 Example: 1. my goal is to improve sales 2. my goal is to improve sales by suggestive selling	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00

Confidential

4

	3. my goal is to improve sales by doing 15 suggestive sells during my shift 4. my goal is to help improve our sales by doing 15 suggestive sells during my shift to help us get to our corporate goal of 130B in sales		
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	RXM should assign high performers with challenging projects to develop them further will discuss with rxm during next visit	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	n/a	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	RXM will need your help with this--please make sure you are able to speak about the low performers and what part of the process you are in with them 0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?in which areas are you finding to be more challenging or may need some assistance?	rxm should log into TMP to update the progress of the personal development goal on a monthly basis when going over the operating statement with mgr	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00 0.00
Theme			0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(2)	0.00/0.00 0.00
Q116	Pharmacy condition	(2)	0.00/0.00 0.00
Q117	Building Rx sales	(2)	0.00/0.00 0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or script friendly/ personable/smile	0.00/0.00 0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00 0.00
Pharmacy Manager Core Competencies:			0.00/0.00 0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00 0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	You should be able to speak to one of the following and what discussion you have had around this	0.00/0.00 0.00

Confidential

5

Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	store should be able to identify one cultural belief that the entire store exemplifies. MGT team should ask during 5rm how each member is demonstrating that specific cultural belief All mgt team members should be able to recite the definition of each cultural belief	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		0.00/0.00	0.00
	Overall Visit Notes: Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	After every store walk, MGR should print it out and go over it with staff. That way you all know what you will be held accountable for doing—i.e. action plans, growing, engagemnt, etc. We sometimes add KPI's and other items to your walks and it is important that review with your team	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13671 - ,MGR

Participant : Ronda J Lowe, Susan, Mr Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 06/26/2013 09:00 Central Daylight Time

Questionnaire	Wed 06/26/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	adj 90 days avg	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight Rx Delight, need to get to target by end of fiscal year.	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Healthfair scheduled for Sept. 14th will help drive new customers to store.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	HIV COE, got new customers recently	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover or staffing needs	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med. Immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	rxquality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Good Job on MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00

Confidential

1

Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Gallup survey review together with store manager and RxM for action plan for next year.	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, public recognition.	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to talk to management	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires, but new 2 days a week RPH will start mid July.	0.00/0.00 0.00
Ask a few team members			0.00/0.00 0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		Holding daily meeting. Store manager should attend when possible. Twice a week.	
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Retail Clinical Services.	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00 0.00
Performance Management			0.00/0.00 0.00
Performance management			0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	More assertive with staff, bold.	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00 0.00
Theme			0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00 0.00
Q116	Pharmacy condition	(4)	0.00/0.00 0.00
Q117	Building Rx sales	(4) offsites, visit	0.00/0.00 0.00
Q118	Team Member Engagement	(4)	0.00/0.00 0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00 0.00
Pharmacy Manager Core Competencies:			0.00/0.00 0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00 0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	strength	0.00/0.00 0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	strength	0.00/0.00 0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	keep working on plan	0.00/0.00 0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	rx delight	0.00/0.00 0.00

Confidential

2

Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	keep encouraging staff	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	empower and delegate to staff	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: Clarence, covering shift when short	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02005 - Shu B Guan,MGR

Participant : Ronda J Lowe, Hafez, Pure
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 06/05/2013 08:00 Central Daylight Time

Questionnaire	Wed 06/05/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	adj 90 days avg		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Sales		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover, however staff conflicts which need to be addressed		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, off-sites		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rxquality website with staff		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (PhoImometer)				
Q145 *Payroll *Quality *Customer Service *Buyout Opportunities	workload, workflow, efficiency		0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues				
*Competition *Transfer Logs * Deletes				
*Exception Queue Management issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in				

Confidential

1

WAGCASF00603989

CONFIDENTIAL

WAG-MDL-03098.00433

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review gallup survey with staff	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, during meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	sometimes, but need more feedback	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, holding daily meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review of goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.			need to work on plan	0.00/0.00
Q39	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	need to work on plan	0.00/0.00	0.00
Q40	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q108	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	prioritize and organize	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	Needs major CNO	0.00/0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis		0.00/0.00
Q118	Team Member Engagement	(2)		0.00/0.00
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)		0.00/0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
<i>Confidential</i>				

Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers	0.00/0.00
Q172	What feedback do you have for me around our cultural beliefs?	need to work on Be One with staff	0.00/0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01393 - Xin Cai,MGR

Participant : Ronda J Lowe, Chi Nguyen
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 06/05/2013 10:00 Central Daylight Time

Questionnaire	Wed 06/05/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Sales, adj 90 days avg		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Keep driving Rx Sales, CVS next door competition, \$25 transfer coupon		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	consider using new interns or techs to help cover maternity leave, better to have new help than no help.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Retail clinical services		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	rxquality website		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145 Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM, 90 days		0.00/0.00	0.00
Strengths and opportunities: Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	encourage team to give feedback	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Start to use cultural belief on focused recognition for staff	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, able to give feedback.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires. consider using new interns for maternity coverage	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, store manager involved daily	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	sig codes	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	give new projects	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	keep mentoring	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	be open to new ideas	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service, greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business	strength	0.00/0.00	0.00

Confidential

	results.			
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Motivate and challenge staff	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	action plan for pharmacy over the next year with CVS	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	keep driving Rx delight	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	Lead by example, be the cheerleader of new programs	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	delegate and train	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.				
Q171		Love Customers: techs and rphs	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	start using focused recognition	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

06557 - Janet Shaw, MGR

Participant : Ronda J Lowe, Thea
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 06/05/2013 12:00 Central Daylight Time

Questionnaire	Wed 06/05/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area? Ask the manager, where do they see their biggest opportunity? Verify that these action steps are correct. If not, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx Delight MTM Chargebacks 746/April Good Job, Rx DOS to goal adj 90 days avg, esi recapture	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunity Use GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Are they currently taking action on these areas of opportunities? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx Delight: need more surveys get more customers to take the survey	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunity Use GROW to coach to these areas with the RXM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Verify that these action steps are correct. Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hitter? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	desig hitters in place tech on maternity	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BR, immunizations, flavoring, nebulizers, Med B diabetes supplies	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review Internal event reports	keep focus on sig codes, rx quality disciplines	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs *Deletes *Exception Queue Management Issues	Focus on 90 days, how can we increase ?	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
<i>Confidential</i>				

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	encourage staff to use engagement flip chart	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, always refer to kpi to measure and thank staff	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	open communications	0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).				
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	daily 5 min meetings, good info communicated	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	immunizations, flavoring	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	development plan to challenge	0.00/0.00	0.00
Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.				
Q40		development plan to mentor and coach	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	trainin and develop staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	let's get some off sites	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business		0.00/0.00	0.00

Confidential

	results.		
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00 0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00 0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00 0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage		
Q171	in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love customers	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00 0.00
	Overall Visit Notes:		0.00/0.00 0.00
	Issues to share with District Team		0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00 0.00
		Focus on getting to goal on Retail Clinical services:	
Q173	Do you have anything to share with the CL? Use the comment box below to document.	Immunizations, nebulizers, NTT, Med B diabetes supplies, MTM	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, Sam, Mr Tse
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 06/21/2013 08:00 Central Daylight Time

Questionnaire	Fri 06/21/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx customer base, rx sales, rx GP	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight, more surveys New customer base, new housing developments on market street	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	HIV COE promotion of services	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no new hires or turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	rxquality website review with all	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM Nebulizers Flavoring Retail Clinical Services	0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Asking for feedback	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, recognize during meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	open communications for feedback	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, gfd	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	MTM, immunizations	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan for each tech	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan for each staff and tech	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	delegate to staff, compass task	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our	(4)	0.00/0.00	0.00

customers/patients for shopping with us			
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.			
Q171	start using cards	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs? positive	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document. none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document. none	0.00/0.00	0.00
Q166	Additional comments: none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02866 - Bonnie Wong,MGR

Participant : Ronda J Lowe, Christlina Song
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 06/06/2013 10:00 Central Daylight Time

Questionnaire	Thu 06/06/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS Chargebacks	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Total immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Retail Clinical Services MTM	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Immunization Center of Excellence	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Immunizations	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no staffing needs at this time. New hire on track, working on sig codes	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Immunizations, MTM, daily med	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	review rxquality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM, immunizations, business outreach for offsites	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00

Confidential

1

WAGCASF00604001

CONFIDENTIAL

WAG-MDL-03098.00445

Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Waigreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review gallup survey with store manager, nice improvement over last year	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, Tilo	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to communications both ways	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?if new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	on track, working on sig codes	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	involve store manager and asm-t to help develop them and to help Rx	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review retail clinical services, develop a chart	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	continue on plan	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	continue on plan	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	delegate and develop staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00

Confidential

Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Plan for Target	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	keep up surveys	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	develop and engage staff, challenge and inspire team	0.00/0.00	0.00
Q164	Functional Competency Empowers othersPromotes pharmacy	delegate and empower team	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Tilo: Love Customers	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

00896 - Tedman Woo,MGR

Participant : Ronda J Lowe, Lillian
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 06/06/2013 12:00 Central Daylight Time

Questionnaire	Thu 06/06/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Chargebacks adj 90 day avg rx dos, good job Rx Shrink to target		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	10% away from target on Rx Delight, get more receipt survey, call IC3 to brake the lines		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Immunization Center of Excellence		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Need to get to the Green: at least 1/month Pneumo Meningitis Tdap Zostavax Nebulizer 1/month Med B diabetes supplies 2/month NTT reached 90% goal Flavoring: goal 7/month		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Brake the lines, IC3, will improve survey Rx Delight scores No turnover		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, Flavoring: keep driving, you need to get to goal Don't have any missed opportunities for MTM		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Great sig codes keep it up use rxquality website		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASFO0604004

WAG-MDL-03098.00448

limited to the following:

Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Need to get to goal on MTM, no missed opportunities: Make this a priority !!	0.00/0.00	0.00
------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------	-----------	------

Strengths and opportunities:

Key corporate initiatives				
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00

Team Member Engagement				
Team member engagement				

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Encourage staff to use the engagement flip chart	0.00/0.00	0.00
-----	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------	-----------	------

Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Trying to use the cultural beliefs daily	0.00/0.00	0.00
------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------	-----------	------

Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, good communications	0.00/0.00	0.00
------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------	-----------	------

Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).				
--------------------------------------------------------------------------------------------------------	--	--	--	--

Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
-----	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------	-----------	------

Ask a few team members				
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				

Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, new sig code quality and gfd	0.00/0.00	0.00
-----	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------	-----------	------

Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	goals for immunizations and MTM	0.00/0.00	0.00
-----	-----------------------------------------------------------------------------------------------------------------------------------	---------------------------------	-----------	------

Performance Management				
Performance management				

Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	keep giving new projects	0.00/0.00	0.00

Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	keep mentoring	0.00/0.00	0.00
-----	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------	-----------	------

Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----	-----------	------

Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	growing business, rx customers	0.00/0.00	0.00
-----	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------	-----------	------

Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				
Theme				

Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
------	---------------------------------	-----	-----------	------

Q116	Pharmacy condition	(4)	0.00/0.00	0.00
------	--------------------	-----	-----------	------

Q117	Building Rx sales	(4)	0.00/0.00	0.00
------	-------------------	-----	-----------	------

Q118	Team Member Engagement	(4)	0.00/0.00	0.00
------	------------------------	-----	-----------	------

Q119	Customer Experience: Providing genuine and friendly service, greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----	-----------	------

Confidential

Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	walk with staff rph	0.00/0.00 0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00 0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00 0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00 0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00 0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It Live It: JCC talk Olga and Intern Alvin	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive and receptive	0.00/0.00 0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

09886 - Jesus Jimenez,MGR

Participant : Ronda J Lowe, Tommy Chan
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 06/07/2013 13:29 Central Daylight Time

Questionnaire	Fri 06/07/2013 13:29 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Chargebacks Rx Delight: Get to green target by Aug. 31st. MTM: keep on top, don't get any missed opportunities.		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Continue to get more receipt surveys		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitters in place, no turnover		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	rxquality		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) Q145 *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, Retail Clinical Services		0.00/0.00	0.00
Strengths and opportunities: Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

WAGCASF00604007

CONFIDENTIAL

WAG-MDL-03098.00451

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Get techs trained and that will increase morale and engagement	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Focused recognition with cultural beliefs	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Good communications	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	daily 5 min meetings with staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	sig codes	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Encourage and get others trained to help her out.	0.00/0.00	0.00
	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Keep developing	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Ask for assistance when needed to help manage stressful days	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo need CNO, organizing product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scripfriendly/per sonable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies: <i>Confidential</i>		0.00/0.00	0.00

Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00

walk with st mgr

Love Customers: techs

positive

OPT needs to schedule several weeks of training, one on one with each tech. Shadow each tech one on one. Workflow Rescue We need more than just one timer rescue, Rx is growing and the staff is not having a sense of urgency.

CNO

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01626 - Marvin Manabat,MGR

Participant : Ronda J Lowe, Qi Kuang, Mack Reid
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 06/07/2013 08:00 Central Daylight Time

Questionnaire	Fri 06/07/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Chargebacks/Coil actions	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Get to Green on Rx Delight Target by Aug. 31st	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hillers in place, no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Start driving nebulizers, flavoring, Med B Diabetes supplies, immunizations, NTT reached, MTM	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Sig Codes, rxquality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, no missed opportunities Nebulizers, Flavoring Medicare B	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any	YES	0.00/0.00	0.00

Confidential

1

	areas of concern in the comment box.			
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Staff is engaged, working well together as a team	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Not formally with cultural belief cards, but will start	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, open communications	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires, just retraining staff	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Holding daily 5 min meetings with store manager	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	sig codes, BR	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	keep on top of giving new project:	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	work on plan to improve all techs sig codes	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	CNO, organization of Rx dept.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(2) Need CNO cleaning asap	0.00/0.00	0.00
Q117	Building Rx sales	(2) Let's get after off-sites, senior home visits	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	strength	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual	strength, good	0.00/0.00	0.00

Confidential

	respect while promoting and developing a diverse and inclusive team.	teamwork		
	Strategic Leadership Adjusts behavior in response to new information or changing circumstances.	make plan to increase business	0.00/0.00	0.00
Q161	Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	good service, but need more customers to take the receipt survey	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Staff is engaged and working well together	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	Team is empowered	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Techs	0.00/0.00	0.00
Q171				
Q172	What feedback do you have for me around our cultural beliefs?	Start to use them in focused recognition	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	Needs CNO	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02244 - ,MGR

Participant : Ronda J Lowe, Gerardo Flores, Tamara Lightfoot, Eva
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 06/07/2013 12:00 Central Daylight Time

Questionnaire	Fri 06/07/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	adj 90 days avg MTM, immunizations	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Retail Clinical Services Immunizations: zostavax, pneumo, tdap, meningitis	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Complete all MTM, flavoring 7/month, Med B diabetes supplies 2/month, NTT reached 90%, immunizations 1/month of pneumo, zostavax, tdap, meningitis	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitter in place, no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	nebulizers goal is 1/month promote when nebulize covered on insurance, offer new tubing, mask, filters, etc for the nebulizer	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	sig codes rxquality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (PhoImometer)			Good scorecard Just need to	

Confidential

1

Q145	*Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	focus on MTM and retail clinical services	0.00/0.00	0.00	
	Strengths and opportunities: Key corporate initiatives		0.00/0.00	0.00	
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00	
	Team Member Engagement		0.00/0.00	0.00	
	Team member engagement		0.00/0.00	0.00	
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	use focused recognition with staff to increase engagement	0.00/0.00	0.00	
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	not lately, need to go back to focused recognition with cultural beliefs	0.00/0.00	0.00	
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, good opportunity to give feedback during daily 5 min meetings	0.00/0.00	0.00	
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires, new staff rph staff rph getting acquainted to new store	0.00/0.00	0.00	
	Ask a few team members		0.00/0.00	0.00	
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	meetings are held daily	0.00/0.00	0.00	
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	talked about rxquality	0.00/0.00	0.00	
	Performance Management		0.00/0.00	0.00	
	Performance management		0.00/0.00	0.00	
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	develop and give new tasks	0.00/0.00	0.00	
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	mentor and coach	0.00/0.00	0.00	
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00	
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Self motivation to improve management skills and Rx business	0.00/0.00	0.00	
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00	
	Theme		0.00/0.00	0.00	
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingW aiting area cleanIn/out- window clutter freeVaccination area ready	0.00/0.00	0.00	
Q116	Pharmacy condition	(2) (3) Achieving ExpectationsPro moting immunizationsAc tively calling on MTMsPromoting	CNO, carpet needs to be vaccumed, drawers cleaned out, countertop cleared	0.00/0.00	0.00
Q117	Building Rx sales	offsites, senior center visits	0.00/0.00	0.00	

Confidential

	health tests and related services	are needed		
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	walk with staff and tech	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Tamara: thanked by customer	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	CNO needed on carpet, repeat from last month	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

11385 - zafeer fazelbhoj,MGR

Participant : Ronda J Lowe, Jeff Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 06/24/2013 10:00 Central Daylight Time

Questionnaire	Mon 06/24/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	IBCC Adj 90 day avg	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Income before carrying charges ,Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	ICBB Avg 90 day adj Rx Delight	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Health Testing charges to DO Organize health testing class and MTM class for district	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no new employees or turnover. Help training grad intern, remember to charge to DO	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	RCS, MTM	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Review Rx quality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	New business, new community outreach	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00

Confidential

1

Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		
Q34	Employee of the month program	0.00/0.00	0.00
	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		
Q174	Yes, monthly	0.00/0.00	0.00
	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		
Q175	yes, open communications with staff daily	0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).		
Q35	no new hires	0.00/0.00	0.00
	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		
Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		
Q36	daily meetings to pass on new info from compass	0.00/0.00	0.00
	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		
Q37	immunizations, MTM	0.00/0.00	0.00
	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
	Talk about your high performers.		
Q39	plan in place to challenge	0.00/0.00	0.00
	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		
Q40	plan in place to grow and develop	0.00/0.00	0.00
	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		
Q108	NO	0.00/0.00	0.00
	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.		
Q86	Growing Rx business, strategic planning for store	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	(4)	0.00/0.00	0.00

Confidential

2

Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	How can we grow the business ? Beside delivery ?	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Plan for remodel ? How can we reach out to the community ? Senior centers ?	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	monthly recognition	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	great	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03849 - Qiaoying Ye, MGR

Participant : Ronda J Lowe, Sue, Mr Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 06/12/2013 09:00 Central Daylight Time

Questionnaire	Wed 06/12/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	statements just come down 2 days ago	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area? Ask the manager, where do they see their biggest opportunity? Verify that these action steps are correct. If not, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx Delight Rx DOS, 80K over goal Action: iterstore and return to warehouse		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunity Use GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Are they currently taking action on these areas of opportunities? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx Delight: get more surveys		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunity Use GROW to coach to these areas with the RXM and/or Store Manager	Immunization Center of Excellence		0.00/0.00	0.00
Q66 Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Verify that these action steps are correct. Discuss with RXM (when available) Document the action steps in the comment box below.	tdap, zoster, meningitis, pneumo/ each 1 per month goal		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hitter? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	no hires needed, designated hitters in place		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	90 days, flavoring		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx? STARS cases Peer review internal event reports	review rxquality website		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM; \$50 past month, keep going, we don't want any lost opportunities		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASFO0604019

CONFIDENTIAL

WAG-MDL-03098.00463

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Flip Chart, engage employees, hold friendly contest, use focused recognition	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Sig Codes for recognition	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, communications daily	0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	not daily, but will start with ASM-t and store manager	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	7 flavorings per month	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	all high performers per store manager, have plan in place for each one to motivate and challenge	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	none	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Drive for high performance of staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4) clean up some paperwork around verification area	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Engage and motivate staff	0.00/0.00	0.00

Confidential

Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Drive Rx delight scores	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	engage staff and inspire them to reach goals	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It : Thanks Leslie for good sig codes	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	start using them for focused recognition	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04570 - Kenneth Phung,MGR

Participant : Ronda J Lowe, Amanda, Kenneth
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 06/26/2013 15:00 Central Daylight Time

Questionnaire	Wed 06/26/2013 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	MTM income retail clinical services		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Total immunizations		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Immunizations, Retail Clinical Services, MTM		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	MTM		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM: Tony is working on it		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	review rxquality website		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM, retail clinical services		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Great Gallup results, share with staff and review with rxm	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, recognition for sig codes	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	working on communication with RxM	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	store manager should be in daily 5 min meeting when available	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review retail clinical services with staff	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	communication with staff and buyin for programs	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in			

Confidential

2

CONFIDENTIAL

WAGCASF00604023

WAG-MDL-03098.00467

Q163	others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: engagement dinner with staff	0.00/0.00	0.00
Q171				
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03869 - Eugene Wong,MGR

Participant : Ronda J Lowe, Luong, Mr Hagg
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 06/13/2013 08:00 Central Daylight Time

Questionnaire	Thu 06/13/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	ESI Recapture 55% since 9/15 Rx DOS, improving, but still over goal		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	2.5 months left until end of fiscal year for Rx Delight		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Detailing MD of HIV COE services.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitters in place, no turnover anticipated		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Got 1 Daily Med Immunizations MTM		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Review rxquality website		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, keep it going, don't miss any opportunities		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

CONFIDENTIAL

WAGCASF00604025

WAG-MDL-03098.00469

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Team engagement seven set for August for staff	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Not in the last month	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Staff RPH meeting to solicit feedback with community members	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	compass communications, gfd	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Staff Review Retail Clinical Services Goals: 1 per month Nebulizer Idap, meningitis, zoster, pneumo 2/month: Medicare B billing for Diabetes Supplies NTT Reached 80% or higher All MTM completed 7 flavorings per month True North Goals 130, 9, 8 Cultural Belief	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	develop pian for techs and rph	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	develop pian for techs and rph	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Accountability of staff members	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00

Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Communicate with staff after meetings, share what was learned	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Simpson, MTM	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	techs worried about hours	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03475 - Gordon Fung,MGR

Participant : Ronda J Lowe, Patty, Gordon
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 06/13/2013 10:00 Central Daylight Time

Questionnaire	Thu 06/13/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS 100K over Rx Sales down, -12K, Rx Gross down -4.6 ESI Recapture		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	ESI Recapture		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep working HIV COE reports: sync, copay cards,adherence		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hlfir?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no anticipated turnover or hiring needs		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	immunizations		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	rxquality website, review with staff		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Need more MTM, don't have missed opportunities, retail clinical services		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34 Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going	sandwiches to staff for		0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00604028

WAG-MDL-03098.00472

	process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	engagement		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, recognition cards given to tech	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	open communications	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, daily 5 min meetings. Review goals during meeting	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review goals with staff	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	more challenges, more projects	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	none	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	engage and motivate staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct of off floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	CNO boxes behind pickup bins	0.00/0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	off-sites	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00

Confidential

Q161	Strategic Leadership/Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership/Anticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together/Is fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency/Empowers others/Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Danny for returns	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

05487 - Haydee Hwang,MGR

Participant : Ronda J Lowe, Mr Lee, Christy
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 06/24/2013 12:00 Central Daylight Time

Questionnaire	Mon 06/24/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?			0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.				
Q63 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.			0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR			0.00/0.00	0.00
Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.				
Q97 Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager			0.00/0.00	0.00
Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.				
Q66 Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.			0.00/0.00	0.00
How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?				
Q170 Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.				
Q167 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day			0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.			0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports			0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?			0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Pholmometer)				
Q145 *Payroll *Quality *Customer Service *Buyout Opportunities			0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Competition *Transfer Logs * Deletes				
*Exception Queue Management issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.			0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

CONFIDENTIAL

WAGCASF00604031

WAG-MDL-03098.00475

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review Gallup survey together with Store Manager	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	not formally with cultural cards	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to speak to daily	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	daily meeting, make sure to include store manager in daily 5 min meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review Retail Clinical services goals with staff memebers	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	develop plan and grow	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	develop plan to grow techs and rph	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	delegate and develop staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(4) business to business contacts for off-sites asap	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00

Confidential

Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Shirinal. Sig Codes improvement great job	0.00/0.00	0.00
Q171				
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13667 - Turny Mao,MGR

Participant : Ronda J Lowe, Rose, Mr. Lee
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 06/25/2013 10:00 Central Daylight Time

Questionnaire	Tue 06/25/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS over 125K from goal	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations , Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Immunizations and Rx DOS chargeback collections, zero for 6 months	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Prepare to health testing, start training staff to promote	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Store Manager will make a goal chart for Retail Clinical Services	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Rx quality website, review with entire staff	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM, Immunizations	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASFO0604034

CONFIDENTIAL

WAG-MDL-03098.00478

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review Gallup with Store Manager and RxM, make plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Liza: MTM: Own It	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Management ask for feedback from staff	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	New hire tech, Peter and Laura Work on sig codes	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Hold Daily 5 Min Meeting with Store Manager present.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Store Manager will make a goal chart for Retail Clinical Services	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Plan for each tech and RPH	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan for each tech and RPH	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Drive for Results, accountability of team	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4) Off-Site	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions. Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in		0.00/0.00	0.00

Confidential

2

Q163	others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	MTM: Own It: Elizabeth	0.00/0.00	0.00
Q171				
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
		Store Manager: please start to attend daily 5 min meetings in Rx, Store Manager assist in local business contacts list, focus on off-sites for new Flu season. Make a Goal chart for Retail Clinical Services: Store Manager Please help get store manager more involved in Rx dept. RxS Walks are just as important as DM and CL walks		
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01126 - MGR

