

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

12141 - ,MGR

Participant : Eleanor Wong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 09/05/2013 14:00 Central Daylight Time

Questionnaire	Thu 09/05/2013 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96	Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Flu Immunizations , Others	0.00/0.00	0.00
Q97	Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES	0.00/0.00	0.00
Q63	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Goal is 25 this FY:promote flu shot to the male pts and seniors in the community and employees. Daily RX Smart count and ABC ordering procedure will be emphasized and closely followed. Placing manual order only after review the auto replenishment report printed. Release of allocation of specialty meds in Sept will help the days of supply since we don't have to stock too much	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Specialty	0.00/0.00	0.00
Q66	Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES	0.00/0.00	0.00
Q176	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	We are gaining more customers via Kaiser including SF area, Pacific Fertility Center, Dr. Yelian in S.CA, Dr. Purcell in Los Gatos, RSC in SJ, and Dr. Huang from Stanford	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list. Does the task list include pharmacy items?	YES	0.00/0.00	0.00
Q170	Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	We are requesting increase of budget due to increase of sales and customer counts. We are actively seeking Techs and training Rph as designated hitter.	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?				
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**CCSF v. Purdue Pharma,
et al. 3:18-CV-7591**

WAG-MDL-03100

Admitted: 6/02/2022

WAGCASF00604328

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Answer Yes, if the pharmacy is compliant with ALL off the bullets below:

Q167	Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58	Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Balance Rewards PSC Cards , Other		0.00/0.00	0.00
Q137	Please explain how the store is promoting the selected initiatives. If none, please explain why.	PSC for every cash customers. Promote balance rewards in every conversation. Inform every eligible patient to enroll the New Life Fertility program. Peer Review: Counsel on every growth hormone (Omnitrope and Tev-tropin) Rx including the mail outs since patients may not be familiar with the specific mixing and injecting procedures amount the clinics. "		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?			0.00/0.00	0.00
LP Dashboard					
Q184	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES	marcellus clark will give a presentation.	0.00/0.00	0.00
Q185	Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00	0.00
Pharmacy Operations					
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Rx Script Volume ,Deletes Strength: Rx Script Volume increase due to the push from the new life fertility discount program and the excellent customer services. Opportunity: Deletions needed to be follow through. This site is unique in terms of leaving rx on the shelf no more than 3 weeks due to the specialty. However, documentation of the patient status is crucial in order to RTS on time and making sure orders are picked up.		0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.			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(s))? 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 pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused			0.00/0.00	0.00

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	recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	encouraging peer to peer recognition.		
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store 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 RXM and/or 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? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
	Extraordinary Customer Care (ECC)		0.00/0.00	0.00
	ECC		0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score and target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
	Indicators of a strong plan could include:			
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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.	1 tech is getting more opportunity to do compound and data entry. Provided reminder and time for the tech and rph to complete the PPL's.	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.	Emphasized not to have overdue PPLs. Prioritize their work is the key to have the PPL's done on time.	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?	Able to create SMART goals: Challenge: Find time to practice it. P36Please	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
	Pharmacy Manager Core Competencies:		0.00/0.00	0.00
	Please comment on 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.		0.00/0.00	0.00

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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
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: walk an extra mile for the customers (deliver the meds to their home and doctor's office)	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	Be One: RxS always support the store.	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	List any follow-up items for the CL follow-up visit.	-please have Jason explain to CL the rebate program. -please check on inventory preparation. Paul will have the preliminary number. He is right on most of the time.	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

11385 - zafeer fazelbhoj,MGR

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

Questionnaire	Wed 09/04/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96	Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Income Before Carrying Charges ,Average 90-day Adjusted Scripts	0.00/0.00	0.00
Q97	Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES	0.00/0.00	0.00
Q63	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	MD Detailing Bedside Delivery Community Outreach	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Bedside	BSD and Immunizations	0.00/0.00
Q66	Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES	0.00/0.00	0.00
Q176	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	BSD: approach unit RNs MD Detailing: visiting and asking for their needs Immunizations: asking every customer	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list. Does the task list include pharmacy items?	YES	0.00/0.00	0.00
Q170	Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	No staffing 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
Is the pharmacy following the Good Faith Dispensing policy?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167	Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES	0.00/0.00	0.00
Q58	Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	MTM	0.00/0.00	0.00
Q137	Please explain how the store is promoting the selected initiatives. If none, please explain why.	Balance Rewards: goal 75%	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 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
LP Dashboard			0.00/0.00	0.00
Q184	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpRx	YES	0.00/0.00	0.00
Q185	Are the correct procedures for processing SDLs being followed?	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Rx Script Volume ,Doctor Detailing	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.	Rx Script Volume Immunizations	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00

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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(s))? 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 place	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store 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 pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to listen to all 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 RXM and/or MGR introduce you to them. How are you onboarding your new hires?	no ne hires, just new interns and 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? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES flu	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>AND</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
	Indicators of a strong plan could include:			
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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 to engage and inspire	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 business 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
		(3) Achieving Expectations		
Q117	Building Rx sales	Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on the core competency areas as appropriate.			0.00/0.00	0.00