Participant : Ronda J Lowe, Olga, Joel
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 06/18/2013 11:00 Central Daylight Time

Questionnaire	Tue 06/18/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Dos chargebacks	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NO	0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply ,Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS Rx Delight What is your plan ?	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	What is your plan to promote HIV COE services ? Post Meningitis signs and Hep B signs during HIV Testing days. Have RPH promote during HIV testing times and days	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Need faster turnaround time for designated hiller to reduce lines at the register. Need to give a shift to Ceceilia, there is no longer a floater pool	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med, BR, flavoring, immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	review rxquality website with entire staff	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
*Sales *Work-flow *Marketing *Pharmacy Condition				

Confidential

1

WAGCASFO0604037

CONFIDENTIAL

WAG-MDL-03098.00481

Q145	*Loss Prevention *Inventory *Productivity (PhoImometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	workflow, IC3 calls for back up, lines at register	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Please review plan with store manager	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	no, not in the past month	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open communications	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	not daily meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Your Teams needs to know the goals Staff Review Retail Clinical Services Goals: 1 per month Nebulizer tdap, meningitis, zoster, pneumo 2/month: Medicare B billing for Diabetes Supplies NTT Reached 80% or higher All MTM completed 7 flavorings per month True North Goals 130, 9, 8 Cultural Belief	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	develop a plan for each tech and rph	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	develop a plan for each tech and rph	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	daily compass communications, daily email communications. keep up to date and keep to deadlines	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
			(3) Achieving ExpectationsMini	

Confidential

2

Q115	Pharmacy waiting area condition	mail mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready		0.00/0.00	0.00
Q116	Pharmacy condition	(2)	Needs CNO	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	start on off sites	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptfriendly/pleasant/smile		0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.			0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.			0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.			0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy			0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	need to start		0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	need to start		0.00/0.00	0.00
Overall Visit Notes:				0.00/0.00	0.00
Issues to share with District Team				0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	RxM needs to keep on top of Compass communications and email communications File CII forms immediately. Violation of BOP and DEA, and company policies. Not acceptable Review MTM task daily NTT Reached is 3% since January 2013, goal is 80%. Not		0.00/0.00	0.00

Confidential

3

Q173 Do you have anything to share with the CL? Use the comment box below to document.	acceptable RxM needs to keep on top of Compass communications and email communications File CII forms immediately. Violation of BOP and DEA, and company policies. Not acceptable Review MTM task daily NTT Reached is 3% since January 2013, goal is 80%. Not acceptable	0.00/0.00	0.00
Q166 Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01054 - Gerald Martinez,MGR

Participant : Ronda J Lowe, Alfred, Mr Jimenez
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 06/18/2013 08:20 Central Daylight Time

Questionnaire	Tue 06/18/2013 08:20 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	adj 90 days avg Rx DOS, 18K pickup on last inventory ESI 74%		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS: Interstore Rx Delight: More Surveys		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no staffing issues at this time interns have been helping on rotations		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	90 days flavoring Get promoting Daily Med		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	Review rxquality website with staff		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	90 Days Daily Med Rx DOS Rx Delight		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASF00604041

CONFIDENTIAL

WAG-MDL-03098.00485

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engagement Flip Charts: promote comments Cultural cards given to staff to help with engagement	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, staff rph and tech	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, Daily 5 min meetings, store manager attend	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Staff Review Retail Clinical Services Goals: 1 per month Nebulizer Idap, meningitis, zoster, pneumo 2/month: Medicare B billing for Diabetes Supplies NTT Reached 80% or higher All MTM completed 7 flavorings per month True North Goals 130, 9, 8 Cultural Belief	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Make action plan for techs and rph	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	make action plan for tech and rph	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Positive outlook at current changes and challenges	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4) need paint touch up area	0.00/0.00	0.00
Q117	Building Rx sales	(2) Off Site detailing, senior center visitor, outreach portal	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4) Need more 9 and need more surveys	0.00/0.00	0.00

Confidential

Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03711 - Kingman Kwok,MGR

Participant : Ronda J Lowe, DeIon
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 06/19/2013 08:00 Central Daylight Time

Questionnaire	Wed 06/19/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?			0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.			0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR			0.00/0.00	0.00
Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the				
Q97 manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager			0.00/0.00	0.00
Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the				
Q66 manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.			0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.			0.00/0.00	0.00
How are you progressing with pharmacy workforce planning?Are they appropriately using a				
Q170 designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?			0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within				
Q167 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.			0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day			0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.			0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports			0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?			0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Pholmometer)				
Q145 *Payroll *Quality *Customer Service *Buyout Opportunities			0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Competition *Transfer Logs *Deletes				
*Exception Queue Management Issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.			0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASFO0604044

CONFIDENTIAL

WAG-MDL-03098.00488

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Birth/day Calendar	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Cultural cards Maggie: Binder for health sf, Own It	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	open communications	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	new hire on track	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	positive feedback on info given	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Retail clinical services	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	strategic planning	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mail mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	off sites, travel vaccines	0.00/0.00	0.00
		(4)		
		(3) Achieving ExpectationsMost team members		

Confidential

Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	smile or make eye contact. Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Dolores: CNO project section Own It Own It: Maggie	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	great	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01120 - Kevin Thach,MGR

Participant : Ronda J Lowe, Mr Xu, Manuel Bravo
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 06/21/2013 12:00 Central Daylight Time

Questionnaire	Fri 06/21/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Avg daily Rx MTM Chargebacks	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations , Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Good Job, keep up the Rx Delight Total immunizations MTM Rx DOS to Target for scorecard	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Get ready for health testing Order up supplies Train staff	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Remind the Rx daily on the following: NTT reached Chargebacks Immunizations Flavoring Nebulizers	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	issues with one MD on Hyde street	0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Daily Med MTM review rxdelight website with entire staff	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, review daily for pending review cases, cases that are add just today. Check chargebacks daily NTT reached daily	0.00/0.00	0.00
Strengths and opportunities: Key corporate initiatives			0.00/0.00	0.00
Confidential				

Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engage staff, promote flip chart for responses	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, Mack for 9 on customer survey yesterday	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, easy to speak up to management	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires, newly placed rph fitting right in, great addition.	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	New info on policies	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	flavoring, immunizations, nebulizers	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. if not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. if not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place. first step taken with verbal	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	organize and prioritize	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2) remove table and table. very tacky looking with plastic tablecloth	0.00/0.00	0.00
Q116	Pharmacy condition	(2) too dusty, remove p-rated totes and controlled sub totes, place in bathroom, vaccum, dust, CNO	0.00/0.00	0.00
Q117	Building Rx sales	(2) Off-sites, start asap	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Hold daily meetings to engage staff and give direction	0.00/0.00	0.00

Confidential

2

Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	work with store manager on strategic plan	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	great job on rx delight	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	streight in keep staff engaged	0.00/0.00	0.00
Q164	Functional Competency Empowers othersPromotes pharmacy	delegate to staff to help yourself with your workload.	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live it: I help people get, stay and live well.	Mack: Love Customers Give him a cultural belief card	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	good, positive feedback	0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	Store Managers: let's get more involved in Rx and lead the RxM, strategic plan for growing rx sales	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	CNO help needed Paint or cover with poster the area above bathroom door.	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02705 - Danny Kwan,MGR

Participant : Ronda J Lowe, Quyen, Helen
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 06/21/2013 08:00 Central Daylight Time

Questionnaire	Fri 06/21/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx sales, Rx Gp MTM	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx count, new customers	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Get Ready for testing	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Missing mylars, pricing of OTCS in Rx	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Immunizations, off-sites	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	rxquality website review with staff	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM only \$20 last month Flavoring, nebulizers	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in				
			Rx staff a Lava	

Confidential

1

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	planning another on for Aug. 24th	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, thanks during meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	open communications	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, holding daily 5 min meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	flavoring, nebulizer, immunizations	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	working on action plan	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	working on action plan	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	open communications, expectations express to all	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2) fix signs that are falling off	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00

Confidential

Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Let's get started with cultural belief cards	0.00/0.00
Q172	What feedback do you have for me around our cultural beliefs?	let's get going	0.00/0.00
Overall Visit Notes:			0.00/0.00
Issues to share with District Team			0.00/0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13640 - ,MGR

Participant : Ronda J Lowe, Tina
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 06/06/2013 08:00 Central Daylight Time

Questionnaire	Thu 06/06/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	MTM chargebacks		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight Plan: increase surveys		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Specialty		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	LDD, specialty, BSD		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	hiring for new store		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM and SR 2		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rxquality website with all staff members		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, SR2, workflow		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in	Engage team			

Confidential

1

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	and ask for feedback	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recognize and thank staff	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	yes, open to speaking to rphs	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	new hire tech for new store on track	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	informal meetings with staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	remind staff of retail clinical services	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.			plan in place	0.00/0.00
Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.			plan in place	0.00/0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	prioritize and respond to meet deadlines	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	need to pass down info daily, keep staff up to date	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	work on strategic plan	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	rx delight	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the	engage and motivate staff	0.00/0.00	0.00

Confidential

2

Company.			
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		
Q171		Own It: veronica	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	great	0.00/0.00 0.00
	Overall Visit Notes:		0.00/0.00 0.00
	Issues to share with District Team		0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01241 - Emily Ma,MGR

Participant : Ronda J Lowe, Te-Yun, Mr Morales
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 06/26/2013 08:00 Central Daylight Time

Questionnaire	Wed 06/26/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		ESI Recapture Retail Clinical Services	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		Rx Delight plan for surveys	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		keepd driving retail clinical services	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		review rxquality website with entire staff	0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) Q145 *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM		0.00/0.00	0.00
Strengths and opportunities: Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

WAGCASF00604056

CONFIDENTIAL

WAG-MDL-03098.00500

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review Gallup results with staff	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Vanessa for helping sick customer with profile print out	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	open communications with all	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hiers	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, reviewe info with staff all communications from compass and emails	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	retail clinical services goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	have a plan for each staff memeber	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	have a plan for each staff member	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?in which areas are you finding to be more challenging or may need some assistance?	motivate and engage staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4) keep on top of offsites, good job so far with events	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	rx delight	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	engage staff	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	keep coaching	0.00/0.00	0.00

Confidential

	and growing staff		
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Own It Vanessa	0.00/0.00	0.00
Q172	positive	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	none	0.00/0.00	0.00
Q173	none	0.00/0.00	0.00
Q166	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13670 - Levi Santiago,MGR

Participant : Ronda J Lowe, Rae, Van
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 06/27/2013 08:30 Central Daylight Time

Questionnaire	Thu 06/27/2013 08:30 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	MTM avg 90 Days adj	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight Rx count	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Immunization Center of Excellence	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Promote Retail Clinical Services	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, retail clinical services review rxquality website with all staff members	0.00/0.00	0.00
Q61	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Keep driving MTM, retail clinical services, rx delight	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review Gallup survey with staff	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, recognitions are given	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	open communication	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	compass and email communications	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	retail clinical services	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan of development for each staff member	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan of development for each staff member	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	communications	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	start off-site	0.00/0.00
Q118	Team Member Engagement	(4)		0.00/0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)		0.00/0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	keep communications going	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	make plans with stoer manager	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	rx delight	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the		0.00/0.00	0.00

Confidential

2

Company.				
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	empower, assign	0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage			
Q171	in everything i do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can i do to achieve our results?" and refuse to blame others. Live It: i help people get, stay and live well.	Love customers	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	great, positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01109 - Ming Fang,MGR

Participant : Ronda J Lowe, Steve Simon
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 06/25/2013 17:00 Central Daylight Time

Questionnaire	Tue 06/25/2013 17:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Keep interstores and adjusting on hands	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	prepare for health testing retail clinical services	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hilter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover anticipated	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Immunizations, MTM many are in pending	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	review rxquality website with staff	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	ESI recapture, Rx inventory needs to be a priority	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Reveiv Gallup survey with Store manager	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, positive recognition	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, like to express thoughts	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	new hire started to replace 2 techs going to pharmacy school	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Reviewing daily compass and emails communications with staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	retail clinical services: review goal with entire staff	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	action plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and developrment plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	action plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	delegation to staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsAct ively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	start on off sites and web portal for local business	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00

Confidential

Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	work on plan to achieve goals with store manager as a management team	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	maintain ECC, rx delight	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	strength	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	continue to delegate and develop new techs	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Steve for floater education class	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	great	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	CNO, get more involved in pharmacy to learn operations and help RxM grow Rx business	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04231 - Jan Louie Gavieres, MGR

Participant : Ronda J Lowe, Lynda, Mr Stewart
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 06/27/2013 10:00 Central Daylight Time

Questionnaire	Thu 06/27/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area? Ask the manager, where do they see their biggest opportunity? Verify that these action steps are correct. If not, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available). Document the action steps in the comment box below.	avg 90 days rxs adj	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunity Use GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Are they currently taking action on these areas of opportunities? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.	Rx Delight to target Avg 90 days adj	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunity Use GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Verify that these action steps are correct. Discuss with RXM (when available) Document the action steps in the comment box below.	Get ready for health testing	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hitter? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	no new hires or turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Retail Clinical services	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review internal event reports	review rx quality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs *Deletes *Exception Queue Management issues	MTM opportunities improvement seen, good job	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review gallup survey	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	sig codes on techs	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	keep the communications open	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	review with staff daily communications include store management	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review retail clinical services with staff, goals and track progress	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	develop plan	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	develop plan for each tech and rph	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	communications with staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	start off-sites	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual	continue to improve		

Confidential

Q160	respect while promoting and developing a diverse and inclusive team.	communications with staff	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	rx delight target	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	engage and motivate	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	work with staff and keep on development plan	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, slay and live well.	Own It : LiliAnn sig code	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03707 - Michael Kwong,MGR

Participant : Ronda J Lowe, Char, Mike
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 06/28/2013 13:30 Central Daylight Time

Questionnaire	Fri 06/28/2013 13:30 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?			0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.			0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR			0.00/0.00	0.00
Average 90-day adjusted scripts , Pharmacy delight				
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Rx Delight				
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager			0.00/0.00	0.00
Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.				
Q66 Training for BSD July 9th start date			0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.			0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?			0.00/0.00	0.00
no turnover				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.			0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day			0.00/0.00	0.00
YES				
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.			0.00/0.00	0.00
Relationship building with nursing staff				
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports			0.00/0.00	0.00
review rxquality website				
Q61 Are there issues with any of our third party plans?			0.00/0.00	0.00
none				
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Phoimometer)				
Q145 *Payroll *Quality *Customer Service *Buyout Opportunities			0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Competition *Transfer Logs * Deletes				
*Exception Queue Management Issues				
Traceva staris July 1st, call list of patients				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.			0.00/0.00	0.00
YES				
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Engage and hold daily meetings	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, team member recognition	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, techs do speak up	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Info give to staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	retail clinical services	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan for develop of each tech	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan for development of each tech in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	store management duties	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00

Confidential

2

WAGCASF00604069

CONFIDENTIAL

WAG-MDL-03098.00513

Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.			
Q171		Love Customers BE One	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03706 - SUSAN SUN,MGR

Participant : Ronda J Lowe, Nohad
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 06/28/2013 09:30 Central Daylight Time

Questionnaire	Fri 06/28/2013 09:30 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	avg 90 days adj Rx Sales	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Good job on new agreement with Dr Wang	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	BSD delivery start date July 9	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover BSD tech identified and trained	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BSD review rxquality site with entire staff	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM: nohad and mayuka in charge	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in	Daily 5 min meeting are			

Confidential

1

CONFIDENTIAL

WAGCASFO0604071

WAG-MDL-03098.00515

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	times for feedback and helps with engagement	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, staff being recognized	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	be more approachable to staff to get feedback	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires, new rph on track	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	good list of items that we need to focus	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	retail clinical services	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	delegation, train and develop staff	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00

Confidential

2

WAGCAS00604072

CONFIDENTIAL

WAG-MDL-03098.00516

Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It : Nohad to taking charge and organizing bsd	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00 0.00
Overall Visit Notes:			0.00/0.00 0.00
Issues to share with District Team			0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

07150 - Mengwah Chai,MGR

Participant : Ronda J Lowe, Richard
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 06/25/2013 08:00 Central Daylight Time

Questionnaire	Tue 06/25/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	adj 90 days avg MTM Rx dos to target		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Total immunizations		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	ESI recapture Business to business outreach Off-sites		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Prepare for health testing		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltler?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hiltler in place, no staffing issue		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Retail Clinical Services review rxquality website with all staff asap		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTML assign to intern and Marlen 90 days avg adj. ESI recapture		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASFO0604074

CONFIDENTIAL

WAG-MDL-03098.00518

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review Gallup results with store manager	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Addie for sig codes	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	good	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Involve store manager in daily 5 min meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review retail clinical services with staff	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	develop plan	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	develop plan	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	prioritize, organize, keep up to date	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanin/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(2) business to business outreach due Aug	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per sonable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00

Confidential

Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	keep up to date on compass and emails daily	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	communicate and lead team with daily 5 min meetings	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	business development and planning	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	encourage surveys	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	engage with daily communications with staff	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	delegate to help your workload	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Addie: sig codes	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

12141 - ,MGR

Participant : Eleanor Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 07/19/2013 11:00 Central Daylight Time

Questionnaire	Fri 07/19/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	Sales steady going up. There's a retro adjustment due to inventory.	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Opportunity: To decrease incident of STAR. There are 3 since the last walk (May). We've spent time in the meetings/ peer reviews to discuss the action plans. Focus on work flow and communication skills.		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Due to error on Ferring's direct order, there's an overbuy of Menopur (4 months supply). When placing the order, we'll record the confirmation over the phone. Other HSRX COEs on fertility are helping us out to absorb the supply. We also expect the sale increase due to a new discount program (New Life Fertility) implementing so will help the surplus.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Specialty		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	New Specialty (Cystic Fibrosis) expected to start in August. Prepare the staff for learning the disease state and billings.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Continue searching for relief/designated hitters for pharm tech especially. 1 FT and PT since there are 2 techs left the company.		0.00/0.00	0.00

Confidential

1

	Also looking for 1 PT service clerk.		
Pharmacy		0.00/0.00	0.00
Pharmacy checklist items		0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00 0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00 0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	PSC, Balance Rewards by team members asking over the phone and at the registers.	0.00/0.00 0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	3 STARS cases since the last Walk.	0.00/0.00 0.00
Q61	Are there issues with any of our third party plans?	INVKPN (N. CA Kaiser for Optum RX) but now resolved.	0.00/0.00 0.00
Pharmacy Operations		0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:		0.00/0.00 0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Good Sales due to great services and discount program promotions.	0.00/0.00 0.00
	Strengths and opportunities:		
Key corporate initiatives			0.00/0.00 0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00 0.00
Team Member Engagement			0.00/0.00 0.00
Team member engagement			0.00/0.00 0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Yes, there's an action plans focusing on 1. Caring about me, 2. Recognition at work.	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes.	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes.	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	1 tech is working on the sr. tech promotion	0.00/0.00 0.00
Ask a few team members			0.00/0.00 0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?		
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes.	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Yes.	0.00/0.00 0.00
Performance Management			0.00/0.00 0.00
Performance management			0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Have the high performer to coach other team members when on slow day.	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Give more opportunities to talk and work on the work flow. Have the low performer to work with the sr. tech.	0.00/0.00 0.00
	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right		

Confidential

Q108	direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Yes, the goals completed. Challenging areas: motivate the team, sometime it's very difficult.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(5) Outstanding Entire pharmacy CNOWill pass all inspections (Fire, Steritech, etc.)Refrigerator CNOAsk Your Pharmacist section has no outs	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(5) Outstanding All team members smile or make eye contactAll customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own it: Team members are taking ownership of the problem more and making sure issues are taken care of. Build Trust: Team members demonstrate active listening more. Be One: we wish to see more oneness WSP and HSRX like pricing of specialty meds.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		0.00/0.00	0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
			0.00/0.00	0.00
			I want to recognize and appreciate the two 24 hrs store,	

Confidential

Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	689 and 2126 for Being One by helping the speciality patients out after hrs, willing to stock some emergency fertility meds for us.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	We want to thank the CL for supporting us and willing to understand our speciality operation.	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03707 - Michael Kwong,MGR

Participant : Ronda J Lowe, Mike Tee
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 05/08/2013 12:00 Central Daylight Time

Questionnaire	Wed 05/08/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?			0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Chargeback collections				
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.			0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR			0.00/0.00	0.00
Total immunizations				
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Asking each customer since the hospital does not allow any signs				
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager			0.00/0.00	0.00
Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.			0.00/0.00	0.00
Q66 CP/M bedside delivery discussions in progress.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.			0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?			0.00/0.00	0.00
no new hires, no turnover at this time.				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.			0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day			0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.			0.00/0.00	0.00
BR. Immunizations				
Q138 Are there any quality control issues in Rx?STARS casesPeer review/internal event reports			0.00/0.00	0.00
Tech sig codes focus				
Q61 Are there issues with any of our third party plans?			0.00/0.00	0.00
none				
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Pholmometer)				
Q145 *Payroll *Quality *Customer Service *Buyout Opportunities			0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Compellition *Transfer Logs * Deletes				
*Exception Queue Management issues				
Keep on top of inventory control, interstore where needed SR 2 : keep up to date				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.			0.00/0.00	0.00
YES				
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	need engagement flip chart	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, start using culture cards	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Yes, staff is asked for their feedback	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, Rx compass news are discussed	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Tech are aware of goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Engage and challenge plan needed	0.00/0.00	0.00
	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	no low performers, just need to keep developing staff	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?in which areas are you finding to be more challenging or may need some assistance?	Solicit more MDs offices for new patients and speciality referrals	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
		(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready		
Q115	Pharmacy waiting area condition		0.00/0.00	0.00
		(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away		
Q116	Pharmacy condition		0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Operations is strength of RxM	0.00/0.00	0.00

Confidential

Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Build Trust and keep up daily 5 min meetings with staff	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Have a strategic plan in plan 3,5 year plan for the Rx	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Keep on top of Rx receipt survey	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	Continue to inspire and motivate team	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	Good on empowerment of others	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Live It	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive, start with culture cards and recognition	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13671 - ,MGR

Participant : Ronda J Lowe, Susan, Anthony
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 07/26/2013 11:00 Central Daylight Time

Questionnaire	Fri 07/26/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Excellent Rx growth Great job on rx dos and rx inv focus on rx delight	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Action Plan for Rx delight score increase needed	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	HIV COE action plan needed	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	keep developing FE for rx cross training	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, balance rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rx quality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (PhoImometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	obtain phone #, email address, ask for surveys: incorporate into workflow	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in				

Confidential

1

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	reviewed and action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, on the wall all staff involved	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	yes, open to hearing suggestions by management	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires, new 2 days a week rph just started	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, daily mins occurring	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	goals of retail clinical services	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	developing staff an holding accountable	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(5) Outstanding Appropriately merchandised displaysWaiting area always CNOPharmacy organized and CNODiagnostic section with no outsAll signage up to date	0.00/0.00	0.00
Q116	Pharmacy condition	(5) Outstanding Entire pharmacy CNOWill pass all inspections (Fire, Steritech, etc.)Refrigerator CNOAsk Your Pharmacist section has no outs	0.00/0.00	0.00
Q117	Building Rx sales	(5) Outstanding Routinely meeting or exceeding immunization goalsRoutinely conducting MTMs on a weekly basisRoutinely conducting health tests on regular basisAdherence calls (7-day and NTT) made on a daily basis	0.00/0.00	0.00

Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	drive for accountability	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	focus on rx delight plan	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customer	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive and have wall of cards	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04231 - Jan Louie Gavieres, MGR

Participant : Ronda J Lowe, Lynda
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 07/25/2013 16:28 Central Daylight Time

Questionnaire	Thu 07/25/2013 16:28 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx sales down Rx daily avg +4/day thanks, great job on \$216 MTM		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Need more surveys for Rx Delight		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Get ready for health testing		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	identify more FE for designated hitter program in Rx		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, balance rewards		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rxquality website		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) Q145 *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Compelition *Transfer Logs * Deletes *Exception Queue Management issues	workflow, efficiency		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in	review survey			

Confidential

1

WAGCASF00604092

CONFIDENTIAL

WAG-MDL-03098.00531

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	and make action plan with store manager	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, during meetings	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	sometimes, give good ideas	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, daily meetings with new info	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE goals review with staff	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.			plan in place	0.00/0.00
Q39	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q40	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q108	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	engage and motivate	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
			(5) Outstanding Appropriately merchandised displaysWaiting area always	
Q115	Pharmacy waiting area condition	CNOPharmacy organized and CNODiagnostic section with no outsAll signage up to date	0.00/0.00	0.00
			(5) Outstanding Entire pharmacy CNOWill pass all inspections (Fire, Steritech, etc.)Refrigerator CNOAsk Your Pharmacist section has no outs	
Q116	Pharmacy condition		0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00

Confidential

Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	focus on motivation and engagement	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.				
Q171		Be One Love Customers	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01393 - Xin Cai,MGR

Participant : Ronda J Lowe, Chi, Cynthia
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 07/03/2013 15:30 Central Daylight Time

Questionnaire	Wed 07/03/2013 15:30 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	avg 90 days adj		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	local area detailing for off-sites and new customers.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover, still training new techs		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, immunizations, retail clinical services		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	review rxquality with staff		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM, avg Rx, new customers		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00604095