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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.	Plan on growing into the new year	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.	pharmacy 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.		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: helping other stores with flu vaccine	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	Be One, involve all team members in the district	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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

01109 - Ming Fang,MGR

Participant : Ronda J Lowe, Steve
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Wed 09/04/2013 19:29 Central Daylight Time

Questionnaire	Wed 09/04/2013 19:29 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96	Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Inventory Management ,Flu Immunizations	Rx DOS over \$144k from goal	0.00/0.00
Q97	Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES	Plan to decrease inventory	0.00/0.00
Q63	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Rx Inv Review on hands Chargebacks \$4,100/6 months		0.00/0.00
Q168	If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	HIV	HIV COE development	0.00/0.00
Q66	Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00
Q176	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Store Manager and Pharmacy Manager committed to reducing dos		0.00/0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list. Does the task list include pharmacy items?	YES		0.00/0.00
Q170	Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hiller? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	new techs are training staff changes due to 2 techs going to school		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167	Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00
Q58	Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	MTM ,Health Tests		0.00/0.00
Q137	Please explain how the store is promoting the selected initiatives. If none, please explain why.	Completed CMR today Starting health testing, marketing materials out		0.00/0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review Internal event reports	review rx quality website with staff		0.00/0.00
Q61	Are there issues with any of our third party plans?	none		0.00/0.00
LP Dashboard			0.00/0.00	0.00
Q184	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpRx	YES		0.00/0.00
Q185	Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00
Pharmacy Operations			0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Services (MTM, etc.) ,Days of Supply Need to involve store manager		0.00/0.00

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Q177	Utilize the comment box to document the strengths and areas of opportunity.	and come up with a plan to decrease DOS. Adjust on hands, interstore, return, etc	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(s))? 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 make an action plan with store manager to help improve engagement score for next year	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store 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 pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, 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 RXM and/or MGR introduce you to them. How are you onboarding your new hires?	new hired tech is training and developing. need to increase due to maternity leave of tech	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? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>AND</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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	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 for rx 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	(2) needs lots of cno	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on the core competency areas as appropriate.			0.00/0.00	0.00
Operations/Business LeadershipAnalyzes work-related problems and identifies sustainable				

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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.	need to develop plan 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.	Be One: district floater training program	0.00/0.00	0.00
Q171				
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	Live It: community events	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
		Needs action plan for engagement		
Q173	List any follow-up items for the CL follow-up visit.	Needs action plan for rx dos reduction	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

03706 - SUSAN SUN,MGR

Participant : Ronda J Lowe, Mayuka, Lisèil, Adeline
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 09/05/2013 09:00 Central Daylight Time

Questionnaire	Thu 09/05/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Income Before Carrying Charges Average 90-day Adjusted Scripts		0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	BSD, Avg 90 days adj. IBCC all in need of improvement		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Bedside	Working with CPMC to increase BSD	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	BSD Avg 90 days adj IBCC		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. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	new transferred tech, work on developing and training		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	MTM , Immunizations Focus on MTM and Immunizations. Asking every customer for immunization. Sept: SFGH fundraiser		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.	review rx quality website		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx? STARS cases Peer review internal 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
LP Dashboard			0.00/0.00	0.00
Q184 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES		0.00/0.00	0.00
Q185 Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Q183 Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Services (MTM, etc.) , Rx Script Volume		0.00/0.00	0.00

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Q177	Utilize the comment box to document the strengths and areas of opportunity.	need to execute on MTM BSD and rx script volume increase	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(s))? 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 review and make action plan for next year engagement	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store 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 pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	be more open to communications and 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 RXM and/or MGR introduce you to them. How are you onboarding your new hires?	no new hires, just new transfer tech into store recently	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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score and target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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 motivate	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.	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?	Flu and immunization 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
			(5)Outstanding	
			Routinely meeting or exceeding immunization goals Routinely conducting	

Q117	Building Rx sales	MTMs on a weekly basis Routinely conducting health tests on regular basis Adherence calls (7-day and NTT) made on a daily basis	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on 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: thanks Jane for all the off sites for the district	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	Always 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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

01241 - Emily Ma,MGR

Participant : Ronda J Lowe, Alfred Morales, Donna
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 09/05/2013 12:00 Central Daylight Time

Questionnaire	Thu 09/05/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Average 90-day Adjusted Scripts , Non-Flu Immunizations		0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Action Plan needed to increase avg 90 days adj scripts		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Not Applicable		0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?			0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) 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. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	Designated hitters in place, no 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
Is the pharmacy following the Good Faith Dispensing policy?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Immunizations		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.	flu shots, Rx Table set up FE		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 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
LP Dashboard			0.00/0.00	0.00
Q184 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpXRx	YES		0.00/0.00	0.00
Q185 Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183 Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Services (MTM, etc.) , Rx Script Volume Strenth: RAISE and Store Scorecard Green MTMs are completed, great job Opportunity:		0.00/0.00	0.00
Q177 Utilize the comment box to document the strengths and areas of opportunity.			0.00/0.00	0.00