WAG-MDL-03098.00534

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review results with staff, both rxm and sl mgr	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	not formally, so start soon with cultural recognition card	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to talk to them	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	techs on training plan, as well as rph	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, informal meetings with info passed down	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	retail clinical services goals are reviewed	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place to develop	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place to develop, may document in TMP, but not required to document in TMP	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	interpersonal skills	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4) good job on off-sites potentials	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	strength	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	interpersonal skills	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	thanks for seeking out off-site, keep on top of list of local area business	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	keep green on surveys scores	0.00/0.00	0.00

Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	lead by example, keep the team happy and hopeful	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	delegate, train and develop and let employees take ownership	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	start to recognize with cultural belief cards	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	need to start using them	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02866 - Bonnie Wong,MGR

Participant : Ronda J Lowe, Christlina, Shirley Huang
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 07/09/2013 13:00 Central Daylight Time

Questionnaire	Tue 07/09/2013 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Sales, Rx avg flat over last year. How can we increase our customer base ? Bedside delivery will help	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Contact local area business for off-sites and new customer base	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Retail Clinical services, bedside with CPMC to come	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, retail clinical services	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	review rxquality website with staff	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Focus on MTM, retail clinical services	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review with store manager and make an action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	tilo: chargeback collections	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open communications	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	tech on track	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	daily review of important issues	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Retail clinical services	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place and reviewed with staff	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place and reviewed with staff	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Reach goals and hold staff accountable for reaching goals	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the		0.00/0.00	0.00

Confidential

2

WAGCASF00604099

CONFIDENTIAL

WAG-MDL-03098.00538

Company.			
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		
Q171		own it: tio	0.00/0.00 0.00
Q172.	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00 0.00
	Overall Visit Notes:		0.00/0.00 0.00
	Issues to share with District Team		0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01120 - Kevin Thach,MGR

Participant : Ronda J Lowe, Manuel
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 07/09/2013 08:00 Central Daylight Time

Questionnaire	Tue 07/09/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.0/0.0	0.0
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
	Great operating statement this month, kudos Thanks for MTM income \$200 Rx DOS at goal			
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		increase 3 rx/day collections #99, thank you Let's keep after new customers, community outreach	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Average 90-day adjusted scripts	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		How can we increase Rx ? Increase new customers ? Get back all ESI ?	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager		Health Testing	0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		Need to get ready for Health Testing, binder, equipment, asap	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiller?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		no turnover since Manuel left	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		MTM, Retail Clinical Services	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		review rxquality website with entire staff	0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?		none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues		adj 90 day avg ESI recapture	0.00/0.00	0.00

Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES RAISE project	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review survey results and come up with action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Mack: Love Customer Give card to third party collections efforts Staff is comfortable with management to speak up	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires new 2 days a week rph on track	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, review with staff new info	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review RAISE goals with staff	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	going through plans with each staff	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	going through plans with each staff	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	prioritization and organization	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWailing area cleanin/out-window clutter freeVaccination area ready	remove plastic table covers, looks non professional	0.00/0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	Needs some CNO	0.00/0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls	Community outreach web portal for off sites, need to complete by Aug 1st	0.00/0.00

Confidential

	on regular basis		
Q118 Team Member Engagement	(4)	0.00/0.00	0.00
Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159 Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160 People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161 Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162 Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164 Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: third party collections	0.00/0.00	0.00
Q172 What feedback do you have for me around our cultural beliefs?	give recognition to staff	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166 Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

07150 - Mengwah Chai,MGR

Participant : Ronda J Lowe
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 07/08/2013 15:00 Central Daylight Time

Questionnaire	Mon 07/08/2013 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63	action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	adj 90 day avg	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS to target avg 90 days adj to target	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Get ready for health testing	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.				
Q167		YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, intern working on	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rxquality website with staff	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Pholmometer)				
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities	MTM, retail clinical services	0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues				
*Competition *Transfer Logs * Deletes				
*Exception Queue Management issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in				
			review survey with store	

Confidential

1

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	manager and make an action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	need to engage and motivate team	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	ask for feedback and communicate with staff	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	store manager needs to attend and support RxM in daily meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	revie goals with your staff, need to know RAISE, RCS, retail clinical services goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	have a plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	have a plan in place to develop and grow	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	prioritization and organization, engagement of team	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(5) Outstanding Appropriately merchandised displaysWaiting area always CNOPharmacy organized and CNODiagnostic section with no outsAll signage up to date	0.00/0.00	0.00
Q116	Pharmacy condillon	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	community web portal outreach for off sites	0.00/0.00
Q118	Team Member Engagement	(2)	needs improvement	0.00/0.00
Q119	Customer Experience: Providing genuine and friendly service, greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our	(4)		0.00/0.00

Confidential

2

	customers/patients for shopping with us			
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	communicate and engage	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	engage and motivate team	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	develop and train and empower staff	0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Need to start recognizing staff	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	use these in daily actions with staff to help engage your team	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

00896 - Tedman Woo,MGR

Participant : Ronda J Lowe, Olga, Ted
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 07/09/2013 10:00 Central Daylight Time

Questionnaire	Tue 07/09/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Good Job increase 17 rxs/day	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Retail Clinical Services, immunizations, RAISE project	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Get space ready, supplies ready	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Travel Vaccines, consultations on travel	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	review rxquality website with all staff members weekly	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, paid claims	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review survey results and make action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Thank the techs for great work	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	staff is open to giving feedback and receiving feedback.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Daily review with staff on new info	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review retail clinical services goals with each staff member	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	drive for results	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4) clean up immunization table	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual			

Q160	respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances.			
Q161	Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.			
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	BE One: thanks to store manager support of Rx	0.00/0.00	0.00
Q171				
		Good feedback on beliefs		
Q172	What feedback do you have for me around our cultural beliefs?		0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02244 - ,MGR

Participant : Ronda J Lowe, Mr Flores
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 07/19/2013 15:00 Central Daylight Time

Questionnaire	Fri 07/19/2013 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	great operating statement, scorecard focus on MTM, retail clinical services Thanks for the GREEN last week on RCS, great job	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below. IMPROVE Scorecard	NA	0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Finish business to business off site flu shot phone calls by Aug 1st	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	get ready for immunization flu season	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitters in place, no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	RCS	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	review rxquality with staff, techs need to review weekly	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	workflow, efficiency	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any	YES	0.00/0.00	0.00

Confidential

1

	areas of concern in the comment box.			
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review survey with rxm and make action plan together	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, but not formally. start using cards	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, staff is vocal	0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, a few times a week, including FE	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	BR goals review goals with staff	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	challenge, give more responsibility	0.00/0.00	0.00
	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.			
Q40	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	develop and keep mentoring	0.00/0.00	0.00
Q108		NO	0.00/0.00	0.00
		sense of urgency and being proactively seeking for new business and new opportunities		
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	finish call for off sites	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00

Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	review with store manager monthly	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	mentor, communicate, and keep staff motivated	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Make an action plan	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	engage by continued communication with staff	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	delegate and empower	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Deenen with ABC ordering	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	start to use cards to recognize	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01054 - Gerald Martinez,MGR

Participant : Ronda J Lowe, Mr Jimenez
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 07/17/2013 15:00 Central Daylight Time

Questionnaire	Wed 07/17/2013 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	NTT Reach Rx Sales down in June Good Job on MTM	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight Rx DOS to target	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, daily med, nebulizer	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rxquality with staff	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Keep on top of NTT reached phone calls	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in				
			review survey	

Confidential

1

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	with RxM and make action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, recognition to techs for sig codes	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	yes, open communications to management	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Make sure all communications are going down to staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review Retail Clinical services with staff, they need to know the goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	evaluations just completed	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	evaluation just completed	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	communications with staff new information.	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanin/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting ImmunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Customer Experience: Providing genuine and friendly service; greeting and welcoming our				

Q119	customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	empower and delegate	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Kit sig odes	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03711 - Kingman Kwok,MGR

Participant : Ronda J Lowe, Wilson
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 07/19/2013 08:00 Central Daylight Time

Questionnaire	Fri 07/19/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	store manager on vacation	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	MTM, \$20 collections in June extra hours for grad intern training		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight, great, keep it up Rx DOS to target on scorecard		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	gel ready		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	need tech for techgoing to school call st2705 ask for intern student for hire		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BR, MTM, daily med, immunizations		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	rxquality website		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM: Brian, keep driving work on workflow		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCASFO0604116

CONFIDENTIAL

WAG-MDL-03098.00555

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review with store manager when he returns then make action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	keep positive comments going to staff	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	ask staff for feedback	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	keep daily meetings, include FE managers	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review goals for MTM, retail clinical services	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	keep growing	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	keep on top of each staff member on a monthly basis to develop them	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	staff engagement and motivation	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptfriendly/per sonable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00

Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	keep team engaged	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	empower and motivate team	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: teamwork on floor changing. Thanks Wilson for doing the overnight	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	staff is familiar	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

11385 - zafeer fazelbhoy,MGR

Participant : Ronda J Lowe, Lisell
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 07/26/2013 15:15 Central Daylight Time

Questionnaire	Fri 07/26/2013 15:15 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx and FE sales Rx avg	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Action plan for rx growth	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Plan to increase bed	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	New tech needs more development, motivation	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Review rx quality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	None	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Work flow efficiency for awt	0.00/0.00	0.00
	Strengths and opportunities:			
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going	Review and action plan with	0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASFO0604119

WAG-MDL-03098.00558

	process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Char		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, employee of the month program.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes give feedback	0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	New tech needs development	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, daily meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	<i>Performance management</i>		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Store management function for RxM, he needs to learn, so start to develop and teach rxm	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	FE merchandising	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Develop techs	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the		0.00/0.00	0.00

Company.			
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		
Q171	Love customers both rphs		0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	Positive	0.00/0.00 0.00
	Overall Visit Notes:		0.00/0.00 0.00
	Issues to share with District Team		0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	None	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	None	0.00/0.00 0.00
Q166	Additional comments:	None	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03706 - SUSAN SUN,MGR

Participant : Ronda J Lowe, Nohad
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 07/30/2013 08:00 Central Daylight Time

Questionnaire	Tue 07/30/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2				
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx and FE Sales Rx Avg MTM	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Increase Rx Rx DOS to target	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	BSD ready to start Aug 6	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Will be changing lechs with store 3711	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, Immunizations, flavorin	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	rx quality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Focus on MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

CONFIDENTIAL

WAGCASF00604122

WAG-MDL-03098.00561

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review with staff and make action plan with RPHs	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, but not with cultural beliefs	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	yes during daily meetings	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	development plan for techs	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	learning new info	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	people leadership	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(5) Outstanding Routinely meeting or exceeding immunization goalsRoutinely conducting MTMs on a weekly basisRoutinely conducting health tests on regular basisAdherence calls (7-day and NTT) made on a daily basis	Thanks for all the offsite for the district	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business		0.00/0.00	0.00

Confidential

	results.			
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Focus on communications with staff, engage and motivate	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstruclured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectfui in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: nohad and mayuka with MTM	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	we know, but need to use it	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13667 - Turny Mao,MGR

Participant : Ronda J Lowe, Richard Lee, Rose Truong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 07/24/2013 10:00 Central Daylight Time

Questionnaire	Wed 07/24/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Avg 90 days adj Rx DOS	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Dos 340 B inventory issues	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	All ready, thank you	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	keep training new designated hitters	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Keep on top of immunizations, MTM, nebulizers, balance rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	Staff is reviewing rxquality website weekly	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	just 340 B issues	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Cuslomer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Focus on workflow and efficient so we can move towards removal of eavs	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00

Confidential

1

Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review gallup survey and make action plan with RxM	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Liza, MTM	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to feedback	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00 0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00 0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	good info communicated	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE goals	0.00/0.00 0.00
Performance Management			0.00/0.00 0.00
Performance management			0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	business and strategic planning	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00 0.00
Theme			0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00 0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00 0.00
Q117	Building Rx sales	(4) finish off site call list	0.00/0.00 0.00
Q118	Team Member Engagement	(4)	0.00/0.00 0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00 0.00
Pharmacy Manager Core Competencies:			0.00/0.00 0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00 0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	review monthly statements and reflect with store manager	0.00/0.00 0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00 0.00
	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances.	Make a plan to	

Confidential

Q161	Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	increase Rx services with store manager	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Liza and MTM	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	not formal with cards, but we do it verbally	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13670 - Levi Santiago,MGR

Participant : Ronda J Lowe, Van
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 07/25/2013 08:15 Central Daylight Time

Questionnaire	Thu 07/25/2013 08:15 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Good Job on Rx inreze, Rx dos, sales What happen to Rx GP ? Let's focus on generics	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total Immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Get ready for Flu shots	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Get ready for testing, order all supplies and get binder going asap	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	keep cross training new FE employees	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BR, MTM	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	rxquality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (PhoImometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, keep focused Off-sites, flu shots, call list due Aug 1st	0.00/0.00	0.00
	Strengths and opportunities:			
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in	Make action plan		

Confidential

1

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	with store manager	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes,recognition given but not tying in cultural belief	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	Staff is given opportunity to give feedback.	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hire	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, we are having daily 5 min meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review: RAISE goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.				
Q39		plan in place	0.00/0.00	0.00
Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.				
Q40		plan in place	0.00/0.00	0.00
Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.				
Q108		NO	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available:				
Q86	What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	prioritizing and getting important deadlines in time	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us				
Q119		(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.				
Q159			0.00/0.00	0.00
People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.				
Q160			0.00/0.00	0.00
Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.				
Q161		think of plan to increase customers strategic plan for growth	0.00/0.00	0.00
Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.				
Q162			0.00/0.00	0.00
Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.				
Q163			0.00/0.00	0.00

Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.			
Q171		Love Customers	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive, but not using it in recognitions	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01109 - Ming Fang,MGR

Participant : Ronda J Lowe, Steve
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 07/26/2013 08:29 Central Daylight Time

Questionnaire	Fri 07/26/2013 08:29 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS MTM		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	NO	Same area of improvement needed in MTM and Rx DOS	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Review on hands and interstore extra inventory need to focus on MTM: none for 6 months		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Please keep stores informed of HIV COE development as district lead		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Keep developing FE staff in Rx		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Rx Delight, CFD, immunizations		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rx quality website with staff weekly		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	focus on MTM, and Rx DOS		0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00

Confidential

1

Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement. review and make action plan with store manager	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition? yes, but not formally with cards	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? yes, staff is open	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires? new tech if not available to work assigned days, please have a discussion with the new tech. Do not just accept. Ask store manager to be a witness in conversation	0.00/0.00	0.00
Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs? need to involve FE management in meetings and meetings need to be daily	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary. Retail clinical services goals	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below. plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below. NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance? prioritize and improve on inventory and MTM	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition (4)	0.00/0.00	0.00
Q116	Pharmacy condition (4)	0.00/0.00	0.00
Q117	Building Rx sales (3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis complete calls to off sites buy Aug 1	0.00/0.00	0.00
Q118	Team Member Engagement (4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us (4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00

Confidential

Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	hold accountale your staff	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	plan for next year ? where are we	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customer	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	need to start using it in recognition	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	Please support RxM with new tech issues. They need to be addressed asap.	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03707 - Michael Kwong,MGR

Participant : Ronda J Lowe, Mike Tee
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 07/26/2013 08:00 Central Daylight Time

Questionnaire	Fri 07/26/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Chargebacks Rx delight	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	PromotE immunizations when possible	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	To start Aug 5	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Keep developing new tech in rx	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BR Mtm	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	Review rx quality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	None	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Rain catcher and bsd into workflow	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going	Review and	0.00/0.00	0.00

Confidential

1

	process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	action plan		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Not formally with cards and beliefs	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Yes	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	On track	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, review compass tasks	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Plan in place	0.00/0.00	0.00
Q39	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	Plan in place	0.00/0.00	0.00
Q40	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q108	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Drive for results with techs	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
		(5) Outstanding Appropriately merchandised displaysWaiting area always CNOPharmacy organized and CNODiagnostic section with no outsAll signage up to date		
Q115	Pharmacy waiting area condition		0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Hold techs accountable	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Plan for growth	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries		0.00/0.00	0.00

Confidential

2

and confidentiality in all internal and external customer interactions.			
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00 0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.			
Q171		Love Customers	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	Not using cards or cultural beliefs	0.00/0.00 0.00
	Overall Visit Notes:		0.00/0.00 0.00
	Issues to share with District Team		0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	None	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	None	0.00/0.00 0.00
Q166	Additional comments:	None	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13640 - ,MGR

Participant : Ronda J Lowe, Trasa, Tina
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 07/26/2013 12:00 Central Daylight Time

Questionnaire	Fri 07/26/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Chargebacks 22K MTM: none Rx Delight	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Plan in place to improve Rx Delight Need to focus on MTM	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Keep on promoting BSD	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	keep developing for new store	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Need to focus on MTM, immunizations, flavoring	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	review rx quality website with staff, focus on sig codes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Phoimometer)				
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities	Focus on MTM	0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Competition *Transfer Logs * Deletes				
*Exception Queue Management Issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00

Confidential

1

WAGCAS00604137

CONFIDENTIAL

WAG-MDL-03098.00576

Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Review and make action plan Good job on engagement	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, but not formally with cards	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).		
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	new tech on track	0.00/0.00 0.00
Ask a few team members			0.00/0.00 0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	review of news	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review goals RAISE	0.00/0.00 0.00
Performance Management			0.00/0.00 0.00
Performance management			0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	prioritize and keep up on daily task	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00 0.00
Theme			0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00 0.00
Q116	Pharmacy condition	(4)	0.00/0.00 0.00
Q117	Building Rx sales	(4)	0.00/0.00 0.00
Q118	Team Member Engagement	(4)	0.00/0.00 0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00 0.00
Pharmacy Manager Core Competencies:			0.00/0.00 0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00 0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00 0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	speak to rph on performance	0.00/0.00 0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00 0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the		0.00/0.00 0.00

Confidential

2

Company.			
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		
Q171		Be Bold	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	need to start with cards	0.00/0.00 0.00
	Overall Visit Notes:		0.00/0.00 0.00
	Issues to share with District Team		0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01393 - Xin Cai,MGR

Participant : Ronda J Lowe, Chi, Cynthia
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 08/01/2013 14:29 Central Daylight Time

Questionnaire	Thu 08/01/2013 14:29 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Avg losing specialty rxs to mail order	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Immunizations, tdap, zostavax, meningitis	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Ready to start	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	CNO, ask your rph section.	0.00/0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Designated hitter in place, no turnover of techs	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	immunization, MTM, flavoring	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	rx quality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Retail clinical services is an opportunity	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going			Planning to review results and make action	

Confidential

1

Q34	process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	plan together with store manager and RxM	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Focused recognition to Kinis	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Yes, feedback to rphs and managers	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Not daily, need to start, store manager needs to enforce daily	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Flu shot goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. if you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Empower team members,learn to trust them	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	empower staff let them learn and	0.00/0.00	0.00

Confidential

	grow	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well. Own It: Kinnis with MTM and senior center visits	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs? Cultural card given to Kinis last week	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04231 - Jan Louie Gavieres,MGR

Participant : Ronda J Lowe, Lynda
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 08/29/2013 13:00 Central Daylight Time

Questionnaire	Thu 08/29/2013 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Charge backs Avg 90 days Rxs avg Rx DOS to Target Rx Delight Balance Rewards to Target MTM	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight Plan for Rx surveys to increase Plan for business to business detailing	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	License in place, let's get started	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover, staff development needed	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Immunizations review rx quality website	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	MTM, workflow, IC 3	0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	plan in place	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, sig codes	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, during meetings	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	good info	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	immunizations	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	focus on MTM, health testing	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	need off sites	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	work with techs on understanding rules	0.00/0.00	0.00

Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	own it	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01126 - ,MGR

Participant : Ronda J Lowe, ken tu
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 08/02/2013 08:29 Central Daylight Time

Questionnaire	Fri 08/02/2013 08:29 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	avg rx 90 days adj Rx sales NTT reached 0% last week, ytd 15% Daily 7 days call list needs to be completed daily		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply Rx DOS avg rx 90 days adj What is our plan for improvement ? Make a plan with rxm and store manager		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	get ready for health testing, order machine and email serial # to corporate		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	Need to make a list and remind RxM and Rx staff daily	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	kssp on top of designated hitter program		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards, MTM good job in June \$325 collected in MTM		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rx quality website		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (PhoImometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Thanks for MTM review new procedures with MTM sig codes focus		0.00/0.00	0.00

Confidential

1

Strengths and opportunities:				
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Gallup results and action plan reviewed together, done	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	recognize team member and tie in cultural beliefs, none recently	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, staff is open to speak	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires. transfer Ceclia to st 3711	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	not daily, but asm will now remind RxM to do it daily	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review Immunization goals with staff, they need to know	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	prioritize deadlines urgency follow through organization	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away (3) Achieving ExpectationsPromoting immunizationsActively calling on	0.00/0.00	0.00

Confidential

Q117	Building Rx sales	MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per sonable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	organize and keep deadlines	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	communicate daily with daily 5 minute meeting	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	rx delight work queues	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	engage and hold team members to be accountable	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own IT: MTM Horace	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	need to use it more	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

07150 - Mengwah Chai,MGR

Participant : Ronda J Lowe, Richard, Mr Chai
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 08/06/2013 14:00 Central Daylight Time

Questionnaire	Tue 08/06/2013 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2				
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS to target ESI recapture	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Delight yellow, ytd Good Job on MTM	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Get ready for health testing.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	need new tech end of August, make this a priority	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, balance rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	rx quality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	NTT reached calls MTM in workflow 7 day calls daily	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going	Need to review plan with rxm and	0.00/0.00	0.00

Confidential

1

	process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	make action plan together		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Need to engage Rx staff Motivate and engage	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Get feedback Need to make staff that someone cares about them.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires at this time	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	need to hold meetings daily	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review goals with staff on RAISE	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place for techs	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place for techs	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Team solitiation of feedback, take charge and lead	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	finish calling off site list	0.00/0.00
Q118	Team Member Engagement	(2)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		0.00/0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00

Confidential

2

Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	communicate, educate, motivate team	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.			
Q171		Be One	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	need to start using with daily actions	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01120 - Kevin Thach,MGR

Participant : Ronda J Lowe, Steven Xu
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 08/02/2013 11:00 Central Daylight Time

Questionnaire	Fri 08/02/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	avg 90 days adj rx dos to target chargebacks	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	ESi recapture at 46.6% How can we get them bac ? Off-sites	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Let's get ready for health testing	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	designated hitter in place keep cross training	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Balance Rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	rx quality website, review monthly and sig codes weekly	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Good job on MTM thank you \$232 collected	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Completed review of survey and action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, cards posted in break room	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	ask for feedback during 5 min meetings	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	weekly meetings, but store manager will help with daily meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	RAISE and Immunizations goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	rxm to prioritize, delegate, organize, keep up with workload daily	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	daily 5 min meetings so you can communicate with staff and review goals	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change		0.00/0.00	0.00

Confidential

2

WAGCASF00604153

CONFIDENTIAL

WAG-MDL-03098.00592

	initiatives are required.			
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	maintain exception queue to increase customer satisfaction	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	delegate and empower staff, it will help you with your workload	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own IT: Christina with chargebacks and Mack with Balance Rewards	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	great and nice to see our cards in the break room	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01054 - Gerald Martinez,MGR

Participant : Ronda J Lowe, Alfred, Mr Jimenez
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 08/06/2013 15:00 Central Daylight Time

Questionnaire	Tue 08/06/2013 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx Avg ES! Recapture	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Need to engage staff in efforts to improve Rx delight	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	hitters in place	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	balance rewards at register	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none review rx quality website weekly with techs	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM: start with new training in outcomes and get new sign on	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

WAGCAS00604155

CONFIDENTIAL

WAG-MDL-03098.00594

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review action plan with RxM for survey	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, Own It:inter - stores	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	ask for feedback during 5 min meetings to help with engagement	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	need to hold daily, not a few times a week. Store Manager try to attend most of them when possible know your Flu Goals and all other immunizations goals	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Keep positive attitude	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis B2B list complete soon, outreach to community for off sites	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive need help with rx delight scores, work on IC 3	0.00/0.00	0.00

Confidential

	assistance and thanked for shopping with us		
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159 Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160 People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	show a positive attitude to staff. lead by example	0.00/0.00	0.00
Q161 Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162 Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164 Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Kit with inter stores Love Customer	0.00/0.00	0.00
Q172 What feedback do you have for me around our cultural beliefs?	Keep trying to use them	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166 Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02866 - Bonnie Wong, MGR

Participant : Ronda J Lowe, Mayuka
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 08/07/2013 08:00 Central Daylight Time

Questionnaire	Wed 08/07/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
	average daily scrips GP low, promote generics and 90 days chargebacks, collections zero			
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
	Rx Dos down, good job Zero MTM income, why ? have you completed the new outcomes training ?			
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
	How can we grow the Rx avg ?			
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	What is your plan when Target opens ?		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Promote services to the community		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Working on RPH change with staff rph moving to another district		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	Review once again with entires staff GFD due to to 100/500 in company report recently on targeted drugs	0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
	Keep promoting Balance Rewards, remind staff to enter BR # of customer regardless if they do not qualify for points on their Rx			
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	review rx quality with techs weekly		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	none		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?			0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Phoimometer)	Where are with			

Confidential

1

Q145	*Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	with MTM ? Zero collections for 6 months	0.00/0.00	0.00
	Strengths and opportunities: Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Continue to work together RxM and Store Manager on engagement, MWMV survey results and action plan.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Use cultural beliefs when recognizing team members Ask staff for feedback during daily 5 min meetings to help with engagement and increase communications	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	try out new staff rph	0.00/0.00	0.00
	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, review of important points	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Goals for Flu Shots and all other immunizations.	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	patients in development of new staff members	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(5) Outstanding Entire pharmacy CNOWill pass all inspections (Fire, Steritech, etc.)Refrigerator CNOAsk Your Pharmacist section has no outs	0.00/0.00	0.00

Q117	Building Rx sales	(4)	B2B list for offsites	0.00/0.00	0.00
Q118	Team Member Engagement	(4)		0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)		0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.			0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		mentor and develop new hires and staff members. give them a chance	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.			0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy			0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		Love Customers	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?		Starting to get to use them regularly	0.00/0.00	0.00
Overall Visit Notes:				0.00/0.00	0.00
Issues to share with District Team				0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		none	0.00/0.00	0.00
Q166	Additional comments:		none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04529 - Mark Bengco,MGR

Participant : Ronda J Lowe, Sam, Mr Tse
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 08/07/2013 10:00 Central Daylight Time

Questionnaire	Wed 08/07/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx average 90 days MTM Rx Delight	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	What is your plan to improve Rx Delight ?	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	HIV: how are you promoting ?	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	hitters in place, no new hires or turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Need to promote MTM, immunizations, nebulizers, flavoring	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rx quality website with staff weekly	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Cuslomer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	What is your plan for MTM ? have you sign on to the new website yet ?	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00

Confidential

1

Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review survey and focus on action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Recognize with cultural beliefs during 5 min meetings ask for feedback during 5 min meetings to increase engagement and communications	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	New staff rph started	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, review of flu goals	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	know all other immunization goals, review with staff	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes, if not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	community outreach, B2B off sites, increase new customers, strategic thinking of plan to improve	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual				

Q160	respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Need to plan for competition, how to compete	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	Empower, delegate, train	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	use it during daily actions	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

09886 - Jesus Jimenez,MGR

Participant : Ronda J Lowe, Becky
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 09/03/2013 00:00 Central Daylight Time

Questionnaire	Tue 09/03/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2				
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, over 117K MTM Balance Rewards: Goal is 75% NTT Reached Charge Backs at \$1,754 for 6 months	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total Immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Flu shots and all other immunizations	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Not Applicable	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Answering phones on the third ring IC3 help, cut the lines	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Flu Shots	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	Review Rx Quality with staff	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	Workflow, organization, work counter organization, VBPT, AWT	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Action Plan reviewed and in place	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, saying thanks for good job	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open communications	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	hiring new tech	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, weekly	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	flu shots, NTT reached, balance rewards goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan started	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan started	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	workflow organizations, staff development	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	Work counter organization needed	0.00/0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	off sites and call local area business	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service, greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00

Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	delegate and develop staff	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It: Becky with MTM	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	Get some SFDPH pins to store asap	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03849 - Qiaoying Ye,MGR

Participant : Ronda J Lowe, Ken, Calvin
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 08/08/2013 10:19 Central Daylight Time

Questionnaire	Thu 08/08/2013 10:19 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	rx dos mtm br, get tp 75%	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	rx delight	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	get ready	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	balance rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	review sig codes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	focus on mtm	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going	review action	0.00/0.00	0.00

Confidential

1

	process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	plan		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, scannables to noreen	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	solicit feedback	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, holding meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Flu shot goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q39	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q40	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q108	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	time management	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	drive for excellence	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	rx deligth scores	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00

Confidential

	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One : noreen selling chhp scannables	0.00/0.00	0.00
Q171				
Q172	What feedback do you have for me around our cultural beliefs?	trying to use it	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

00896 - Tedman Woo,MGR

Participant : Ronda J Loweolga, Lillian
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 08/08/2013 08:19 Central Daylight Time

Questionnaire	Thu 08/08/2013 08:19 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Balance rewards MTM, keep up to date great rx growth	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations , Pharmacy delight large flu goals this year, so continue on off sites and community outreach	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	get ready for health testing	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no new hires no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	focus on out window to capture BR	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review action plan and start to implement	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, always saying thanks	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, very open to listen to us	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, and FE and Rx together	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review immunization goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	have plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	community outreach, and staff development	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00

ESI recap , how

Confidential

2

Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	can we recapture those lost customer ?	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One: together as a team we reach our goals	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	great to be part of it all	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02005 - Shu B Guan,MGR

Participant : Ronda J Lowe, Pure, Hafez
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 08/09/2013 00:00 Central Daylight Time

Questionnaire	Fri 08/09/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2				
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS Rx Avg ESI recapture	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Get more receipt surveys How can we increase Rx sold ? Daily call list	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Get ready for health testing	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no new hires or turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Focus on NTT, MTM, Immunizations, Balance Rewards	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in				

Confidential

1

Q34	creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	action plan with store manager	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, thanking staff	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	open to listening to staff	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	daily meetings held	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Flu goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.				
Q39	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q40	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	no low performers	0.00/0.00	0.00
Q108	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	NO	0.00/0.00	0.00
Q86		prioritize, motivate staff	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	keep on top of new info daily	0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	train and develop staff motivate staff	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	empower staff	0.00/0.00	0.00

Confidential

2

WAGCASF00604174

CONFIDENTIAL

WAG-MDL-03098.00613

Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.			
Q171	Love Customers	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	great to use them daily	0.00/0.00 0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04570 - Kenneth Phung,MGR

Participant : Ronda J Lowe, Amanda, Kenneth Phuong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 08/08/2013 12:26 Central Daylight Time

Questionnaire	Thu 08/08/2013 12:26 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	MTM, make it a priority to complete all Do pull claims Off Site for new customers Avg 90 days adj Balance Rewards-rx sold Chargebacks/Coil ections		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	how can we grow the rx avg ? community outreach		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	getting ready		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	no turnover		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	BR and MTM		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	none review rx quality website		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Keep driving MTM and BR		0.00/0.00	0.00
Key corporate initiatives:			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00

Confidential

1

Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time. Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session) Add any GROW coaching comments you may have, to drive employee engagement.	reviewed and will work on action plan where is the flip chart ?	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work? Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, thank them	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager? Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, always asking for their opinion	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful? If new-hire or recently promoted team member is currently working, have MGR introduce you to them. How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	holding meetings to inform staff	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	flu shots, but need to know all other immunizations goals, post the goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	make a plan for all techs and rphs	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	make a plan for all techs and rphs	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?	community outreach	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving Expectations Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	B2b outreach off sites	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Operations/Business Leadership Analyzes work-related problems and identifies sustainable				

Confidential

Q159	solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	community outreach and growing rx count	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.			
Q171		Start using to recognition cards	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	great	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13670 - Levi Santiago,MGR

Participant : Ronda J Lowe, Van
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 08/09/2013 12:00 Central Daylight Time

Questionnaire	Fri 08/09/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?			0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.			0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR			0.00/0.00	0.00
Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Q97			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager			0.00/0.00	0.00
Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.			0.00/0.00	0.00
Q66			0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.			0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?			0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.			0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day			0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.			0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports			0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?			0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Compellition *Transfer Logs * Deletes *Exception Queue Management issues			0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.			0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Action plan in place for MWMV	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Positive recognition	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).	always ask for feedback	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	hold daily 5 min meetings with store manager and management FE staff		
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Review with staff the immunization goals	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	time management	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	B3B off site list	0.00/0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		0.00/0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00

Confidential

Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	BE One: intern finished b2B calls	0.00/0.00
Q172	What feedback do you have for me around our cultural beliefs?	great	0.00/0.00
Overall Visit Notes:			0.00/0.00
Issues to share with District Team			0.00/0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03475 - Gordon Fung,MGR

Participant : Ronda J Lowe, Gordon, Jack
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 08/23/2013 08:00 Central Daylight Time

Questionnaire	Fri 08/23/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS 80K over goal +10 rxs/day	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Returning overstock to help reduce rx dos	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	HIV COE, manage patient profiles	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	One tech on vacation for 3 weeks in Sept. No turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	MTM, Immunizations	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review Rx quality with techs	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Compellition *Transfer Logs * Deletes *Exception Queue Management issues	workflow, immunizations, MTM	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	action plan in place	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	No recognition last month in Rx FE employee was recognized	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Open communications with staff and management	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, we are having daily meetings	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Get staff to know ALL immunization goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place for development	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	no low performers	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Prioritizing and time management	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanin/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00

Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Develop RxM's strategic thinking	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: great service, at target with Rx Delight goals	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	working with staff on beliefs	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13667 - Turny Mao,MGR

Participant : Ronda J Lowe, Rimma, Mr Lee
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 08/23/2013 10:00 Central Daylight Time

Questionnaire	Fri 08/23/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, 200K over goal Balance Rewards to 75% Great job on MTM	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Rx DOS, focus on reduction	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Follow up on license and strips, Let's start promoting	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	No needs in staffing	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Immunizations, Balance Rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rx quality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Focus on MTM, Immunizations, Health Testing, Balance Rewards. NTT and 7 day call list to goal is needed	0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the store about the My Walgreens/My Voice Survey:			

Confidential

1

CONFIDENTIAL

WAGCASF00604185

WAG-MDL-03098.00624

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	working on action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	none this month	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	great and working on love customers	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, reviewing goals	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	immunizations, flu goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	work on plan for improvement	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	work on plan for improvement in performance	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	training and development of staff eav hour will be eliminated soon	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	work on strategy for rx growth	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the		0.00/0.00	0.00

Company.				
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	develop techs and team	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.				
Q171		Love Customers	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	good examples to have	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02244 - ,MGR

Participant : Ronda J Lowe, Johnson
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 08/26/2013 11:00 Central Daylight Time

Questionnaire	Mon 08/26/2013 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	NTT, MTM, 7 day call list Good Job on Rx DOS		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Total immunizations		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Focus on Flu Shots Focus on increasing Rx Sold, Call customers and get Rx to Sold		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Not Applicable		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	n/a		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	No turnover, no hiring needed		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Flu, SFGH donations, Balanced Rewards		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	none		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Focus on MTM, don't have any missed opportunities		0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES		0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASFO0604188

WAG-MDL-03098.00627

Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement. Action Plan with Store Manager	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition? Yes, thank employees	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Yes, open to discuss our opinions	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires? no new hires	0.00/0.00	0.00
Ask a few team members		0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs? Yes, reviewing with staff regularly	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary. immunization goals	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. plan for development	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below. no low performers	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below. NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance? Keep on top of new info. Review and discuss with staff in a more timely manner	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition (4)	0.00/0.00	0.00
Q116	Pharmacy condition (4)	0.00/0.00	0.00
Q117	Building Rx sales (3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement (4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us (4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results. 0.00/0.00	0.00/0.00	0.00

Confidential

Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	Give more info and feedback to staff	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Focus on big picture of the future of the pharmacy	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.	engage and challenge staff	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers Own It: SFGH scannables	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	Good to remind staff	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

05487 - Haydee Hwang,MGR

Participant : Ronda J Lowe, Victor
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Mon 08/26/2013 14:00 Central Daylight Time

Questionnaire	Mon 08/26/2013 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Chargebacks	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Income before carrying charges	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Great Scorecard: All Green	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Promote and sync meds	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Gave 2 techs to follow up with to interview for Tuesday opening	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Immunizations, Flu Shots, Balance Rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Focus on NTT Calls Daily 7 day call list MTM: good job, keep it up	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

CONFIDENTIAL

WAGCASF00604191

WAG-MDL-03098.00630

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	action plan in place	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes, Love Customers, go compliment recently for 2 team members	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	yes, open to our opinions	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes, regular meetings to discuss goals	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	yes, Flu Shot goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan to develop in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	plan in place	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Develop staff for higher performance Hold more accountability	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	Keep staff informed and	0.00/0.00	0.00

Confidential

Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	keep line open Be more approachable	0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Love Customers: Will give out 2 cards to team members from customer thank you card sent recently	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	positive	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03711 - Kingman Kwok,MGR

Participant : Ronda J Lowe, Wilson
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 08/27/2013 10:00 Central Daylight Time

Questionnaire	Tue 08/27/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Travel Health Chargebacks Immunizations NTT calls 7 days calls		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations , Pharmacy delight Rx Delight Scores needs more focus		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Balance Rewards Total Immunizations: You are a travel vaccine store		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	You are ready to start health testing, let's start promoting		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	New hire techs just started New hire tech attendance issues		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58 Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES		0.00/0.00	0.00
Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Need to focus on immunizations, travel vaccines, flu, health testing, compounding		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	RPH on step 1, will review some events with corporate to drop		0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	none		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phiomometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes	Continue on workflow, motivate those techs for higher performance		0.00/0.00	0.00

Confidential

1

*Exception Queue Management issues

Strengths and opportunities:

Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00 0.00
Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	action plan needs to get started	0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes Jessina for Iron Mountain: Own It	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, weekly meetings	0.00/0.00 0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	one new tech has attendance issues other new tech in training	0.00/0.00 0.00
Ask a few team members			0.00/0.00 0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, weekly meetings	0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	yes, flu goals	0.00/0.00 0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	difficult in motivating for more speed and efficiency	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Manage for high performance	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00 0.00
Theme			0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00 0.00
Q116	Pharmacy condition	(4)	0.00/0.00 0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00 0.00
Q118	Team Member Engagement	(4)	0.00/0.00 0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00 0.00

Confidential

Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own IT: Jessenia	0.00/0.00
Q172	What feedback do you have for me around our cultural beliefs?	great	0.00/0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	Please assist RxM in managing for higher performance on 2 techs	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02705 - Danny Kwan,MGR

Participant : Ronda J Lowe, Ms Trinh
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 07/23/2013 10:00 Central Daylight Time

Questionnaire	Tue 07/23/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63	action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Avg Rx Rx DOS	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Interstore, on hands Off-sites, community outreach	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Health Testing	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Get ready for health testing	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Start designated hitter training for backup	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Great job on MTM \$300	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	review rxquality with staff	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
*Sales *Work-flow *Marketing *Pharmacy Condition				
*Loss Prevention *Inventory *Productivity (Pholmometer)				
Q145	*Payroll *Quality *Customer Service *Buyout Opportunities	90 days adj Deletes NTT reached	0.00/0.00	0.00
*Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues				
*Competition *Transfer Logs * Deletes				
*Exception Queue Management issues				
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the store about the My Walgreens/My Voice Survey:				

Confidential

1

Q34	Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	review survey with RxM and make action plan	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Helen: Own It	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Start to use focused feedback more	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no new hires	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Yes, review of new info	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	review RAISE with staff	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	where are we on the plan ?	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	are we following up on the plans	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Review with RxM core competencies	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsAct ively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00

Confidential

Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	Action plan to grow customer base	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own IT: Helen	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	need to use more	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04558 - Rosanna Kwong,MGR

Participant : JACK SHAWN HOUGHTALINGGreg YuAlison Goler
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Fri 06/21/2013 16:00 Central Daylight Time

Questionnaire	Fri 06/21/2013 16:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	rx 90 days - will continue to review at f1 and f4 - suggest having top 4 plans at product review and to look at rx's that have 5 or 8 refills left--and consider change to 90 days if appropriate.	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below. IMPROVE Scorecard	NO	0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	- offering to each patient - have done 3 this past week - will check to see if they are a travel vaccine center	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	HIV	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	- Will continue to use reports to guide adherence/late to refill etc.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	- spoke about possible loss of hours due to not pushing retail clinical services (neb/med B/immun) etc. -	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO	0.00/0.00	0.00
		- need to		

Confidential

1

Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	coordinate better on the initiatives - monthly meeting when they come out - RXM to be part of 5 minute meetings to let ss staff know and promote initiatives	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	- customer service!	0.00/0.00	0.00
Strengths and opportunities:			0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO need to coordinate as stated in previous comment	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	tbd	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	- working on using focused recognition and focused story telling - come together a few times a week. - would suggest giving them a heads up that you will be having a 5 minute meeting so they can prepare feedback etc.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).			0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	n/a	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	-not today - happens individually **** please make sure we have one daily and the everyone is "part of a meeting" in a group or individually - make customers happy. ** please work on letting them know how to measure their goals... I.E. make them happy by getting my name mentioned, or to get 5 immunizations	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		n/a	0.00/0.00	0.00

Confidential

Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	- will work on improvement plans (RXM and MGR) - will monitor	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO currently in process	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	- should go over q month	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mai mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(2) please work on retail clinical services	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/personable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	love customer-working actively with each patient to reduce the amount they need to pay through rain catcher	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	-working on integrating on a daily basis	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Confidential				

Issues to share with District Team	0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.	0.00/0.00	0.00
Q166 Additional comments:	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03358 - Cynthia Dimapasoc,MGR

Participant : JACK SHAWN HOUGHTALINGCecelia Tan
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Tue 06/25/2013 03:00 Central Daylight Time

Questionnaire	Tue 06/25/2013 03:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	This needs to be done regularly. It has been mentioned on multiple walks. It is expected that this will happen for the next operating statment.	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		- Mentioned Days of supply. -no action plan in place.. - print out excess inventory list and work that. -continue to keep up on smart counts	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	YES	need to make sure you are having monthly if not weekly meetings on operations and RX performance with the RXM	0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Has not gone over with RXM - Suggestions of Med part B, immunizations, MTM. - Will leverage technician to drove these -will look at work queue to see what patients are eligible for these additional services.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	-New to therapy calls - Deletes Need to have an action plan to increase the # of 10 day deletes that we sell need to work on NTT calls, calling a few times before they fall off Need to have an action plan for next visit.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	NOTHING on task lists in regards to RX.	0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Worked with RXM on ways to engage and increase performance of techs through 5 minute meetings.		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within	Doing a great job reviewed			

Confidential

1

Q167	2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	procedure and saw each of their file folders. both are actively being used	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO	PLEASE have an action plan in place and written down for next visit	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		- no concerted effort in ss/rx promoting initiatives	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		didnt discuss on this visit	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?		didnt discuss on this visit	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:		Strengths are the elderly population in the area. Need to focus on capturing that business through offsites and deliver -- please work to make monthly visits to these locations	0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues			0.00/0.00	0.00
	Strengths and opportunities:				
	Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	not sure what they are. please review	0.00/0.00	0.00
	Team Member Engagement			0.00/0.00	0.00
	Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		didnt discuss on this visit	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		didnt discuss on this visit mentioned that they should be doing this at their 5 min meetings I noticed that none of the focused recognition cards are being used.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		didnt discuss on this visit	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		didnt discuss on this visit	0.00/0.00	0.00
	Ask a few team members			0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		Yes. but couldnt give me specifics. seperate meeting happen for ss and rx-- could have some cross over	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		didnt discuss on this visit	0.00/0.00	0.00
	Performance Management			0.00/0.00	0.00
	Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. if not, use GROW to coach them in the right direction of where they should focus.		didnt discuss on this visit	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. if not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		didnt discuss on this visit	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	didnt discuss on this visit	0.00/0.00	0.00

Confidential

2

Discuss the RXM's personal development goals with the store manager, unless RXM is available:			
Q86	What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	didn't discuss on this visit	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00 0.00
Theme			0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(2)	0.00/0.00 0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00 0.00
Q117	Building Rx sales	(1) Not Achieving Expectations Not actively promoting immunizationsNo I calling on MTMsNot actively promoting health tests or related servicesNot completing adherence calls	0.00/0.00 0.00
Q118	Team Member Engagement	(2) need to work with each rx.. techs need to look and work with the pt to add additional services	0.00/0.00 0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00 0.00
Pharmacy Manager Core Competencies:			0.00/0.00 0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00 0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00 0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00 0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00 0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00 0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	didn't discuss on this visit	0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	didn't discuss on this visit	0.00/0.00 0.00
Overall Visit Notes:			0.00/0.00 0.00
Issues to share with District Team			0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	PLease work with Mr. Yuen to hve regular rxm meetings - please go through the individual service scores for each department and have that in the store walk binder - rxm should have comments on the OS, opportunity scorecard etc.	0.00/0.00 0.00
Q166	Additional comments:		0.00/0.00 0.00

Confidential

3

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04318 - Andrew MacDonald-Ly,MGR

Participant : JACK SHAWN HOUGHTALINGAnne Nelson
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Wed 06/26/2013 14:18 Central Daylight Time

Questionnaire	Wed 06/26/2013 14:18 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	focus on ways to increase GP Please have a plan in place for next visit.	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Pharmacy delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	please work on receipt comments and enagment of the customers.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Specialty	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	-Hep C -Currently working with specialty rep. - Please start to schedule visits with MD and organizations.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hilt?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	- using budget	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	- phone, pt rx's were they come through	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	still having SDL issues	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Anne is mentioning vaccinations upon picking up the calls. However, not all staff are participating Competition and community involvement	0.00/0.00	0.00

Confidential

CONFIDENTIAL

WAGCASFO0604207

WAG-MDL-03098.00646

Strengths and opportunities:

Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
		They are hard to push with 90 day/esi when they do lots of specialty. So those rx's are being taken away		
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	did not discuss	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	did not discuss	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	did not discuss	0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).				
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	none	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	did not discuss	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	did not discuss	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	did not discuss	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	-working towards active engagement of employees with customers	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	did not discuss	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	lots of product missing or outs	0.00/0.00
Q116	Pharmacy condition	(2)	lots of items/pamphlets all over- need to organize better or put out of sight of customer	0.00/0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(1) Not Achieving Expectations Sense of team members not caringTeam members not taking ownership of department	need to engage customers- some staff do very well	0.00/0.00

Confidential

Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be One-- works regularly with the store accross the street and with supervision to deliver	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	did not discuss	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01327 - Yong Li,MGR

Participant : JACK SHAWN HOUGHTALINGBrett MurdyJen Liu
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Wed 06/26/2013 03:30 Central Daylight Time

Questionnaire	Wed 06/26/2013 03:30 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	This walk was focusing on RCS and CNO in the RX	0.00/0.00	0.00
List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these				
Q63 action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Did not discuss on this visit		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?* Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations Immunizations Ideas to improve Goal is 1 immunization a day!! Focus on Pneumo/zostava x/menin. Should be looking at the RX's and actively making recomendations. Techs should be actively asking patients - Every immunization should be preceeded with a BP reading!! make it a habit. part of filling out the paper work. If you approach this as "we do this with every immunization" the patients will love it Medicare part B -all insulin rx's we should be actively asking pls for their testing supplies - maybe cap the rx's so that the rph has to talk with them Flavoring- - please work at flavoring rx's should be asking every pateint at drop off. MTM- PLease create a plan and schedule to accomplish this EVERY week. not just towards the end of the month		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Immunization Center of Excellence		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	Did not discuss on this visit		0.00/0.00	0.00

Confidential

1

Planning Process			0.00/0.00	0.00	
-			0.00/0.00	0.00	
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	Did not discuss on this visit	0.00/0.00 0.00	
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Did not discuss on this visit		0.00/0.00 0.00	
Pharmacy			0.00/0.00	0.00	
Pharmacy checklist items			0.00/0.00	0.00	
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	Did not discuss on this visit	0.00/0.00 0.00	
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	Did not discuss on this visit	0.00/0.00 0.00	
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Did not discuss on this visit		0.00/0.00 0.00	
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none		0.00/0.00 0.00	
Q61	Are there issues with any of our third party plans?	SDL issue with Adap		0.00/0.00 0.00	
Pharmacy Operations			0.00/0.00	0.00	
			0.00/0.00	0.00	
			Opportunity- RX organization (space utilizations) - PLease work to remove all items from filling area/registers/in window that are not used multiple times a day. -if used daily (item should be in a drawer nearby -if used weekly, in the back in a drawer -if used monthly, do you really need it? Insurance area - please work to reduce duplicate items. (i.e. do you really need to spaces for TAR's - they have open drawers which need to be organized and cleaned. When you look at the area from the patients view at the in-window nothing should be on the floor- it should look neat and organized like a hospital office. - all stickers have been taken off. please work to condolidate the list in the flip charts (not just stick the info on the outside) will continue		
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues Strengths and opportunities:			0.00/0.00 0.00	
Key corporate initiatives			0.00/0.00	0.00	
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	Did not discuss on this visit	0.00/0.00 0.00	
Team Member Engagement			0.00/0.00	0.00	
Team member engagement			0.00/0.00	0.00	
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Did not discuss on this visit		0.00/0.00 0.00	
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Did not discuss on this visit		0.00/0.00 0.00	

Confidential

Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager? Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	Did not discuss on this visit	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful? If new-hire or recently promoted team member is currently working, have MGR introduce you to them. How are you onboarding your new hires?	Did not discuss on this visit	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	Did not discuss on this visit	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	Did not discuss on this visit	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q39	What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Did not discuss on this visit	0.00/0.00	0.00
Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		is everyone certified for HIV?	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	YES	Did not discuss on this visit	0.00/0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?	Did not discuss on this visit	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(2)	Registers- Need to fix that last one ASAP!! must be fully functioning -will move 1 back counter IC+ to be a combo	0.00/0.00
Q116	Pharmacy condition	(2)		0.00/0.00
Q117	Building Rx sales	(2)		0.00/0.00
Q118	Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script friendly/personable/smile		0.00/0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact. Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		0.00/0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions. Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in		0.00/0.00	0.00

Confidential

Q163	others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Did not discuss on this visit	0.00/0.00	0.00
Q171				
Q172	What feedback do you have for me around our cultural beliefs?	Did not discuss on this visit	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
		CNO for the rx! Register and waiting area are priorities Retail clinical services-- need action plans to meet goal for: Immunizations Medicare part B supplies Nebulizers Blood pressure readings MTM		
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

01297 - Ana Carias,MGR

Participant : JACK SHAWN HOUGHTALINGSherri CooksonJan
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Thu 06/13/2013 00:00 Central Daylight Time

Questionnaire	Thu 06/13/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	- OS should be gone over with RXM within 3 days of it coming out. - I will be looking to see if the OS is marked up - I will be looking for action plans for a specific opportunity from RXM and MGR - they should have the opportunity and the key action steps to improve the opportunity listed on the OS. I would like to see this in the handwriting of the RXM and MGR - Could be the same opportunity as last month, should change the action steps if not working	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROVE Scorecard				
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Overall Walgreens delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	- Just like the OS. - SHould be marked up and gone over with the rxm - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS. - action items should be specific so that I can look up KPI's to see the improvements.	0.00/0.00	0.00
Other (Programs Unique to Store)				
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
-Print out your				

Confidential

1

		opportunity scorecard and go over it with the rxm - Think of this as the opportunity to transform community pharmacy. If your store is not pushing retail clinical services like these above we need to have a game plan. - Should be marked up - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS/improve scorecard - action items should be specific so that I can look up KPI's to see the improvements. -all members of the rx staff should be included in the action plans (rph/rxm/tech/cas hier) etc		
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		0.00/0.00	0.00
	Planning Process		0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
				- should be done daily - should have specific names with their signatures saying it is complete -should have rx items -look at the pharmacy blue card for ideas -this is the first step in the accountability department - rx can have daily or weekly task list.
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		0.00/0.00	0.00
				- who are your designated hitter, -are you giving them time to train in the rx when it is slow
	Pharmacy		0.00/0.00	0.00
	Pharmacy checklist items		0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
				I will be looking for: -folder with refusals in it. there should be some refusal. if there are not, is the rx really doing its job? -TGFD- i look at the hard copies and make sure everything is attached.
Q58	is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
				I look to see what initiative you are promoting. - is SS involved in the promotions - Can i tell that you are promoting this just by looking at your store (signage, stickers, announcements) - If i ask an employee what we are promoting for the month will they be able to tell me? -are the rx staff involved and everyone is on the same
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		0.00/0.00	0.00

Confidential

2

	page -if I ask members of management they should be able to tell me what the key initiatives are and how to lok them up online to be tracked.		
	- i will be checking to make sure it is written every month - i will be checking to see if it is about quality (decreasing the chance of errors)		
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	0.00/0.00	0.00
	-I will be checking to see if the MGR has signed off on the peer review monthly -Peer review is due the 10th of every month.		
	- I will be asking your rx staff about this -If there are issues they should be kept track of	0.00/0.00	0.00
Pharmacy Operations		0.00/0.00	0.00
		0.00/0.00	0.00
	- I will focus on CNO for the pharmacy - If an item is used multiple times a day it could be kept on the counter - If it is used once daily then it should be in a drawer OFF of the counter near by -if it is used weekly it should be away from the work area -If it is used monthly does it need to be in the pharmacy? lossed? or ? - You should be able to view and understand the kpi's for Sales		
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	0.00/0.00	0.00
	Strengths and opportunities: *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues		
Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00
	See previous comments on key initiatives. This is where we start to hold the RXM and MGR for follow thru with the items		
Team Member Engagement		0.00/0.00	0.00

Confidential

Team member engagement		0.00/0.00	0.00
Q34 Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	- Should be part of your 5 minute meetings - employees should know what engagement means and what your store is doing to improve it. -Check to see if flip chart is being used - What are the goals? -Are we updating the TMP with our action plan changes? - I will be asking employees how they are recognized - i will be looking for focused recognition cards	0.00/0.00	0.00
Q174 Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?is the store manager and/or pharmacy manager encouraging peer to peer recognition?	- I will be looking for notes on your 5MM that you are doing focused story telling - I will be looking to see if employees recognize each other -in all the above I will be looking for our cultural beliefs.	0.00/0.00	0.00
Q175 Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	see above	0.00/0.00	0.00
Q35 Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?if new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	- I will be looking for training documentation - i will be looking for expectations that you have set for your 2 day a week RPH and floaters -i will be looking to see if you are giving feedback to Myself and sophia on training issues for the floating RPH's and techs covering	0.00/0.00	0.00
Ask a few team members	- I will be looking at your 5mm sheets - i will be looking to see if what is on your sheets was actually discussed with the employees - there should be a 5mm in the rx every day -should try to include rx in ss 5mm when possible to help drive the key initiatives and collaborate with ss - i will be looking for focused recognition and feedback opportunities. - i want any recognition to be documented on the 5mm sheet so that we can also recognize the employees from a RXS level	0.00/0.00	0.00
Q36 Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		0.00/0.00	0.00

Confidential

4

Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	- I will be asking employees what their goals are - should be specific -should be measurable (most cases) - Should be stretch goals for high performers - should be talked about at 5mm - should be able to tie their goals to our TRUE NORTH 130/9/8 - Goals should be set and changed up regularly between items	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes, if not, use GROW to coach them in the right direction of where they should focus.	- I will be asking about high performers - What you are doing to challenge them - What fun things do you have them doing - How are you rewarding your high performers? (service bucks or more responsibility)	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	- Will be looking for documentation	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why.	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	-The MGR should be meeting with the rxm to go over the OS - at that time they should also go over the goals for the rxm--> they should login to the TMP--> document in tmp their progress towards the goals. - This is also the time I want you to go over performance expectations. Pick one area from their competencies to go over with them. - this will help with the review process - needs to be open an honest	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area	0.00/0.00	0.00

Confidential

5

	cleanIn/out- window clutter freeVaccination area ready (3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away (3) Achieving ExpectationsPro moting immunizationsAc tively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis (3) Achieving ExpectationsTea m member actively working with customer or scriptF riendly/per sonable/smile (3) Achieving ExpectationsMos t team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	you have to have all items in #3 to be a 3 if not you are a 2	see above	0.00/0.00	0.00
Q116	Pharmacy condition				
Q117	Building Rx sales		see above	0.00/0.00	0.00
Q118	Team Member Engagement		see above	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us		seeabove	0.00/0.00	0.00
	Pharmacy Manager Core Competencies:			0.00/0.00	0.00
	Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.			0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.			0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.			0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	- will be looking and asking employees what they believe the store demonstrates		0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	- will be asking for unique ideas and ways you use the cultural beliefs. What works and what doesnt		0.00/0.00	0.00
	Overall Visit Notes:			0.00/0.00	0.00
	Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	Anything in this area and throughout the walk is part of a record of discussion		0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.			0.00/0.00	0.00
Q166	Additional comments:			0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02521 - Winton Lau,MGR

Participant : JACK SHAWN HOUGHTALINGWinton Lau
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Tue 06/18/2013 00:00 Central Daylight Time

Questionnaire	Tue 06/18/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	I have been ask to go over each item in my walk with the MGR. This was done to help them understand the process and I was asked to put this info into the store walk notes so they can have a reference	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		-OS should be gone over with rxm within 3 days of it coming out -I will be looking to see if the OS is marked up -I will be looking for action plans for a specific opportunity from the RXM and MGR -They should have the opportunity and the key action steps to improve the opportunity listed on teh OS I would like to see this in the handwriting of rthe RXM and MGR -could be the same opportunity as last month, should change the action steps if not working.	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Overall Walgreens delight	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		Just like the OS. - SShould be marked up and gone over with the rxm - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS. - action items should be specific so that I can look up KPI's to see the improvements	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other		0.00/0.00	0.00
		-Print out your opportunity scorecard and go		

Confidential

1

Q66	<p>Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.</p>		<p>over it with the rxm . -Think of this as the opportunity to transform community pharmacy. If your store is not pushing retail clinical services like these above we need to have a game plan. - Should be marked up - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS/improve scorecard - action items should be specific so that I can look up KPI's to see the improvements. -all members of the rx staff should be included in the action plans (rph/rxm/tech/cashier) etc</p>	<p>0.00/0.00 0.00</p>
Planning Process	-			<p>0.00/0.00 0.00 0.00/0.00 0.00</p>
Q169	<p>Review the store manager's daily task list and verify that they are including pharmacy items on the list.</p>	YES	<p>Comments: - should be done daily -should have specific names with their signatures saying it is complete -should have rx items -look at the pharmacy blue card for ideas -this is the first step in the accountability department - rx can have daily or weekly task list.</p>	<p>0.00/0.00 0.00</p>
Q170	<p>How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?</p>		<p>- who are your designated hitter, -are you giving them time to train in the rx when it is slow</p>	<p>0.00/0.00 0.00</p>
Pharmacy	Pharmacy checklist items			<p>0.00/0.00 0.00 0.00/0.00 0.00</p>
Q167	<p>Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.</p>	YES	<p>Comments: I will be looking for: -folder with refusals in it. there should be some refusal.. if there are not, is the rx really doing its job? - TGFD- i look at the hard copies and make sure everything is attached. Comments: STORE SHOULD PICK 1-2 ITEMS TO ACTIVELY PROMOTE. SHOULD HAVE ACTION PLANS ON HOW TO PROMOTE THE INITIATIVES. MGT TEAM SHOULD BE ARE RESPONSIBLE FOR MAKING SURE RX STAFF ARE ACTIVELY PROMOTING THE INITIATIVES WHEN RXM IS NOT PRESENT</p>	<p>0.00/0.00 0.00</p>
Q58	<p>Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day</p>	YES	<p>I look to see what initiative you are promoting. - is SS involved in the promotions - Can i tell that you are promoting this just by looking at your</p>	<p>0.00/0.00 0.00</p>

Confidential

Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	<p>store (signage, stickers, announcements) - If i ask an employee what we are promoting for the month will they be able to tell me? -are the rx staff involved and everyone is on the same page -if i ask members of managment they should be able to tell me what the key initiatives are and how to lok them up online to be tracked. - PLEASE MAKE SURE THAT YOU WILL BE READY TO DISCUSS WHAT IS WORKING/NOT WORKING WELL</p>	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	<p>- i will be checking to make sure it is written every month - i will be checking to see if it is about quality (decreasing the chance of errors) -i will be checking to see if the MGR has signed off on the peer review monthly -Peer review is due the 10th of every month.</p>	0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	<p>- i will be asking your rx staff about this -if there are issues they should be kept track of</p>	0.00/0.00	0.00
Pharmacy Operations		0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	<p>- i will focus on CNO for the pharmacy - If an item is used multiple times a day it could be kept on the counter - If it is used once daily then it should be in a drawer OFF of the counter near by -if it is used weekly it should be away from the work area -if it is used monthly does it need to be in the pharmacy? fossed? or ? - You should be able to view and understand the kpi's for all of the items that are stared* in the questions</p>	0.00/0.00	0.00
<p>*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) Q145 *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues</p>		0.00/0.00	0.00
Strengths and opportunities:		0.00/0.00	0.00
Key corporate initiatives		0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00

Comments: MGR AND RXM SHOULD HAVE SPECIFIC ACTION PLANS FOR THE CORP INITIATIVES FOR NEXT VISIT. ALL MEMBERS OF MGT SHOULD KNOW WHAT

Confidential

THE CORP INITIATIVES
ARE AND HOW THE
STORE IS DRIVING THESE
INITIATIVES

		0.00/0.00	0.00
Team Member Engagement			
Team member engagement		0.00/0.00	0.00
	- Should be part of your 5 minute meetings - employees should know what engagement means and what your store is doing to improve it. -Check to see if flip chart is being used - What are the goals? -Are we updating the TMP with our action plan changes?		
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	0.00/0.00	0.00
	- i will be asking employees how they are recognized - i will be looking for focused recognition cards - i will be looking for notes on your 5MM that you are doing focused story telling - I will be looking to see if employees recognize each other -in all the above I will be looking for our cultural beliefs. - WHAT TECHNIQUES HAVE YOU USED FOR RECOGNITION WILL BE ASKING RX TEAM MEMBERS: - WHEN DO THEY GIVE		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	0.00/0.00	0.00
	FEEDBACK. -DO THEY GET FOCUSED RECOGNITION - WHAT OTHER TASKS ARE GIVEN TO THE RX STAFF TO HELP DEVELOP THEM		
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	0.00/0.00	0.00
	- i will be looking for training documentation - I will be looking for expectations that you have set for your 2 day a week RPH and floaters -I will be looking to see if you are giving feedback to Myself and sophia on training issues for the floating RPH's and techs covering		
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	0.00/0.00	0.00
	- i will be looking at your 5mm sheets - i will be looking to see if what is on your sheets was actually discussed with		
Ask a few team members		0.00/0.00	0.00

Confidential

4

	the employees - there should be a 5mm in the rx every day -should try to include rx in ss 5mm when possible to help drive the key initiatives and collaborate with ss - i will be looking for focused recognition and feedback opportunities. - i want any recognition to be documented on the 5mm sheet so that we can also recognize the employees from a RXS level - i will be asking employees what their goals are - should be specific -should be measurable (most cases) - Should be stretch goals for high performers - should be talked about at 5mm - should be able to tie their goals to our TRUE NORTH 130/9/8 - Goals should be set and changed up regularly between items		
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00 0.00
Performance Management			0.00/0.00 0.00
Performance management			0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	- i will be asking about high performers - What you are doing to challenge them - What fun things do you have them doing - How are you rewarding your high performers? (service bucks or more responsibility)	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	- Will be looking for documentation	0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	Comments: Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. -The MGR should be meeting with the rxm to go over the GS - at that time they should also go over the goals for the rxm--> they should login to the TMP--> document in tmp	YES 0.00/0.00 0.00

Confidential

5

<p>Discuss the RXM's personal development goals with the store manager, unless RXM is available: Q86 What steps have you made in order to achieve these goals?Are you on track to complete these goals?in which areas are you finding to be more challenging or may need some assistance?</p>	<p>their progress towards the goals. - This is also the time I want you to go over performance expectaions. Pick one area from their competencies to go over with them. - this will help with the review process - needs to be open an honest</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Please Rate the Following on a 1-5 Scale (with 5 being Outstanding) Theme</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q115 Pharmacy waiting area condition</p>	<p>(3) Achieving ExpectationsMini ma mylars missingEffective MerchandisingW aiting area cleanIn/out-window clutter freeVaccination area ready Comments: for all of these i will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Q116 Pharmacy condition</p>	<p>(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Q117 Building Rx sales</p>	<p>(3) Achieving ExpectationsPro moting immunizationsAc tively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Q118 Team Member Engagement</p>	<p>(3) Achieving ExpectationsTea m member actively working with customer or scripFriendly/per sonable/smile</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us</p>	<p>(3) Achieving ExpectationsMos t team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Pharmacy Manager Core Competencies:</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Please comment on each of the core competency areas as appropriate.</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q159 Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q160 People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q161 Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q162 Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q163 Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q164 Functional CompetencyEmpowers othersPromotes pharmacy</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Cultural Beliefs</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Cultural Beliefs</p>		<p>0.00/0.00</p>	<p>0.00</p>

STORE SHOULD IDENTIFY A CULTRAL

Confidential

<p>Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.</p>	<p>BELIEF THAT THE ENTIRE STORE EXEMPLIFIES. SHOULD BE ASKING TEAM MEMBERS DURING 5MM WHICH CULTURAL BELIEF THEY ARE DEMONSTRATING OF THE DAY AND HOW THEY WILL BE DEMONSTRATING IT</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Q172 What feedback do you have for me around our cultural beliefs?</p>	<p>ALL MGT MEMBERS SHOULD BE ABLE TO RECITE THE DEFINITION OF EACH CULTURAL BELIEF - will be asking for unique ideas and ways you use the cultural beliefs. What works and what doesn't</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Overall Visit Notes: Issues to share with District Team</p>	<p>Anything in this area and throughout the walk is part of a record of discussion</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Q128 Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.</p>	<p>Anything in this area and throughout the walk is part of a record of discussion</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Q173 Do you have anything to share with the CL? Use the comment box below to document.</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q166 Additional comments:</p>		<p>0.00/0.00</p>	<p>0.00</p>

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03624 - Joe Li,MGR

Participant : JACK SHAWN HOUGHTALINGBuenos Selor
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Fri 06/14/2013 00:00 Central Daylight Time

Questionnaire	Fri 06/14/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
		Comments: I have been ask to go over each item in my walk with the MGR. This was done to help them understand the process and I was asked to put this info into the store walk notes so they can have a reference		
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
		-OS should be gone over with rxm within 3 days of it coming out -I will be looking to see if the OS is marked up -I will be looking for action plans for a specific opportunity from the RXM and MGR -They should have the opportunity and the key action steps to improve the opportunity listed on teh OS I would like to see this in the handwriting of rthe RXM and MGR -could be the same opportunity as last month, should change the action steps if not working.		
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Overall Walgreens delight	0.00/0.00	0.00
		Just like the OS. - SShould be marked up and gone over with the rxm - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS. - action items should be specific so that I can look up KPI's to see the improvements		
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other		0.00/0.00	0.00
		-Print out your opportunity scorecard and go		

Confidential

1

		over it with the rxm . -Think of this as the opportunity to transform community pharmacy. If your store is not pushing retail clinical services like these above we need to have a game plan. - Should be marked up - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS/improve scorecard - action items should be specific so that I can look up KPI's to see the improvements. -all members of the rx staff should be included in the action plans (rph/rxm/tech/cas hier) etc		
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	- who are your designated hitter, -are you giving them time to train in the rx when it is slow	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
		I will be looking for: -folder with refusals in it. there should be some refusal.. if there are not, is the rx really doing its job? -TGFD- i look at the hard copies and make sure everything is attached. STORE SHOULD PICK 1-2 ITEMS TO ACTIVELY PROMOTE. SHOULD HAVE ACTION PLANS ON HOW TO PROMOTE THE INITIATIVES. MGT TEAM SHOULD BE ARE RESPONSIBLE FOR MAKING SURE RX STAFF ARE ACTIVELY PROMOTING THE INITIATIVES WHEN RXM IS NOT PRESENT		
		I look to see what initiative you are promoting. - is SS involved in the promotions - Can i tell that you are promoting this just by looking at your store (signage, stickers,		

Confidential

Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	<p>announcements) - If i ask an employee what we are promoting for the month will they be able to tell me? -are the rx staff involved and everyone is on the same page -if i ask members of managment they should be able to tell me what the key initiatives are and how to lok them up online to be tracked. - PLEASE MAKE SURE THAT YOU WILL BE READY TO DISCUSS WHAT IS WORKING/NOT WORKING WELL</p>	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	<p>- i will be checking to make sure it is written every month - i will be checking to see if it is about quality (decreasing the chance of errors) -i will be checking to see if the MGR has signed off on the peer revie monthly -Peer review is due the 10th of every month.</p>	0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	<p>- i will be asking your rx staff about this -if there are issues they should be kept track of</p>	0.00/0.00	0.00
Pharmacy Operations		0.00/0.00	0.00
		0.00/0.00	0.00
<p>Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:</p>	<p>- i will focus on CNO for the pharmacy - If an item is used multiple times a day it could be kept on the counter - If it is used once daily then it should be in a drawer OFF of the counter near by -if it is used weekly it should be away from the work area -if it is used monthly does it need to be in the pharmacy? tossed? or ? - You should be able to view and understand the kpi's for all of the items that are stared* in the questions</p>	0.00/0.00	0.00
<p>Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues</p>		0.00/0.00	0.00
<p>Strengths and opportunities:</p>			
Key corporate initiatives		0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
<i>Confidential</i>	<p>MGR AND RXM SHOULD HAVE SPECIFIC ACTION PLANS FOR THE CORP INITIATIVES FOR NEXT VISIT. ALL MEMBERS OF MGT SHOULD KNOW WHAT THE CORP INITIATIVES ARE AND HOW THE STORE IS</p>		

Confidential

		DRIVING THESE INITIATIVES		
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
		- Should be part of your 5 minute meetings - employees should know what engagement means and what your store is doing to improve it. -Check to see if flip chart is being used - What are the goals? -Are we updating the TMP with our action plan changes?		
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		0.00/0.00	0.00
		- i will be asking employees how they are recognized - i will be looking for focused recognition cards - i will be looking for notes on your 5MM that you are doing focused story telling - i will be looking to see if employees recognize each other -in all the above i will be looking for our cultural beliefs. - WHAT TECHNIQUES HAVE YOU USED FOR RECOGNITION WILL BE ASKING RX TEAM MEMBERS: - WHEN DO THEY GIVE FEEDBACK. -DO THEY GET FOCUSED RECOGNITION - WHAT OTHER TASKS ARE GIVEN TO THE RX STAFF TO HELP DEVELOP THEM		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
		- i will be looking for training documentation - i will be looking for expectations that you have set for your 2 day a week RPH and floaters - i will be looking to see if you are giving feedback to Myself and sophia on training issues for the floating RPH's and techs covering		
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
		- i will be looking at your 5mm sheets - i will be looking to see if what is on your sheets was actually discussed with the employees - there should be a		

Confidential

4

Q36	<p>Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?</p> <p>What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?</p>	<p>5mm in the rx every day -should try to include rx in ss 5mm when possible to help drive the key initiatives and collaborate with ss - I will be looking for focused recognition and feedback opportunities. - i want any recognition to be documented on the 5mm sheet so that we can also recognize the employees from a RXS level</p> <p>- i will be asking employees what their goals are - should be specific -should be measurable (most cases) - Should be stretch goals for high performers - should be talked about at 5mm - should be able to tie their goals to our TRUE NORTH 130/9/8 - Goals should be set and changed up regularly between items</p>	<p>0.00/0.00</p> <p>0.00</p>
Q37	<p>Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.</p>	<p>- i will be asking about high performers - What you are doing to challenge them - What fun things do you have them doing - How are you rewarding your high performers? (service bucks or more responsibility)</p>	<p>0.00/0.00</p> <p>0.00</p>
<p>Performance Management</p> <p>Performance management</p>			<p>0.00/0.00</p> <p>0.00</p>
Q39	<p>Talk about your high performers.</p> <p>What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.</p>	<p>- Will be looking for documentation</p>	<p>0.00/0.00</p> <p>0.00</p>
Q40	<p>Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan) What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.</p>	<p>Comments: Comments: Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why.</p>	<p>0.00/0.00</p> <p>0.00</p>
Q108	<p>Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.</p>	<p>YES</p> <p>-The MGR should be meeting with the rxm to go over the OS - at that time they should also go over the goals for the rxm--> they should login to the TMP--> document in tmp their progress towards the</p>	<p>0.00/0.00</p> <p>0.00</p>
<p>Discuss the RXM's personal development goals with the store manager, unless RXM is available:</p> <p>Confidential</p>			

Confidential

Q86	What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	goals. - This is also the time I want you to go over performance expectaions. Pick one area from their competencies to go over with them. - this will help with the review process - needs to be open an honest	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingW aiting area cleanIn/out- window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPro moting immunizationsAc tively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTea m member actively working with customer or scriptFriendly/per sonable/smile	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMos t team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00

STORE SHOULD IDENTIFY A CULTRAL BELIEF THAT THE ENTIRE

Q171	<p>Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own it: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.</p>	<p>STORE EXEMPLIFIES. SHOULD BE ASKING TEAM MEMBERS DURING 5MM WHICH CULTURAL BELIEF THEY ARE DEMONSTRATING OF THE DAY AND HOW THEY WILL BE DEMONSTRATING IT</p>	0.00/0.00	0.00
Q172	<p>What feedback do you have for me around our cultural beliefs?</p>	<p>ALL MGT MEMBERS SHOULD BE ABLE TO RECITE THE DEFINITION OF EACH CULTURAL BELIEF - will be asking for unique ideas and ways you use the cultural beliefs. What works and what doesnt</p>	0.00/0.00	0.00
Overall Visit Notes:	<p>Issues to share with District Team</p>	<p>Anything in this area and throughout the walk is part of a record of discussion</p>	0.00/0.00	0.00
Q128	<p>Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.</p>	<p>Anything in this area and throughout the walk is part of a record of discussion</p>	0.00/0.00	0.00
Q173	<p>Do you have anything to share with the CL? Use the comment box below to document.</p>		0.00/0.00	0.00
Q166	<p>Additional comments:</p>		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04492 - Zhi Hao Cai,MGR

Participant : JACK SHAWN HOUGHTALINGGerald Wong
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Tue 06/18/2013 00:00 Central Daylight Time

Questionnaire	Tue 06/18/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	I have been ask to go over each item in my walk with the MGR. This was done to help them understand the process and I was asked to put this info into the store walk notes so they can have a reference	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		-OS should be gone over with rxm within 3 days of it coming out -I will be looking to see if the OS is marked up -I will be looking for action plans for a specific opportunity from the RXM and MGR -They should have the opportunity and the key action steps to improve the opportunity listed on teh OS I would like to see this in the handwriting of rthe RXM and MGR -could be the same opportunity as last month, should change the action steps if not working.	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Overall Walgreens delight	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		Just like the OS. - Should be marked up and gone over with the rxm - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS. - action items should be specific so that I can look up KPI's to see the improvements	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other		0.00/0.00	0.00
		-Print out your opportunity scorecard and go		

Confidential

1

Q66	<p>Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.</p>	<p>over it with the rxm . -Think of this as the opportunity to transform community pharmacy. If your store is not pushing retail clinical services like these above we need to have a game plan. - Should be marked up - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS/Imporve scorecard - action items should be specific so that i can look up KP's to see the improvements. -all memebrrs of the rx staff should be included in the action plans (rph/rxm/tech/cas hier) etc</p>	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	<p>Review the store manager's daily task list and verify that they are including pharmacy items on the list.</p>	YES	0.00/0.00	0.00
Q170	<p>How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hiltter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?</p>	<p>- who are your designated hiltters, -are you giving them time to train in the rx when it is slow</p>	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	<p>Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.</p>	YES	0.00/0.00	0.00
Q58	<p>Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day</p>	YES	0.00/0.00	0.00
		<p>I will be looking for: -folder with refusals in it. there should be some refusal.. if there are not, is the rx really doing its job? -TGFD- i look at the hard copies and make sure everything is attached. STORE SHOULD PICK 1-2 ITEMS TO ACTIVELY PROMOTE. SHOULD HAVE ACTION PLANS ON HOW TO PROMOTE THE INITIATIVES. MGT TEAM SHOULD BE ARE RESPONSIBLE FOR MAKING SURE RX STAFF ARE ACTIVELY PROMOTING THE INITIATIVES WHEN RXM IS NOT PRESENT</p> <p>I look to see what initiative you are promoting. - is SS involved in the promotions - Can i tell that you are promoting this just by looking at your store (signage, stickers, anouncements) - if</p>		

Confidential

Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	<p>i ask an employee what we are promoting for the month will they be able to tell me? -are the rx staff involved and everyone is on the same page -if i ask members of managment they should be able to tell me what the key initiatives are and how to lok them up online to be tracked. - PLEASE MAKE SURE THAT YOU WILL BE READY TO DISCUSS WHAT IS WORKING/NOT WORKING WELL</p> <p>- I will be checking to make sure it is written every month - I will be checking to see if it is about quality (decreasing the chance of errors)</p>	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	<p>-I will be checking to see if the MGR has signed off on the peer revie monthly -Peer review is due the 10th of every month.</p>	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	<p>- I will be asking your rx staff about this -if there are issues they should be kept track of</p>	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Q145	<p>Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:</p> <p>*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues</p> <p>Strengths and opportunities:</p>	<p>- I will focus on CNO for the pharmacy - If an item is used multiple times a day it could be kept on the counter - If it is used once daily then it should be in a drawer OFF of the counter near by -If it is used weekly it should be away from the work area -if it is used monthly does it need to be in the pharmacy? fossed? or ? - You should be able to view and understand the kpi's for all of the items that are stared* in the questions</p>	0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	<p>YES</p> <p>MGR AND RXM SHOULD HAVE SPECIFIC ACTION PLANS FOR THE CORP INITIATIVES FOR NEXT VISIT. ALL MEMBERS OF MGT SHOULD KNOW WHAT THE CORP INITIATIVES ARE AND HOW THE STORE IS DRIVING THESE</p>	0.00/0.00	0.00

Confidential

		INITIATIVES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	- Should be part of your 5 minute meetings - employees should know what engagement means and what your store is doing to improve it. -Check to see if flip chart is being used - What are the goals? -Are we updating the TMP with our action plan changes? - i will be asking employees how they are recognized - i will be looking for focused recognition cards - i will be looking for notes on your 5MM that you are doing focused story telling - I will be looking to see if employees recognize each other -In all the above I will be looking for our cultural beliefs. - WHAT TECHNIQUES HAVE YOU USED FOR RECOGNITION WILL BE ASKING RX TEAM MEMBERS: - WHEN DO THEY GIVE FEEDBACK. -DO THEY GET FOCUSED RECOGNITION - WHAT OTHER TASKS ARE GIVEN TO THE RX STAFF TO HELP DEVELOP THEM - I will be looking for training documentation - I will be looking for expectations that you have set for your 2 day a week RPH and floaters -I will be looking to see if you are giving feedback to Myself and sophia on training issues for the floating RPH's and techs covering	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	0.00/0.00	0.00
	Ask a few team members	- I will be looking at your 5mm sheets -I will be looking to see if what is on your sheets was actually discussed with the employees - there should be a 5mm in the rx	0.00/0.00	0.00

Confidential

4

	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	every day -should try to include rx in ss 5mm when possible to help drive the key initiatives and collaborate with ss - i will be looking for focused recognition and feedback opportunities. - i want any recognition to be documented on the 5mm sheet so that we can also recognize the employees from a RXS level	0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	- i will be asking employees what their goals are - should be specific -should be measurable (most cases) - Should be stretch goals for high performers - should be talked about at 5mm - should be able to tie their goals to our TRUE NORTH 130/9/8 - Goals should be set and changed up regularly between items	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	- i will be asking about high performers - What you are doing to challenge them - What fun things do you have them doing - How are you rewarding your high performers? (service bucks or more responsibility)	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	- Will be looking for documentation	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these goals? In which areas are you finding to be more challenging or may need some assistance?	-The MGR should be meeting with the rxm to go over the OS - at that time they should also go over the goals for the rxm--> they should login to the TMP--> document in tmp their progress towards the goals. - This is also the time I	0.00/0.00	0.00

Confidential

want you to go over performance expectations. Pick one area from their competencies to go over with them. - this will help with the review process - needs to be open an honest

Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(3) Achieving Expectations Minimal missing Merchandising Waiting area clean/in/out-window clutter free Vaccination area ready	0.00/0.00	0.00
Q116 Pharmacy condition	(3) Achieving Expectations Product off of floor Clear path to all fire exits No product in prohibited areas DPI records are put away	0.00/0.00	0.00
Q117 Building Rx sales	(3) Achieving Expectations Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
Q118 Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script Friendly/per sonable/smile	0.00/0.00	0.00
Q119 Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159 Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160 People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161 Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162 Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Together is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164 Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00

STORE SHOULD IDENTIFY A CULTURAL BELIEF THAT THE ENTIRE STORE EXEMPLIFIES.

<p>Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.</p>	<p>SHOULD BE ASKING TEAM MEMBERS DURING SMM WHICH CULTURAL BELIEF THEY ARE DEMONSTRATING OF THE DAY AND HOW THEY WILL BE DEMONSTRATING IT</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Q172 What feedback do you have for me around our cultural beliefs?</p>	<p>ALL MGT MEMBERS SHOULD BE ABLE TO RECITE THE DEFINITION OF EACH CULTURAL BELIEF - will be asking for unique ideas and ways you use the cultural beliefs. What works and what doesnt</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Overall Visit Notes: Issues to share with District Team</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q128 Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.</p>	<p>Anything in this area and throughout the walk is part of a record of discussion</p>	<p>0.00/0.00</p>	<p>0.00</p>
<p>Q173 Do you have anything to share with the CL? Use the comment box below to document.</p>		<p>0.00/0.00</p>	<p>0.00</p>
<p>Q166 Additional comments:</p>		<p>0.00/0.00</p>	<p>0.00</p>

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

05618 - Richard Lee,MGR

Participant : JACK SHAWN HOUGHTALINGGary Lee
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Fri 06/28/2013 00:00 Central Daylight Time

Questionnaire	Fri 06/28/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	I have been ask to go over each item in my walk with the MGR as well as there store binders this was a 2-3 hour meeting. This was done to help them understand the process and I was asked to put this info into the store walk notes so they can have a reference	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		-OS should be gone over with rxm within 3 days of it coming out -I will be looking to see if the OS is marked up -I will be looking for action plans for a specific opportunity from the RXM and MGR -They should have the opportunity and the key action steps to improve the opportunity listed on teh OS I would like to see this in the handwriting of rhte RXM and MGR -could be the same opportunity as last month, should change the action steps if not working.	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Overall Walgreens delight	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently laking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		Just like the OS. - Should be marked up and gone over with the rxm - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS. - action items should be specific so that I can look up KPI's to see the improvements	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other		0.00/0.00	0.00
		-Print out your		

Confidential

1

		opportunity scorecard and go over it with the rxm - Think of this as the opportunity to transform community pharmacy. If your store is not pushing retail clinical services like these above we need to have a game plan. - Should be marked up - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS/improve scorecard - action items should be specific so that I can look up KPI's to see the improvements. -all members of the rx staff should be included in the action plans (rph/rxm/tech/cas hier) etc		
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		0.00/0.00	0.00
	Planning Process		0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
				- should be done daily - should have specific names with their signatures saying it is complete -should have rx items -look at the pharmacy blue card for ideas -this is the first step in the accountability department - rx can have daily or weekly task list.
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		0.00/0.00	0.00
				- who are your designated hitters, -are you giving them time to train in the rx when it is slow
	Pharmacy		0.00/0.00	0.00
	Pharmacy checklist items		0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
				I will be looking for: -folder with refusals in it. there should be some refusal. if there are not, is the rx really doing its job? -TGFD- i look at the hard copies and make sure everything is attached. STORE SHOULD PICK 1-2 ITEMS TO ACTIVELY PROMOTE. SHOULD HAVE ACTION PLANS ON HOW TO PROMOTE THE INITIATIVES. MGT TEAM SHOULD BE ARE RESPONSIBLE FOR MAKING SURE RX STAFF ARE ACTIVELY PROMOTING THE INITIATIVES WHEN RXM IS NOT PRESENT
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
				I look to see what initiative you are promoting. - is SS involved in the promotions - Can i tell that you are promoting this just by looking at your store (signage,

Confidential

2

Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	stickers, announcements) - If i ask an employee what we are promoting for the month will they be able to tell me? -are the rx staff involved and everyone is on the same page -if i ask members of management they should be able to tell me what the key initiatives are and how to lok them up online to be tracked. - PLEASE MAKE SURE THAT YOU WILL BE READY TO DISCUSS WHAT IS WORKING/NOT WORKING WELL	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	- i will be checking to make sure it is written every month - i will be checking to see if it is about quality (decreasing the chance of errors) -i will be checking to see if the MGR has signed off on the peer review monthly -Peer review is due the 10th of every month.	0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	- i will be asking your rx staff about this -if there are issues they should be kept track of	0.00/0.00	0.00
Pharmacy Operations		0.00/0.00	0.00
		0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	- i will focus on CNO for the pharmacy - If an item is used multiple times a day it could be kept on the counter - If it is used once daily then it should be in a drawer OFF of the counter near by -if it is used weekly it should be away from the work area -if it is used monthly does it need to be in the pharmacy? fossed? or ? - You should be able to view and understand the kpi's for all of the items that are stared* in the questions		
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues		0.00/0.00	0.00
Strengths and opportunities:			
Key corporate initiatives		0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	MGR AND RXM SHOULD HAVE SPECIFIC ACTION PLANS FOR THE CORP INITIATIVES FOR NEXT VISIT. ALL MEMBERS OF MGT SHOULD KNOW WHAT THE CORP INITIATIVES ARE AND		

Confidential

3

		HOW THE STORE IS DRIVING THESE INITIATIVES		
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
		- Should be part of your 5 minute meetings - employees should know what engagement means and what your store is doing to improve it. -Check to see if flip chart is being used - What are the goals? -Are we updating the TMP with our action plan changes?		
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		0.00/0.00	0.00
		- I will be asking employees how they are recognized - i will be looking for focused recognition cards - I will be looking for notes on your 5MM that you are doing focused story telling - I will be looking to see if employees recognize each other -In all the above I will be looking for our cultural beliefs. - WHAT TECHNIQUES HAVE YOU USED FOR RECOGNITION WILL BE ASKING RX TEAM MEMBERS: - WHEN DO THEY GIVE FEEDBACK. -DO THEY GET FOCUSED RECOGNITION - WHAT OTHER TASKS ARE GIVEN TO THE RX STAFF TO HELP DEVELOP THEM		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?is the store manager and/or pharmacy manager encouraging peer to peer recognition?		0.00/0.00	0.00
		- I will be asking pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
		- I will be looking for training documentation - I will be looking for expectations that you have set for your 2 day a week RPH and floaters -I will be looking to see if you are giving feedback to Myself and sophia on training issues for the floating RPH's and techs covering		
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		0.00/0.00	0.00
		- I will be looking at your 5mm sheets - i will be looking to see if what is on your sheets was actually discussed with the employees -		
	Ask a few team members		0.00/0.00	0.00

Confidential

4

	there should be a 5mm in the rx every day -should try to include rx in ss 5mm when possible to help drive the key initiatives and collaborate with ss - i will be looking for focused recognition and feedback opportunities. - i want any recognition to be documented on the 5mm sheet so that we can also recognize the employees from a RXS level		
Q36	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	0.00/0.00	0.00
	YES		
	-The MGR should be meeting with the rxm to go over the OS - at that time they should also go over the goals for the rxm--> they should login to the TMP--> document in tmp their progress towards the		
	Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why.		
	Discuss the RXM's personal development goals with the store manager, unless RXM is available:		

Confidential

Q86	What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	goals. - This is the time I want you to go over performance expectations. Pick one area from their competencies to go over with them. - this will help with the review process - needs to be open an honest	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready For all of these I will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away For all of these I will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis For all of these I will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per-sonable/smile For all of these I will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us For all of these I will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00

STORE SHOULD IDENTIFY A CULTURAL BELIEF THAT

Confidential

6

Q171	<p>Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.</p>	<p>THE ENTIRE STORE EXEMPLIFIES. SHOULD BE ASKING TEAM MEMBERS DURING 5MM WHICH CULTURAL BELIEF THEY ARE DEMONSTRATING OF THE DAY AND HOW THEY WILL BE DEMONSTRATING IT</p>	0.00/0.00	0.00
Q172	<p>What feedback do you have for me around our cultural beliefs?</p>	<p>ALL MGT MEMBERS SHOULD BE ABLE TO RECITE THE DEFINITION OF EACH CULTURAL BELIEF - will be asking for unique ideas and ways you use the cultural beliefs. What works and what doesnt</p>	0.00/0.00	0.00
Overall Visit Notes:	<p>Issues to share with District Team</p>	<p>Anything in this area and throughout the walk is part of a record of discussion</p>	0.00/0.00	0.00
Q128	<p>Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.</p>	<p>Anything in this area and throughout the walk is part of a record of discussion</p>	0.00/0.00	0.00
Q173	<p>Do you have anything to share with the CL? Use the comment box below to document.</p>		0.00/0.00	0.00
Q166	<p>Additional comments:</p>		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

06291 - Calvin Lam, MGR

Participant : JACK SHAWN HOUGHTALING Tony Choi
Auditor Role : Floater Pharmacist, Pharmacist
Auditor Department : Area
Response Date : Fri 06/28/2013 00:00 Central Daylight Time

Questionnaire	Fri 06/28/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	I have been ask to go over each item in my walk with the MGR as well as there store binders this was a 2-3 hour meeting. This was done to help them understand the process and I was asked to put this info into the store walk notes so they can have a reference	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area? Ask the manager, where do they see their biggest opportunity? Verify that these action steps are correct. If not, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available). Document the action steps in the comment box below.		-OS should be gone over with rxm within 3 days of it coming out -I will be looking to see if the OS is marked up -I will be looking for action plans for a specific opportunity from the RXM and MGR -They should have the opportunity and the key action steps to improve the opportunity listed on teh OS I would like to see this in the handwriting of rthe RXM and MGR -could be the same opportunity as last month, should change the action steps if not working.	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunity Use GROW to coach to these areas with the RXM and/or MGR		Overall Walgreens delight	0.00/0.00	0.00
Q97 Actions to improve on above area: Ask the manager where is their biggest opportunity? Ask the manager what is their way forward (action plan) to improve this area? Are they currently taking action on these areas of opportunities? Verify that these action steps are correct. Discuss with RXM (when available). Document the action steps in the comment box below.		Just like the OS, - Should be marked up and gone over with the rxm - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS. - action items should be specific so that I can look up KPI's to see the improvements	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunity Use GROW to coach to these areas with the RxM and/or Store Manager	Other		0.00/0.00	0.00
		-Print out your		

Confidential

1

		opportunity scorecard and go over it with the rxm - Think of this as the opportunity to transform community pharmacy. If your store is not pushing retail clinical services like these above we need to have a game plan. - Should be marked up - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS/improve scorecard - action items should be specific so that I can look up KPI's to see the improvements. -all members of the rx staff should be included in the action plans (rph/rxm/tech/cas hier) etc		
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
				- should be done daily - should have specific names with their signatures saying it is complete -should have rx items -look at the pharmacy blue card for ideas -this is the first step in the accountability department - rx can have daily or weekly task list.
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		0.00/0.00	0.00
				- who are your designated hitters, -are you giving them time to train in the rx when it is slow
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
				I will be looking for: -folder with refusals in it. there should be some refusal. if there are not, is the rx really doing its job? -TGFD- i look at the hard copies and make sure everything is attached. STORE SHOULD PICK 1-2 ITEMS TO ACTIVELY PROMOTE. SHOULD HAVE ACTION PLANS ON HOW TO PROMOTE THE INITIATIVES. MGT TEAM SHOULD BE ARE RESPONSIBLE FOR MAKING SURE RX STAFF ARE ACTIVELY PROMOTING THE INITIATIVES WHEN RXM IS NOT PRESENT
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
				I look to see what initiative you are promoting. - is SS involved in the promotions - Can i tell that you are promoting this just by looking at your store (signage,

Confidential

2

Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	<p>stickers, announcements) - If i ask an employee what we are promoting for the month will they be able to tell me? -are the rx staff involved and everyone is on the same page -if i ask members of management they should be able to tell me what the key initiatives are and how to lok them up online to be tracked. - PLEASE MAKE SURE THAT YOU WILL BE READY TO DISCUSS WHAT IS WORKING/NOT WORKING WELL</p> <p>- i will be checking to make sure it is written every month - i will be checking to see if it is about quality (decreasing the chance of errors)</p>	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	<p>-i will be checking to see if the MGR has signed off on the peer revie monthly -Peer review is due the 10th of every month.</p> <p>- i will be asking your rx staff about this -if there are issues they should be kept track of</p>	0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?	<p>- i will be asking your rx staff about this -if there are issues they should be kept track of</p>	0.00/0.00	0.00
Pharmacy Operations		0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:		0.00/0.00	0.00
<p>*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues</p>	<p>- i will focus on CNO for the pharmacy - If an item is used multiple times a day it could be kept on the counter - If it is used once daily then it should be in a drawer OFF of the counter near by -if it is used weekly it should be away from the work area -if it is used monthly does it need to be in the pharmacy? fossed? or ? - You should be able to view and understand the kpi's for all of the items that are stared* in the questions</p>	0.00/0.00	0.00
Strengths and opportunities:			
Key corporate initiatives	<p>MGR AND RXM SHOULD HAVE SPECIFIC ACTION PLANS FOR THE CORP INITIATIVES FOR NEXT VISIT. ALL MEMBERS OF MGT SHOULD KNOW WHAT THE CORP INITIATIVES ARE AND</p>	0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00

Confidential

3

		HOW THE STORE IS DRIVING THESE INITIATIVES		
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	- Should be part of your 5 minute meetings - employees should know what engagement means and what your store is doing to improve it. -Check to see if flip chart is being used - What are the goals? -Are we updating the TMP with our action plan changes? - I will be asking employees how they are recognized - i will be looking for focused recognition cards - I will be looking for notes on your 5MM that you are doing focused story telling - I will be looking to see if employees recognize each other -In all the above I will be looking for our cultural beliefs. - WHAT TECHNIQUES HAVE YOU USED FOR RECOGNITION WILL BE ASKING RX TEAM MEMBERS: - WHEN DO THEY GIVE FEEDBACK. -DO THEY GET FOCUSED RECOGNITION - WHAT OTHER TASKS ARE GIVEN TO THE RX STAFF TO HELP DEVELOP THEM - I will be looking for training documentation - I will be looking for expectations that you have set for your 2 day a week RPH and floaters -I will be looking to see if you are giving feedback to Myself and sophia on training issues for the floating RPH's and techs covering	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?is the store manager and/or pharmacy manager encouraging peer to peer recognition?	is the store manager and/or pharmacy manager, recognizing team members for doing their best work? is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs? is the store manager and/or pharmacy manager encouraging peer to peer recognition?	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager? is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	0.00/0.00	0.00
	Ask a few team members	- I will be looking at your 5mm sheets - i will be looking to see if what is on your sheets was actually discussed with the employees -	0.00/0.00	0.00

Confidential

4

	there should be a 5mm in the rx every day -should try to include rx in ss 5mm when possible to help drive the key initiatives and collaborate with ss - i will be looking for focused recognition and feedback opportunities. - i want any recognition to be documented on the 5mm sheet so that we can also recognize the employees from a RXS level		
Q36	Ask a team member: Did a 5 minute meeting happen today? if so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan). What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	0.00/0.00	0.00
	YES		
	-The MGR should be meeting with the rxm to go over the OS - at that time they should also go over the goals for the rxm--> they should login to the TMP--> document in tmp their progress towards the		
	Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why.		
	Discuss the RXM's personal development goals with the store manager, unless RXM is available:		

Confidential

Q86	What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	goals. - This is the time I want you to go over performance expectaions. Pick one area from their competencies to go over with them. - this will help with the review process - needs to be open an honest	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMinimal mylars missingEffective MerchandisingWaiting area cleanIn/out-window clutter freeVaccination area ready For all of these I will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsProduct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away For all of these I will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis For all of these I will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2	0.00/0.00	0.00
Q118	Team Member Engagement	(3) Achieving ExpectationsTeam member actively working with customer or scriptFriendly/per-sonable/smile For all of these I will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value TogetherIs fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00

STORE SHOULD IDENTIFY A CULTURAL BELIEF THAT

Confidential

6

Q171	<p>Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.</p>	<p>THE ENTIRE STORE EXEMPLIFIES. SHOULD BE ASKING TEAM MEMBERS DURING 5MM WHICH CULTURAL BELIEF THEY ARE DEMONSTRATING OF THE DAY AND HOW THEY WILL BE DEMONSTRATING IT</p>	0.00/0.00	0.00
Q172	<p>What feedback do you have for me around our cultural beliefs?</p>	<p>ALL MGT MEMBERS SHOULD BE ABLE TO RECITE THE DEFINITION OF EACH CULTURAL BELIEF - will be asking for unique ideas and ways you use the cultural beliefs. What works and what doesnt</p>	0.00/0.00	0.00
Overall Visit Notes:	<p>Issues to share with District Team</p>	<p>Anything in this area and throughout the walk is part of a record of discussion</p>	0.00/0.00	0.00
Q128	<p>Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.</p>	<p>Anything in this area and throughout the walk is part of a record of discussion</p>	0.00/0.00	0.00
Q173	<p>Do you have anything to share with the CL? Use the comment box below to document.</p>		0.00/0.00	0.00
Q166	<p>Additional comments:</p>		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

07044 - Melissa May,MGR

Participant : JACK SHAWN HOUGHTALINGJonathan Dungca-
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Fri 06/28/2013 00:00 Central Daylight Time

Questionnaire	Fri 06/28/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	I have been ask to go over each item in my walk and the store walk binder with the MGR this took 2-3 hrs This was done to help them understand the process and I was asked to put this info into the store walk notes so they can have a reference	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		-OS should be gone over with rxm within 3 days of it coming out -I will be looking to see if the OS is marked up -I will be looking for action plans for a specific opportunity from the RXM and MGR -They should have the opportunity and the key action steps to improve the opportunity listed on teh OS I would like to see this in the handwriting of rthe RXM and MGR -could be the same opportunity as last month, should change the action steps if not working.	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Overall Walgreens delight	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		Just like the OS. - Should be marked up and gone over with the rxm - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS. - action items should be specific so that I can look up KPI's to see the improvements	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	-Print out your opportunity	0.00/0.00	0.00

Confidential

1

		scorecard and go over it with the rxm . -Think of this as the opportunity to transform community pharmacy. If your store is not pushing retail clinical services like these above we need to have a game plan. - Should be marked up - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS/imporve scorecard - action items should be specific so that i can look up KPI's to see the improvements. -all memebrs of the rx staff should be included in the action plans (rph/rxm/tech/cas hier) etc		
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
		- should be done daily - should have specific names with their signatures saying it is complete -should have rx items -look at the pharmacy blue card for ideas -this is the first step in the accountability department - rx can have daily or weekly task list.		
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		0.00/0.00	0.00
		- who are your designated hitters, -are you giving them time to train in the rx when it is slow		
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
		I will be looking for: -folder with refusals in it. there should be some refusal.. if there are not, is the rx really doing its job? -TGFD- i look at the hard copies and make sure everything is attached. STORE SHOULD PICK 1-2 ITEMS TO ACTIVELY PROMOTE. SHOULD HAVE ACTION PLANS ON HOW TO PROMOTE THE INITIATIVES. MGT TEAM SHOULD BE ARE RESPONSIBLE FOR MAKING SURE RX STAFF ARE ACTIVELY PROMOTING THE INITIATIVES WHEN RXM IS NOT PRESENT		
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
		I look to see what initiative you are promoting. - is SS involved in the promotions - Can i tell that you are promoting this just by looking at your store (signage, stickers,		

Confidential

2

Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	<p>announcements) - If i ask an employee what we are promoting for the month will they be able to tell me? -are the rx staff involved and everyone is on the same page -if i ask members of management they should be able to tell me what the key initiatives are and how to lok them up online to be tracked. - PLEASE MAKE SURE THAT YOU WILL BE READY TO DISCUSS WHAT IS WORKING/NOT WORKING WELL</p> <p>- i will be checking to make sure it is written every month - i will be checking to see if it is about quality (decreasing the chance of errors)</p>	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	<p>- i will be checking to see if the MGR has signed off on the peer review monthly -Peer review is due the 10th of every month.</p> <p>- i will be asking your rx staff about this -if there are issues they should be kept track of</p>	0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?		0.00/0.00	0.00
Pharmacy Operations		0.00/0.00	0.00
		0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	<p>- i will focus on CNO for the pharmacy - If an item is used multiple times a day it could be kept on the counter - If it is used once daily then it should be in a drawer OFF of the counter near by -if it is used weekly it should be away from the work area -if it is used monthly does it need to be in the pharmacy? tossed? or ? - You should be able to view and understand the kpi's for all of the items that are stared* in the questions</p>	0.00/0.00	0.00
<p>*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) Q145 *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues</p>		0.00/0.00	0.00
Strengths and opportunities:			
Key corporate initiatives		0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
<i>Confidential</i>	<p>MGR AND RXM SHOULD HAVE SPECIFIC ACTION PLANS FOR THE CORP INITIATIVES FOR NEXT VISIT. ALL MEMBERS OF MGT SHOULD KNOW WHAT THE CORP INITIATIVES ARE AND HOW THE STORE IS</p>		

		DRIVING THESE INITIATIVES		
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
		- Should be part of your 5 minute meetings - employees should know what engagement means and what your store is doing to improve it. -Check to see if flip chart is being used - What are the goals? -Are we updating the TMP with our action plan changes?		
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		0.00/0.00	0.00
		- i will be asking employees how they are recognized - i will be looking for focused recognition cards - i will be looking for notes on your 5MM that you are doing focused story telling - i will be looking to see if employees recognize each other -in all the above i will be looking for our cultural beliefs. - WHAT TECHNIQUES HAVE YOU USED FOR RECOGNITION WILL BE ASKING RX TEAM MEMBERS: - WHEN DO THEY GIVE FEEDBACK. -DO THEY GET FOCUSED RECOGNITION - WHAT OTHER TASKS ARE GIVEN TO THE RX STAFF TO HELP DEVELOP THEM		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		0.00/0.00	0.00
		- i will be asking employees how they are recognized - i will be looking for focused recognition cards - i will be looking for notes on your 5MM that you are doing focused story telling - i will be looking to see if employees recognize each other -in all the above i will be looking for our cultural beliefs. - WHAT TECHNIQUES HAVE YOU USED FOR RECOGNITION WILL BE ASKING RX TEAM MEMBERS: - WHEN DO THEY GIVE FEEDBACK. -DO THEY GET FOCUSED RECOGNITION - WHAT OTHER TASKS ARE GIVEN TO THE RX STAFF TO HELP DEVELOP THEM		
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
		- i will be looking for training documentation - i will be looking for expectations that you have set for your 2 day a week RPH and floaters - i will be looking to see if you are giving feedback to Myself and sophia on training issues for the floating RPH's and techs covering		
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		0.00/0.00	0.00
		- i will be looking at your 5mm sheets - i will be looking to see if what is on your sheets was actually discussed with the employees - there should be a		
	Ask a few team members		0.00/0.00	0.00

Confidential

4

	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		5mm in the rx every day -should try to include rx in ss 5mm when possible to help drive the key initiatives and collaborate with ss - i will be looking for focused recognition and feedback opportunities. - i want any recognition to be documented on the 5mm sheet so that we can also recognize the employees from a RXS level		
Q36	What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?			0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		- i will be asking employees what their goals are - should be specific -should be measurable (most cases) - Should be stretch goals for high performers - should be talked about at 5mm - should be able to tie their goals to our TRUE NORTH 130/9/8 - Goals should be set and changed up regularly between items	0.00/0.00	0.00
	Performance Management			0.00/0.00	0.00
	Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		- i will be asking about high performers - What you are doing to challenge them - What fun things do you have them doing - How are you rewarding your high performers? (service bucks or more responsibility)	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan) What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		- Will be looking for documentation	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	YES	Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why.	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these		-The MGR should be meeting with the rxm to go over the OS - at that time they should also go over the goals for the rxm--> they should login to the TMP--> document in tmp their progress towards the goals. - This is	0.00/0.00	0.00

Confidential

goals? In which areas are you finding to be more challenging or may need some assistance?

also the time I want you to go over performance expectations. Pick one area from their competencies to go over with them. - this will help with the review process - needs to be open an honest

Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(3) Achieving Expectations Minimal missing Merchandising Waiting area clean/in-out-window clutter free Vaccination area ready For all of these I will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2	0.00/0.00	0.00
Q116 Pharmacy condition	(3) Achieving Expectations Product off of floor Clear path to all fire exits No product in prohibited areas DPI records are put away	0.00/0.00	0.00
Q117 Building Rx sales	(3) Achieving Expectations Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
Q118 Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script Friendly/per sonable/smile	0.00/0.00	0.00
Q119 Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159 Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160 People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161 Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162 Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Together	Others are fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164 Functional Competency	Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00

STORE SHOULD IDENTIFY A CULTURAL BELIEF THAT THE ENTIRE STORE

Q171	<p>Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.</p>	<p>EXEMPLIFIES. SHOULD BE ASKING TEAM MEMBERS DURING 5MM WHICH CULTURAL BELIEF THEY ARE DEMONSTRATING OF THE DAY AND HOW THEY WILL BE DEMONSTRATING IT</p>	0.00/0.00	0.00
Q172	<p>What feedback do you have for me around our cultural beliefs?</p>	<p>ALL MGT MEMBERS SHOULD BE ABLE TO RECITE THE DEFINITION OF EACH CULTURAL BELIEF - will be asking for unique ideas and ways you use the cultural beliefs. What works and what doesnt</p>	0.00/0.00	0.00
Overall Visit Notes:	<p>Issues to share with District Team</p>		0.00/0.00	0.00
Q128	<p>Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.</p>	<p>Anything in this area and throughout the walk is part of a record of discussion</p>	0.00/0.00	0.00
Q173	<p>Do you have anything to share with the CL? Use the comment box below to document.</p>		0.00/0.00	0.00
Q166	<p>Additional comments:</p>		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

13583 - MGR

Participant : JACK SHAWN HOUGHTALINGRXM
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Wed 06/05/2013 00:00 Central Daylight Time

Questionnaire	Wed 06/05/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
		I have been ask to go over each item in my walk and the store walk binder with the MGR this took 2-3 hrs This was done to help them understand the process and I was asked to put this info into the store walk notes so they can have a reference		
		-OS should be gone over with rxm within 3 days of it coming out -I will be looking to see if the OS is marked up -I will be looking for action plans for a specific opportunity from the RXM and MGR -They should have the opportunity and the key action steps to improve the opportunity listed on teh OS I would like to see this in the handwriting of rthe RXM and MGR -could be the same opportunity as last month, should change the action steps if not working.		
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below. IMPROVe Scorecard	NA	0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Overall Walgreens delight	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Just like the OS. - Should be marked up and gone over with the rxm - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS. - action items should be specific so that I can look up KPI's to see the improvements	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
		-Print out your opportunity		

Confidential

1

		scorecard and go over it with the rxm. -Think of this as the opportunity to transform community pharmacy. If your store is not pushing retail clinical services like these above we need to have a game plan. - Should be marked up - should have a specific target to improve and specific actions listed below to improve the target. - many times working on one of the above will also improve your OS/imporve scorecard - action items should be specific so that i can look up KPI's to see the improvements. -all memebrs of the rx staff should be included in the action plans (rph/rxm/tech/cas hier) etc		
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
		- should be done daily - should have specific names with their signatures saying it is complete -should have rx items -look at the pharmacy blue card for ideas -this is the first step in the accountability department - rx can have daily or weekly task list.		
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		0.00/0.00	0.00
		- who are your designated hitters, -are you giving them time to train in the rx when it is slow		
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
		I will be looking for: -folder with refusals in it. there should be some refusal.. if there are not, is the rx really doing its job? -TGFD- i look at the hard copies and make sure everything is attached. STORE SHOULD PICK 1-2 ITEMS TO ACTIVELY PROMOTE. SHOULD HAVE ACTION PLANS ON HOW TO PROMOTE THE INITIATIVES. MGT TEAM SHOULD BE ARE RESPONSIBLE FOR MAKING SURE RX STAFF ARE ACTIVELY PROMOTING THE INITIATIVES WHEN RXM IS NOT PRESENT		
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
		I look to see what initiative you are promoting. - is SS involved in the promotions - Can i tell that you are promoting this just by looking at your store (signage, stickers,		

Confidential

2

Q137 If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	<p>announcements) - If i ask an employee what we are promoting for the month will they be able to tell me? -are the rx staff involved and everyone is on the same page -if i ask members of managment they should be able to tell me what the key initiatives are and how to lok them up online to be tracked. - PLEASE MAKE SURE THAT YOU WILL BE READY TO DISCUSS WHAT IS WORKING/NOT WORKING WELL</p> <p>- i will be checking to make sure it is written every month - i will be checking to see if it is about quality (decreasing the chance of errors)</p>	0.00/0.00	0.00
Q138 Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	<p>- i will be checking to see if the MGR has signed off on the peer review monthly -Peer review is due the 10th of every month.</p> <p>- i will be asking your rx staff about this -if there are issues they should be kept track of</p>	0.00/0.00	0.00
Q61 Are there issues with any of our third party plans?		0.00/0.00	0.00
Pharmacy Operations		0.00/0.00	0.00
		0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	<p>- i will focus on CNO for the pharmacy - If an item is used multiple times a day it could be kept on the counter - If it is used once daily then it should be in a drawer OFF of the counter near by -if it is used weekly it should be away from the work area -if it is used monthly does it need to be in the pharmacy? tossed? or ? - You should be able to view and understand the kpi's for all of the items that are stared* in the questions</p>	0.00/0.00	0.00
Q145 *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues		0.00/0.00	0.00
Strengths and opportunities:			
Key corporate initiatives		0.00/0.00	0.00
Q146 Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
<i>Confidential</i>	MGR AND RXM SHOULD HAVE SPECIFIC ACTION PLANS FOR THE CORP INITIATIVES FOR NEXT VISIT. ALL MEMBERS OF MGT SHOULD KNOW WHAT THE CORP INITIATIVES ARE AND HOW THE STORE IS		

		DRIVING THESE INITIATIVES		
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
		- Should be part of your 5 minute meetings - employees should know what engagement means and what your store is doing to improve it. -Check to see if flip chart is being used - What are the goals? -Are we updating the TMP with our action plan changes?		
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.		0.00/0.00	0.00
		- i will be asking employees how they are recognized - i will be looking for focused recognition cards - i will be looking for notes on your 5MM that you are doing focused story telling - i will be looking to see if employees recognize each other -in all the above i will be looking for our cultural beliefs. - WHAT TECHNIQUES HAVE YOU USED FOR RECOGNITION WILL BE ASKING RX TEAM MEMBERS: - WHEN DO THEY GIVE FEEDBACK. -DO THEY GET FOCUSED RECOGNITION - WHAT OTHER TASKS ARE GIVEN TO THE RX STAFF TO HELP DEVELOP THEM		
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		0.00/0.00	0.00
		- i will be looking for training documentation - i will be looking for expectations that you have set for your 2 day a week RPH and floaters - i will be looking to see if you are giving feedback to Myself and sophia on training issues for the floating RPH's and techs covering		
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		0.00/0.00	0.00
		- i will be looking at your 5mm sheets - i will be looking to see if what is on your sheets was actually discussed with the employees - there should be a		
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?		0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00

Confidential

4

	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		5mm in the rx every day -should try to include rx in ss 5mm when possible to help drive the key initiatives and collaborate with ss - i will be looking for focused recognition and feedback opportunities. - i want any recognition to be documented on the 5mm sheet so that we can also recognize the employees from a RXS level		
Q36	What type of feedback are you hearing? What have you changed or implemented because of them? Verify that the pharmacy team is participating in all five minute meetings. Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?			0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		- i will be asking employees what their goals are - should be specific -should be measurable (most cases) - Should be stretch goals for high performers - should be talked about at 5mm - should be able to tie their goals to our TRUE NORTH 130/9/8 - Goals should be set and changed up regularly between items	0.00/0.00	0.00
	Performance Management			0.00/0.00	0.00
	Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers? What are you doing to cross train and develop other team members for future roles? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		- i will be asking about high performers - What you are doing to challenge them - What fun things do you have them doing - How are you rewarding your high performers? (service bucks or more responsibility)	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided? What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan) What are the next steps if they fail to improve? Are you using the GROW coaching method for engagement? Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.		- Will be looking for documentation	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why. Document your conversation in the comment box below.	YES	Do you have a record of discussion on file? Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)? If the discipline has not been documented, please explain why.	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals? Are you on track to complete these		-The MGR should be meeting with the rxm to go over the OS - at that time they should also go over the goals for the rxm--> they should login to the TMP--> document in tmp their progress towards the goals. - This is	0.00/0.00	0.00

Confidential

goals? In which areas are you finding to be more challenging or may need some assistance?

also the time I want you to go over performance expectations. Pick one area from their competencies to go over with them. - this will help with the review process - needs to be open an honest

Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(3) Achieving Expectations Minimal missing Merchandising Waiting area clean/in-out-window clutter free Vaccination area ready For all of these I will be putting in 3's since this is a go over. The score you get will be reflective of everything in the column i.e. you have to have all items in #3 to be a 3 if not you are a 2	0.00/0.00	0.00
Q116 Pharmacy condition	(3) Achieving Expectations Product off of floor Clear path to all fire exits No product in prohibited areas DPI records are put away	0.00/0.00	0.00
Q117 Building Rx sales	(3) Achieving Expectations Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
Q118 Team Member Engagement	(3) Achieving Expectations Team member actively working with customer or script friendly/per sonable/smile	0.00/0.00	0.00
Q119 Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159 Operations/Business Leadership	Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.	0.00/0.00	0.00
Q160 People Leadership	Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	0.00/0.00	0.00
Q161 Strategic Leadership	Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	0.00/0.00	0.00
Q162 Customer Leadership	Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Together	Others fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.	0.00/0.00	0.00
Q164 Functional Competency	Empowers others Promotes pharmacy	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00

STORE SHOULD IDENTIFY A CULTURAL BELIEF THAT THE ENTIRE STORE

Q171	<p>Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.</p>	<p>EXEMPLIFIES. SHOULD BE ASKING TEAM MEMBERS DURING 5MM WHICH CULTURAL BELIEF THEY ARE DEMONSTRATING OF THE DAY AND HOW THEY WILL BE DEMONSTRATING IT</p>	0.00/0.00	0.00
Q172	<p>What feedback do you have for me around our cultural beliefs?</p>	<p>ALL MGT MEMBERS SHOULD BE ABLE TO RECITE THE DEFINITION OF EACH CULTURAL BELIEF - will be asking for unique ideas and ways you use the cultural beliefs. What works and what doesnt</p>	0.00/0.00	0.00
Overall Visit Notes:	<p>Issues to share with District Team</p>		0.00/0.00	0.00
Q128	<p>Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.</p>	<p>Anything in this area and throughout the walk is part of a record of discussion</p>	0.00/0.00	0.00
Q173	<p>Do you have anything to share with the CL? Use the comment box below to document.</p>		0.00/0.00	0.00
Q166	<p>Additional comments:</p>		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

04492 - Zhi Hao Cai,MGR

Participant : JACK SHAWN HOUGHTALING
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Wed 07/17/2013 15:00 Central Daylight Time

Questionnaire	Wed 07/17/2013 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question				
Operating Statements			0.00/0.00	0.00
			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
		please make sure that you have listed your action plan & that the rxm has added comments to this		
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	90 Day- asking on maintenance meds; on all called in rx's- stuiikl steady at 115 approx adjusted rx's Inventory control- up 2 days. please work your excessive inventory list.	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below. IMPROVE Scorecard	NO	0.00/0.00	0.00
			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts , Rx days of supply Will be working on - updating on hands, posting claims on time. 90 day rx -call md on eliginle scripts -promoting offering PCS. Looking at PSC enrollments that have been zero in the last 2 weeks. Are you promoting this? please actively work with each rx to see if eligible - for 90 day rxs you should have the following 1- list of 90 day plans at verification so you can check, be actively working with rx's that have 5 and 8 refills left so that you can convert to 90 day easily.	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Immunization Center of Excellence Immunizations are the biggest area: - bulls eyes for Pneumo, zostavax - all patients should be tagged with the bullseye, asthma, smokers, over a certain age. We want to do this to not only capture the business.. but to	0.00/0.00	0.00
	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the			

Confidential

1

Q66	manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	make patients AWARE of what you offer, so that when the immunization is covered you will be their first choice, work with MGR to schedule vaccinations if possible. every non flu immunization should be given a BP reading before their immunization	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES task lists have rx items	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	using below budget hours, will be removed. Will need to possible work with 8 hours a day, will need to work with mgr to see coverage issues. There are no clinical services being provided at this time, just filling rx's	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES there a no refused RX's, please make sure that all filled controlled are meeting standards	0.00/0.00	0.00
Q68	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO only 24 psc cards sold this year.	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	working on action plans, will evaluate at next visit	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	none- please make sure that EVERYONE is signing off on peer review! only one person has been regularly	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none at this time	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Customer service- very good scores for awhile, however have been dipping down lately. please make sure we are getting lots of surveys for the RX completed	0.00/0.00	0.00
Strengths and opportunities:			0.00/0.00	0.00
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	Reviewed RAISE- gave Mr. Wong a list of items to promote and execture for each of the items. Retention- work on emails for the pharmacy specifically on balance reward customers A- medicare part B strips- insulins/diabetic supplies, make sure we are actively promoting immunizations- DAY ONE OF FLU need to be on this. S-ervices- work on 1 CMR a week, what patients are assigned to your location, do not have to be targeted E-xecution- deletes, TPR's, chargebacks,	0.00/0.00	0.00

Confidential

Team Member Engagement		0.00/0.00	0.00
Team member engagement		0.00/0.00	0.00
	Survey results just out. Will be working with this on 5 min meetings. Flip chart to be placed in the break room Go over comments on flip chart once a week at 5 min meeting		
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	0.00/0.00	0.00
Q36	Ask a few team members Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	0.00/0.00	0.00
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
	(3) Achieving ExpectationsMini mal mylars		

Confidential

Q115	Pharmacy waiting area condition	missingEffective MerchandisingWaiting area cleanin/out-window clutter freeVaccination area ready	combined with the register so that we can reduce time to walk and efficiency. Please collaborate to develop an ask you pharmacist section for recommendations that the rph makes, should be changing based on the season, should be ONLY wag products	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	please work on area directly behind the in window for organization. looks ok, but could be tweaked to be more sales oriented for the medical supplies	0.00/0.00	0.00
Q117	Building Rx sales	(2)	very close to being a 1 for this month, need to re energize and think of ways to accomplish,	0.00/0.00	0.00
Q118	Team Member Engagement	(2)	could be better at actively working with rx's to meet objectives and customer service levels. Need to actively let patients know they will be with them, acknowledge them when in line. This can be seen in your receipt surveys: staff being able to help you quickly	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients, proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(2)	RX staff is well liked, how do we take this to the next level? already being mentioned in surveys. Front end staff should be more consistent in the customer experience, greeting in the aisles, welcoming customers to the store, asking if they found everything, etc	0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.			0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.			0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		please work towards what the goals are for your store in the retail clinical services, an action plan, challenges, success should be part of the discussion with the store manager	0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy Cultural Beliefs			0.00/0.00	0.00
Q171	Cultural Beliefs Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		love the customer. Pharmacy staff is excellent in caring, please concentrate on promoting working it in to the store	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?			0.00/0.00	0.00
Overall Visit Notes:				0.00/0.00	0.00
Issues to share with District Team				0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		Please work on Balanced rewards for SS % transaction. RX is almost double what ss is. Flu	0.00/0.00	0.00

Confidential

Q173 Do you have anything to share with the CL? Use the comment box below to document.	<p>shot goal for year is 354- need to hit the ground running. Went over with Mr. Wong on the flu program, working on his offsites. Went over RAISE with Mr. Wong. He will be following up with rx staff on these initiatives.</p>	0.00/0.00	0.00
Q166 Additional comments:	<p>Extraordinary Customer care (ECC)- current assesment of employees in the store are in line with the receipt survey scores. Had 50% success with being greeled, asked to be helped, etc. Store will have action plan in place to address the receipt survey areas that need improvement. Was a great visit. Mr. Wong was actively engaged in the walk and I believe that implimentation of the action plans to improve metrics will be smooth.</p>	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

05618 - Richard Lee,MGR

Participant : JACK SHAWN HOUGHTALINGGary LeeKim RPHJessica Tech
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Fri 07/19/2013 16:00 Central Daylight Time

Questionnaire	Fri 07/19/2013 16:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	0.00/0.00	0.00
		Please make sure OS are marked up and that they have action plans for your opportunities -please make sure this is in the handwriting of your RXM and yourself		
		Opportunity: 90 days action plan-ask when taking new rx's- using PSC card to convert to 90 days when their regular insurance doesn't pay for 90 days Suggestions: - make staff aware- have list of plans that allow 90 days at the verification station so RPH can tag the rx's to ask patients - actively persue rxs that you are filling that have 5 or 8 refills left have sold 3 psc cards last week. Need to see a consistent improvement in the sales to prove that you are using this tool to sell PSC.		
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	NA	0.00/0.00	0.00
	IMPROVe Scorecard		0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts see previous comments. Please make sure we are focusing on improve score card.. just because you are green doesnt mean you still cannot focus on these. Please try to pick an item that is different from your OS opportunity.	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		0.00/0.00	0.00
	Other (Programs Unique to Store)		0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Other	0.00/0.00	0.00
		Need to focus on: Immunizations MTM We have lots of opportunity in the 3 areas above. I discussed		

Confidential

1

Q66	<p>Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.</p>	<p>multiple ways to improve these with MR. LEE. Please make sure that these suggestions have been acted upon and that I will get feedback on how they are working on subsequent visits stickers asking patients bulls eyes etc</p>	<p>0.00/0.00 0.00</p>
Planning Process			<p>0.00/0.00 0.00</p>
Q169	<p>Review the store manager's daily task list and verify that they are including pharmacy items on the list.</p>	<p>YES</p>	<p>0.00/0.00 0.00</p>
Q170	<p>How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?</p>	<p>Have designated hitter. not turn overs. need to be aware about budget: Budgets are based off of rx volume. If you are not doing any of the additional services the budget given should be more than adequate to cover you to just "fill" the rx's. However, this is not what we want. I need to see an increase in clinical services. any additional hours that I currently give will be reduced immediately and will need to be implimented immediately>> please monitor your payroll KPI to see the changes</p>	<p>0.00/0.00 0.00</p>
Pharmacy	<p>Pharmacy checklist items</p>		<p>0.00/0.00 0.00</p>
Q167	<p>Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.</p>	<p>YES</p>	<p>0.00/0.00 0.00</p>
Q58	<p>Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day</p>	<p>YES</p>	<p>0.00/0.00 0.00</p>
Q137	<p>If yes, please explain which initiatives the store is promoting and how. If no, please explain why.</p>	<p>I need to see this as an active promotion. stickers/listening to customer interaction/ signage.. Right now I do not see any of this. I also think that the WHOLE STORE should be actively involved in the initiatives. i.e. PSC, 90 day, immunizaitons. This would be perfect in for 5 minute meetings. Please make</p>	<p>0.00/0.00 0.00</p>

Confidential

2

Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	sure that everyone is signing off peer review monthly... need to work on the content of the reports to reflect quality- will discuss next visit	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	main plan is cabs that do not allow 90 days	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Pholmometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	customer service	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	Please have an action plan for each of the areas in RAISE 0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Employees are aware of the results. - Please use the questions that you need to improve in your 5 mm. We need to make this a 12 month effort, so that the employees can understand. - Please have an action plan on how you will be driving your scores for the next visit.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	I have been told that we are recognizing employees. - The focused recognitions cards MUST be used. I will be checking on these on the next visit and requesting that the CL does as well - I would like to see team shout outs listed in your 5 minute meetings. I would also like ot be able to recognize them when I am at my store walks.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Will be working on driving 5 min meetings in the pharmacy. I will need to see the 5min meeting sheets for the rx.	0.00/0.00	0.00
Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a).				
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	none	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
			Please use the new forms. - please include a	

Confidential

	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	memeber of the RX for the 5 min meetings OR mgt needs to make sure that they are participating in their own 5mm every day. - please have the RXM give RX initiative updates to the ss staff. This is especially important during flu season. Have the RXM tell the ss staff what they can do to help drive immunizations/and increased script count to the pharmacy.		
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?		0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	- please have RXM login to talent management portal on you monthly meeting to update.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	none	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. if you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO no low performers in rx.	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	-please print out RXM competencies. Place them in binder and go over at least one compelency a month during your meeting with the RXM -please have RXM login to talent management portal on you monthly meeting to update.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mal mylars missingEffective MerchandisingW ailing area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in prohibited areasDPI records are put away	0.00/0.00	0.00

Q117	Building Rx sales	(2)	please have action plan to be GREEN for your RCS.	0.00/0.00	0.00
Q118	Team Member Engagement	(2)	Although rx staff is very customer oriented we need to take this to the next level with our RCS etc.	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service: greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3)	Achieving ExpectationsMost of team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.				0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.			0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.			0.00/0.00	0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.			0.00/0.00	0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.			0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy			0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.		Love the customer- Mr. Lee/ Kevin and team value their customers time and they make every effort to make sure they streamline the patient experience. Please work on your demenstration of BE One and Be Bold. We need to kick your rx service up a few notches to make sure we can truly differentiate us from the new CVS's. You need to make sure that ss is actively promoting your pharmacy. You had 12,000 customers last week, lets see what you can do.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?			0.00/0.00	0.00
Overall Visit Notes:				0.00/0.00	0.00
Issues to share with District Team				0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		Mr. Selor please check the following items and GROW if needed * usage of focused recognition cards * Team shout outs at 5mm Please help store discuss ways for ss to work with RX, and to hoid the entire team accountable to make this happen. Please help brainstorm	0.00/0.00	0.00

Confidential

5

ways to get into
possible rx
delivery to
increase rx #'s

Q173 Do you have anything to share with the CL? Use the comment box below to document.
Q166 Additional comments:

0.00/0.00 0.00
0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03624 - Joe Li,MGR

Participant : JACK SHAWN HOUGHTALINGBuenos Selor
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Tue 07/30/2013 00:00 Central Daylight Time

Questionnaire	Tue 07/30/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	Please make sure there are specific action plans written by the RXM on the page	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	RX 90 days- Work with each called in rx to ask for 90 days. Use the PCS card to promote.		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Average 90-day adjusted scripts at goal for the month. Not at goal for the year. - will be working with rx team at 5 min meetings to promote - keep a list of plans near the verification station that do allow 90 day - use PSC card-	they had a procedure implemented to identify PSC eligible 3rd party rx;s that would save the pt money. Question- How does MGT know that the rx is actually using this program and how do they know they are actively promoting.	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Immunization Center of Excellence opportunity scorecard- Should have action plan written on it by rxm - this is scorecard shows how your rx is transforming community pharmacy. - Look at creating an "awarness" around rx's. Do not spend time doing detailed screening, i.e. looking to see if they have had a zostavax. We need to place a sticker or marking on the patients that should have		0.00/0.00	0.00

Confidential

1

Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	a zostavax and then the person selling should say, FYI we do have the shingles vaccine here. if they say they already have one, say no worries, we are just letting everyone know we have it in stock and if you know anyone please let them know.--Same technique for: pneumovax- all inhalers.. even if pt is to young or we cannot give-mentioning it to them helps them understand we want them to be well. Medicare part B--- all insulin/ all diab	0.00/0.00	0.00	
Planning Process			0.00/0.00	0.00	
-			0.00/0.00	0.00	
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	pleases use this to engage employees beyond just tasks. Your task to day is to say "be well" to everyone.. have them sign off, hold accountable if needed.	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		Great technicians- will be working with a tech from another location to help with training. Current RXA- is helping out at another location. has high performing rxa taking her place for the time being	0.00/0.00	0.00
Pharmacy				0.00/0.00	0.00
Pharmacy checklist items				0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	My challenge for store MGR's is "how do you know they are?"	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.		actively promoting travel vaccinations and vaccinations in general- through signage etc. - I do not see active psc/mltm promoting. However, we need to focus on what types of customers we have.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports		store manager to review on a monthly basis as well as entire rx team.	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none-		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:			Work-flow- you can tell that this rx is very organized and everyone knows their duties. I would like to experiment with		
*Sales *Work-flow *Marketing *Pharmacy Condition					
*Loss Prevention *Inventory *Productivity (Pholmometer)					

Confidential

Q145	*Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	quick, efficient chat with the customers, particularly in non peak hours to see what this does to service scores.	0.00/0.00	0.00
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
		R.A.I.S.E. Please work towards emails on balanced rewards, medicare part B to everyone, Immunizations you have this down.. Services- you will be a health testing location- everyone needs to be trained asap.. execution- please look at deletes % and TPR's that we should convert to \$\$- they are in the queue for awhile		
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time,Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	not discussed	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	should be using 5 min meeting form so that I can get a snap shot of what is occurring. I would like to be able to recognize those that are getting rewarded. There has been lots of focused recognition happening!	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	not discussed	0.00/0.00	0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	none	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?			
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	not discussed	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	not discussed	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	not discussed	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	not discussed	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO none in rx	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	needs to be discussed with RXM on a monthly basis. Please login to TPM and update as needed. You should also be	0.00/0.00	0.00

Confidential

3

	going over one competency a month.		
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme		0.00/0.00	0.00
Q115 Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116 Pharmacy condition	(4)	0.00/0.00	0.00
Q117 Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118 Team Member Engagement	(4)	0.00/0.00	0.00
Q119 Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(3) Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159 Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160 People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161 Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162 Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164 Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be one- Store is actively using focused recognition,including PEER TO PEER, this is the only store I know that is doing this currently KUDOS.	0.00/0.00	0.00
Q172 What feedback do you have for me around our cultural beliefs?	not discussed	0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.	Please lead rx employees to create an awareness around each rx and the programs. i.e. a sticker doesn't mean that we want to sell it to them. It means we want to make them aware that we do these items. The sales	0.00/0.00	0.00

will come with the awareness. Please make sure that MGT staff is following up with action plans of the pharmacy.

Q166 Additional comments:

0.00/0.00

0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

03185 - Gary Lee,MGR

Participant : JACK SHAWN HOUGHTALINGWendy Liu
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Thu 08/01/2013 00:00 Central Daylight Time

Questionnaire	Thu 08/01/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	NO	store walk binder has not been updated. OS not marked up	0.00/0.00 0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Wendy is focusing on her RX DOS. - excess inventory list - smart count 100% -		0.00/0.00 0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NO	please make sure your action plan is written on the OS itself	0.00/0.00 0.00
IMPROVe Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total Immunizations No specific action plans at this time. Have specifically noticed that when RXM is working that the # of immunizations increases. i.e. 5 zostavax in one week. - work on an action plan to get all team members involved. Use stickers to create awareness and hold those selling the rx's to notify the patients of the potential. i.e. all inhalers should get a pneumovax sticker.. weather we can give them a shot or not, we need to let them know we care. Zostavax- sticker all that can get, if they already got tell the pt.. we just want everyone to know we have it in stock and available.. tell your friends. Flu shot-- have action plan around execution. Use intens to help with workflow etc.		0.00/0.00 0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00 0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Immunization Center of Excellence large opportunity to grow immunizations through creating awarness. would also suggest looking into delivery services		0.00/0.00 0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.			0.00/0.00 0.00

Confidential

1

		that are done once weekly by the store itself.		
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	NO	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning? Are they appropriately using a designated hitter? Does the store have the adequate FT/PT ratio to meet store needs? Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs? Are you using your budgeted hours (over/under)?	There is a tech that works once every so often at the store, However her payroll is not based at 3185. RX has a grad intern that is 24 hrs/week for 2 months. Game plan has been discussed with RXM, to be used for immunizations/ot c consultation/ rx consultation etc.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy. Ensure all pharmacists have access to the state's PDMP website (state specific). Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	NO	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Will work towards an awareness campaign that will help hold tech accountable for letting patients know what we have to offer. Filling tech/ RPH to be placing stickers on the bags. NOTE: immunizations tend to be higher when RXM is working. This should be more consistent throughout the week. Peer review must be reviewed by RXM and MGR on a monthly basis, MGR/rxm should be making sure all rx staff have signed off.	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review internal event reports		0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none at this time	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q145	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following: *Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues Strengths and opportunities: Key corporate initiatives	Strengths- Engaged MGR that wants to see the RX succeed. Opportunity- rx inventory DOS- will be working the excess inventory report.	0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	NO	0.00/0.00	0.00
Team Member Engagement		RAISE- no action plan in place at this time for RAISE. Will see one at the next visit.	0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey. Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time. Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session) Add	Not discussed on this walk	0.00/0.00	0.00

Confidential

	any GROW coaching comments you may have, to drive employee engagement.			
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Not discussed on this walk, MGR not available	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Not discussed on this walk, manager not available	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (If none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	Not discussed on this walk	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover? What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	5 minute meetings- suggest that you announce that you will be having a 5 min meeting in "10 min" that way everyone can gather their thoughts and it is not just MGT talking -rx staff does not know goals. Through developing the RAISE action plans, goals will be told to the rx staff.	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.		0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	Not discussed on this walk	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	- working with rx staff to ensure that a consistent level of service is being provided when RXM is not present. - Need to work with techs an RPH's to get on the same page. - Need to come up with a task list for all RPH's/ techs so that they know what is expected from them, especially floater rphs	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Not discussed on this walk	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(3) Achieving ExpectationsMini mai mylars missingEffective MerchandisingW ailing area cleanIn/out-window clutter freeVaccination area ready	0.00/0.00	0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo	would like to see better utilization of the consultation area- especially for immunization supplies. Would like to see something besides empty liquid bottles	0.00/0.00

	product in prohibited areasDPI records are put away	on bottle bay behind the verification station. Would like to see a way to have commonly used papers (i.e. VAR's) stored and used.		
Q117	Building Rx sales	(2)	please work on the RAISE program. The RETAIL clinical Sales should be green.	0.00/0.00 0.00
Q118	Team Member Engagement	(2)	again- need to create an awareness, staff is friendly and can be efficient, however, how are they growing sales through engaging the customer.	0.00/0.00 0.00
		(3)	Achieving ExpectationsMost team members smile or make eye contactMost customers are welcomed to our store, offered proactive assistance and thanked for shopping with us	
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us			0.00/0.00 0.00
	Pharmacy Manager Core Competencies:			0.00/0.00 0.00
	Please comment on each of the core competency areas as appropriate.			0.00/0.00 0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.			0.00/0.00 0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.			0.00/0.00 0.00
Q161	Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.			0.00/0.00 0.00
Q162	Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00 0.00
Q163	Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.			0.00/0.00 0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy			0.00/0.00 0.00
	Cultural Beliefs			0.00/0.00 0.00
	Cultural Beliefs			0.00/0.00 0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Be Real- RXM and MGR are working to identify problems and work together as a team to come up with solutions.		0.00/0.00 0.00
Q172	What feedback do you have for me around our cultural beliefs?	none		0.00/0.00 0.00
	Overall Visit Notes:			0.00/0.00 0.00
	Issues to share with District Team			0.00/0.00 0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	DM- Store walk binder is not up to date. Operating statment was not marked up. This made it very inefficient to do the walk. I will be in the community every 6 weeks. CL should be aware that if possible we should avoid 2 walks in any given store that week.		0.00/0.00 0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.			0.00/0.00 0.00
Q166	Additional comments:			0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

02088 - Siu-Pang Lee,MGR

Participant : SHAWN HOUGHTALINGMelissa MayJimmyRXM and RXAM not present
Auditor Role : Floater Pharmacist,Pharmacist
Auditor Department : Area
Response Date : Tue 08/06/2013 09:00 Central Daylight Time

Questionnaire	Tue 08/06/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.0	0.0
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	please have specific action plans on the OS	0.00/0.00	0.00
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	New RXM- Pleaes spend time going over OS with RXM to familiarize her with the history of the store and to fill her in on what has been done in the past to improve OS #'s		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to?• Document your conversation in the comment box below.	NA		0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations Please work on a way to increase awariness of all programs in the RAISE the GAME areas. We should not be heavily screening, we should be making this easy on ourselves. No need to look into pt profiles, based on the meds the tech are filling we should be able to "make the patient aware" of services we have. i.e. all insulins get a testing supplies sticker, whether or nor they already use us for supplies.. take that opprotulinty to tell them we carry all mejour brands and to let their friends know! Maybe even find out about a support group that a member of mngt can show up to and give a presentation. i.e. all inhalers get a pneumo sticker.. even if the child is 5 years old.. we should make them feel that we care about their childs wellness!		0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.			0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Immunization Center of Excellence We should be		0.00/0.00	0.00

Confidential

1

		actively going after the travelers in your store..		
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	How can we help them leave healthy and come back healthy. work on some specific action steps to grow this part of the business.	0.00/0.00	0.00
	Planning Process		0.00/0.00	0.00
	-		0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
		please use task list to improve "soft" task.. i.e. are we asking everyone to be well at the end of a transaction		
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Store is #1 in crosstraining and rx support, no turnover. - I do believe that we need to work on the level of work being done during the slower times. - Please work on setting the expectations for the patients, especially when there is an issue at the outwindow... keep track of what is slowing it down. - do not cash out an rx without calling the pt and asking them to give us 10-15 minutes-- not this on the rx label under the one time label comments- this will allow the outwindow to not "stop" doing their work to fix an issue..	0.00/0.00	0.00
	Pharmacy		0.00/0.00	0.00
	Pharmacy checklist items		0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
		need to broaded what we are offering, besides flavoring. How can we work it in?		
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	RAISE- please have an action plan in place for each initiative. We went through RAISE on a letter by letter basis. I want to see an action plan for most of these on the next visit .	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewInternal event reports	not discussed on this visit	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	not discussed on this visit	0.00/0.00	0.00
	Pharmacy Operations		0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:		0.00/0.00	0.00
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan issues *Competition *Transfer Logs * Deletes *Exception Queue Management issues	Customer service, cross training, pharmacy condition!	0.00/0.00	0.00

Confidential

Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	they are working on RAISE, however nothing formal has been written down to help with accountability	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	not discussed on this visit		0.00/0.00 0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?		- worked specifically on peer to peer recognition - this may help with employee feedback - have an employee fill out a recognition card for another employee - peer pressure-- it works!!	0.00/0.00 0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs? Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).	not discussed on this visit		0.00/0.00 0.00
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	not discussed on this visit		0.00/0.00 0.00
Ask a few team members				0.00/0.00 0.00
Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?				
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	5 minute meetings occur-not discussed on this visit		0.00/0.00 0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	not discussed on this visit		0.00/0.00 0.00
Performance Management				0.00/0.00 0.00
Performance management				0.00/0.00 0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.		- need to work with High performers to let supervision know they are well rounded and have been working on the areas they need to improve in.	0.00/0.00 0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	not discussed on this visit		0.00/0.00 0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	not discussed on this visit	0.00/0.00 0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?		should be discussed each monthly meeting as well as the RXM's job competencies	0.00/0.00 0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00 0.00
Theme				0.00/0.00 0.00
Q115	Pharmacy waiting area condition	(4)		0.00/0.00 0.00
Q116	Pharmacy condition	(3) Achieving ExpectationsPro duct off of floorClear path to all fire exitsNo product in		0.00/0.00 0.00

	prohibited areas DPI records are put away (3) Achieving Expectations Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	only store consistently GREEN	0.00/0.00	0.00
Q117	Building Rx sales			
	(3) Achieving Expectations Team member actively working with customer or script Friendly/pleasant/smile	please work towards creating awareness of the services you offer and can provide	0.00/0.00	0.00
Q118	Team Member Engagement			
	(3) Achieving Expectations Most team members smile or make eye contact Most customers are welcomed to our store, offered proactive assistance and thanked for shopping with us		0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us			
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business Leadership Analyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People Leadership Encourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs. Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others. Promotes wellness in the workplace. Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers others Promotes pharmacy		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday. Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	owe it- self explanatory.. this store team knows how to get things done, can delegate and still see excellent execution.	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	not discussed on this visit	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.		0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

12141 - ,MGR

Participant : Eleanor Wong
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Fri 08/30/2013 09:00 Central Daylight Time

Questionnaire	Fri 08/30/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2			0.00/0.00	0.00
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES		0.00/0.00	0.00
	sales are up 145,000 from last year. We are also up 30 scripts from last year. YTD up is at 800,000 dollars. Very nice work.			
Q63 List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	YES	Action plan is to continue to gain patients from Kaiser and Pacific fertility center. We are also getting new patients from NEW LIFE.	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
IMPROVE Scorecard			0.00/0.00	0.00
Q96 Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR		Store team member engagement	0.00/0.00	0.00
Q97 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.		-continue to engage our team members with company mission and also district projects. They are part of the Walgreens team and should also embrace with our culture.	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RXM and/or Store Manager	Specialty		0.00/0.00	0.00
Q66 Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.		-Fertility business has been improving. We are working with various programs to offer the best price for the patients.	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES		0.00/0.00	0.00
Q170 How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?		We are planning to continue to hire for this location. Due to the increase in sales, we are in a process to submit an increase in budget.	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167 Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES		0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00604325

WAG-MDL-03098.00732

Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	PSC card-great work, others do not apply	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinternal event reports	no issues.	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	no issues.	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:	continue to work with team to improve our excellent services. We received many referrals and also the team is working on getting more patients by doctor detailing.		
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues		0.00/0.00	0.00
	Strengths and opportunities:			
	Key corporate initiatives		0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Waigreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Jason is working on an action plan for the team. Opinion is what matters when we talk about changes.	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	yes.	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes.	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a).			
Q35	How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	no change.	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
Q36	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?	We talk about previous business and new information with the fertility business.	0.00/0.00	0.00
Q37	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes.	0.00/0.00	0.00
	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.			
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	We are working with 2 pharmacists to teach the skills at this time. They will be able to float and cover shifts at this location permanently in the the future.	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	n/a	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	Jason, please input your new personal goals in TMP.	0.00/0.00	0.00
	Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
	Theme		0.00/0.00	0.00

Confidential

2

CONFIDENTIAL

WAGCASF00604326

WAG-MDL-03098.00733

Q115 Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116 Pharmacy condition	(4)	0.00/0.00	0.00
Q117 Building Rx sales	(4)	0.00/0.00	0.00
Q118 Team Member Engagement	(4)	0.00/0.00	0.00
Q119 Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.		0.00/0.00	0.00
Q159 Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160 People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		0.00/0.00	0.00
Q161 Strategic LeadershipAdjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.		0.00/0.00	0.00
Q162 Customer LeadershipAnticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163 Healthy, Happy, and Creating Value Togetheris fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164 Functional CompetencyEmpowers othersPromotes pharmacy		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Q171 Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Live it: I see Paul and Jason always want the best for our patients with price and are always willing to go beyond. Be Real-	0.00/0.00	0.00
Q172 What feedback do you have for me around our cultural beliefs?		0.00/0.00	0.00
Overall Visit Notes:		0.00/0.00	0.00
Issues to share with District Team		0.00/0.00	0.00
Q128 Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.		0.00/0.00	0.00
Q173 Do you have anything to share with the CL? Use the comment box below to document.		0.00/0.00	0.00
Q166 Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk FY13 v2

10044 - Alexandra Tennison,MGR

Participant : Ronda J Lowe, Chris, Cindy
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 09/03/2013 10:23 Central Daylight Time

Questionnaire	Tue 09/03/2013 10:23 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY13_V2 - Pharmacy Supervisor Walk FY13 v2				
Question			0.00/0.00	0.00
Operating Statements			0.00/0.00	0.00
Q147	Has the store manager analyzed and reviewed their most recent operating statement with the RXM? When available, ask the RXM what they learned from the operating statement?	YES	0.00/0.00	0.00
Q63	List the highest opportunity and ask the manager what is their way forward (action plan) to improve this area?Ask the manager, where do they see their biggest opportunity?Verify that these action steps are correct.If not, use GROW to coach them in the right direction of where they should focus.Discuss with RXM (when available).Document the action steps in the comment box below.	Avg 90 days adj NTT Reached Balance Rewards to goal 75% Charge Backs	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the way forward (action plan) they committed to? Document your conversation in the comment box below.	NA	0.00/0.00	0.00
IMPROvE Scorecard			0.00/0.00	0.00
Q96	Please select 1-2 of the stores biggest areas of opportunityUse GROW to coach to these areas with the RXM and/or MGR	Total immunizations	0.00/0.00	0.00
Q97	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Are they currently taking action on these areas of opportunities? Verify that these action steps are correct.Discuss with RXM (when available).Document the action steps in the comment box below.	Flu Goal 180	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Please select 1 area where the store has the largest area of opportunityUse GROW to coach to these areas with the RxM and/or Store Manager	Bedside	0.00/0.00	0.00
Q66	Actions to improve on above area:Ask the manager where is their biggest opportunity?Ask the manager what is their way forward (action plan) to improve this area?Verify that these action steps are correct.Discuss with RXM (when available) Document the action steps in the comment box below.	How can we increase BSD ?	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list and verify that they are including pharmacy items on the list.	YES	0.00/0.00	0.00
Q170	How are you progressing with pharmacy workforce planning?Are they appropriately using a designated hitter?Does the store have the adequate FT/PT ratio to meet store needs?Are you anticipating any turnover? Are you taking any actions on any immediate hiring needs?Are you using your budgeted hours (over/under)?	Stephanie Tech will return in Oct but only part time	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q167	Is the pharmacy following the Good Faith Dispensing policy? Check the Refusal folder for documentation of Good Faith efforts. Ensure the DEA is being notified of all refusals to fill within 2 business days per policy.Ensure all pharmacists have access to the state's PDMP website (state specific).Ensure all pharmacy staff understands how to handle third party block messaging for sanctioned or restricted prescribers.	YES	0.00/0.00	0.00
Q58	Is the store actively promoting company initiatives? Examples of area may include but not limited to the following: *MTM *PSC cards *Vaccinations *Health tests *Flavoring *90 Day	YES	0.00/0.00	0.00
Q137	If yes, please explain which initiatives the store is promoting and how. If no, please explain why.	Flu Shots, SFGH donations, Balance Rewards	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx?STARS casesPeer reviewinlernal event reports	review Rx Quality website	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?	none	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Note the strengths and opportunities during the pharmacy visit. Examples include but are not limited to the following:				
Q145	*Sales *Work-flow *Marketing *Pharmacy Condition *Loss Prevention *Inventory *Productivity (Phoimometer) *Payroll *Quality *Customer Service *Buyout Opportunities *Generic Vendor Buys *90 Day Efficiency *MTM *Third Party Plan Issues *Competition *Transfer Logs * Deletes *Exception Queue Management Issues	MTM, no missed opportunities Workflow to allow for RPH to detail MDs or visit offices	0.00/0.00	0.00
Strengths and opportunities:				
Key corporate initiatives			0.00/0.00	0.00
Q146	Has the MGR and RXM reviewed and taken action on the key corporate initiatives? Explain any areas of concern in the comment box.	YES	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00

Confidential

1

CONFIDENTIAL

WAGCASF00604332

WAG-MDL-03098.00735

Q34	Talk to various team members throughout the store about the My Walgreens/My Voice Survey: Have you received feedback on your my Walgreens/My Voice survey? Have you participated in creating an effective way forward (action plan)? Please note the action steps are an on-going process and can be updated in TMP at any time.Are you making progress on the goals you set? Is the store using the engagement flip chart monthly? (Including the team GROW session)Add any GROW coaching comments you may have, to drive employee engagement.	Plan for engagement next year	0.00/0.00	0.00
Q174	Is the store manager and/or pharmacy manager, recognizing team members for doing their best work?Is the store manager and/or pharmacy manager, taking this opportunity to use focused recognition to drive the cultural beliefs?Is the store manager and/or pharmacy manager encouraging peer to peer recognition?	Yes, saying thanks but not using beliefs	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their store manager and/or pharmacy manager?Is the store manager and/or pharmacy manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open	0.00/0.00	0.00
Q35	Talk to me about any of your new hires or newly promoted team members in pharmacy? (if none type n/a). How are they doing in their new position? How did you set your expectations with them? Have they received all of the training that they need to be successful?If new-hire or recently promoted team member is currently working, have MGR introduce you to them.How are you onboarding your new hires?	tech on leave currently	0.00/0.00	0.00
Ask a few team members	Ask a team member: Did a 5 minute meeting happen today? If so, what did you cover?		0.00/0.00	0.00
Q36	What type of feedback are you hearing? What have you changed or implemented because of them?Verify that the pharmacy team is participating in all five minute meetings.Is a five-minute meeting taking place everyday? Is the store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	yes	0.00/0.00	0.00
Q37	Ask a team member: Do you know your goals for the day/week? Note the goals, analyze them and then use GROW coaching as necessary.	flu shot goals	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q39	Talk about your high performers. What is being done to help develop, make them feel challenged and grow their careers?What are you doing to cross train and develop other team members for future roles?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus.	plan in place	0.00/0.00	0.00
Q40	Talk about your low performers. What type of GROW coaching and development plans have they been provided?What steps have you taken to improve performance? (e.g., verbal, written or performance improvement plan).What are the next steps if they fail to improve?Are you using the GROW coaching method for engagement?Verify that these are the correct processes. If not, use GROW to coach them in the right direction of where they should focus. Document your conversation in the comment box below.	none	0.00/0.00	0.00
Q108	Have you documented the challenges with your low performers? Do you have a record of discussion on file?Verify that these are the correct processes. If not, coach them in the right direction of where they should focus. If you have started the discipline process, has it been documented in the Talent Management Portal (TMP)?If the discipline has not been documented, please explain why.Document your conversation in the comment box below.	NO	0.00/0.00	0.00
Q86	Discuss the RXM's personal development goals with the store manager, unless RXM is available: What steps have you made in order to achieve these goals?Are you on track to complete these goals?In which areas are you finding to be more challenging or may need some assistance?	staff development	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
Q115	Pharmacy waiting area condition	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(3) Achieving ExpectationsPromoting immunizationsActively calling on MTMsPromoting health tests and related servicesMaking adherence calls on regular basis	0.00/0.00	0.00
Q118	Team Member Engagement	(4)	0.00/0.00	0.00
Q119	Customer Experience: Providing genuine and friendly service; greeting and welcoming our customers/patients; proactively offering assistance to our customers/patients and thanking our customers/patients for shopping with us	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on each of the core competency areas as appropriate.			0.00/0.00	0.00
Q159	Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable solutions in a timely manner. Takes accountability for self and others actions to achieve business results.		0.00/0.00	0.00
Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.	how can we gain more MDs offices	0.00/0.00	0.00

Confidential

Q161	Strategic Leadership Adjusts behavior in response to new information or changing circumstances. Works effectively in unstructured or dynamic environments. Identifies areas where future change initiatives are required.	to refer patients to us ? How can we receive more BSD ?	0.00/0.00	0.00
Q162	Customer Leadership Anticipates and responds to customer needs.Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Q163	Healthy, Happy, and Creating Value Together Is fully engaged and inspires engagement in others.Promotes wellness in the workplace.Demonstrates commitment to creating value for the Company.		0.00/0.00	0.00
Q164	Functional Competency Empowers othersPromotes pharmacy		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
Q171	Give an example of how the store is demonstrating our cultural beliefs. Be One: I know what Walgreens must deliver and I align my daily action with others to make it happen. Be Real: I am open, honest and respectful in my words and actions everyday.Be Bold: I demonstrate courage in everything I do to create the future of Walgreens. Build Trust: I listen, seek to understand and always assume positive intent. Love Customers: I engage with customers and passionately innovate to exceed their needs. Own It: I constantly ask, "What else can I do to achieve our results?" and refuse to blame others. Live It: I help people get, stay and live well.	Own It:	0.00/0.00	0.00
Q172	What feedback do you have for me around our cultural beliefs?	need to start using it to recognize staff	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	Do you have anything to share with the CL? Use the comment box below to document.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00