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		avg 90 days adj script ESI Recapture		
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(s))? 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 RXM for next year	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store 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 pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to speak 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 RXM and/or 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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>AND</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RXM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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	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 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
		(5)Outstanding		
Q117	Building Rx sales	Routinely meeting or exceeding immunization goals Routinely conducting MTMs on a weekly basis	great off sites	0.00/0.00

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	Routinely conducting health tests on regular basis Adherence calls (7-day and NTT) made on a daily basis		
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on 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.	Work on plan for new customer growth	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: good comments on staff Own It: offsite yesterday	0.00/0.00	0.00
Q172 Ask the RXM and/or store manager to provide you (theRXS) feedback on how you demonstrate our cultural beliefs.	Be One: Joined community party event	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 List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166 Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

10044 - Alexandra Tennison, MGR

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

Questionnaire	Thu 09/05/2013 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Average 90-day Adjusted Scripts , Flu Immunizations		0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Avg 90 days adj Flu and all other immunizations FY13 walk conducted on Sept. 3, see notes non FY13 walk		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Bedside		0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	BSD, immunizations, MD relationship building, increasing avg 90 days adj rx		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. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	tech on disability leave, using district 57 tech to cover		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	MTM , Immunizations		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.	Focus on MTM, don't have any missed opportunities		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
LP Dashboard			0.00/0.00	0.00
Q184 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES		0.00/0.00	0.00
Q185 Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183 Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Immunizations , Services (MTM, etc.) ,Rx Script		0.00/0.00	0.00

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	Volume		
Q177 Utilize the comment box to document the strengths and areas of opportunity.	Focus on MTM, Rx Script Volume, Immunizations, MD outreach	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(s))? 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.	develop action plan	0.00/0.00	0.00
Q174 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	yes, daily	0.00/0.00	0.00
Q175 Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to dicussions	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 RXM and/or 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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178 Is the RXM and/or store manager taking this opportunity to use focused storyteiling to drive the cultural beliefs?	YES	0.00/0.00	0.00
Q37 Ask a team member: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)		0.00/0.00	0.00
ECC		0.00/0.00	0.00
Q179 Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>and</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	0.00/0.00	0.00
Q181 Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:			
Q182 Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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	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, developing 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?	MD outreach and rx script increase	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
	(5) Outstanding		
Q116 Pharmacy condition	Entire pharmacy CNO Will pass all inspections (Fire, Steritech, etc.) Refrigerator CNO Ask Your	0.00/0.00	0.00

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	Pharmacist section has no outs		
Q117	Building Rx sales (4)	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on 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		0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (the RxS) feedback on how you demonstrate 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	List any follow-up items for the CL follow-up visit.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

11385 - zafeer fazelbhoy,MGR

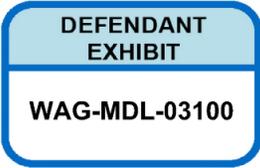
Participant : Ronda J Lowe, Jeff, Reed
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 09/05/2013 09:00 Central Daylight Time

Questionnaire	Thu 09/05/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96	Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVE scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Income Before Carrying Charges ,Average 90-day Adjusted Scripts	0.00/0.00	0.00
Q97	Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES	0.00/0.00	0.00
Q63	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	IBCC, Avg 90 days adj Rx Original walk completed on Sept 3 under FY13 RxS walk	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27	Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Bedside	Need plan to increase BSD	0.00/0.00
Q66	Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES	0.00/0.00	0.00
Q176	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	BSD, growing new business with hospital discharges	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. Does the task list include pharmacy items?	YES	0.00/0.00	0.00
Q170	Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	developing existing techs,no new techs	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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167	Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES	0.00/0.00	0.00
Q58	Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	MTM, Immunizations	0.00/0.00	0.00
Q137	Please explain how the store is promoting the selected initiatives. If none, please explain why.	BR: need to enter in all transactions, goal 75% review rx quality website with staff	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	0.00/0.00	0.00
LP Dashboard			0.00/0.00	0.00
			0.00/0.00	0.00
Q184	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpRx	YES	0.00/0.00	0.00
Q185	Are the correct procedures for processing SDLs being followed?	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Services (MTM, etc.) ,Rx Script Volume	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.	IBCC, Rx Script Volume	0.00/0.00	0.00

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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(s))? 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. develop action plan with store manager	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition? yes, monthly 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 pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs? yes, we listen	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 RXM and/or 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? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day? YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary. YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)		0.00/0.00	0.00
ECC		0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score and target. YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care? YES	0.00/0.00	0.00
Indicators of a strong plan could include:			
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports. 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	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 had a grow session	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? 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
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on 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
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	0.00/0.00	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 work with store manager on plan to grow Rx sales	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 Liseli and Jeff	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	Build Trust	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	List any follow-up items for the CL follow-up visit.	need SFGH pins	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

03849 - Qiaoying Ye,MGR

Participant : Ronda J Lowe, Sue
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Tue 09/24/2013 13:00 Central Daylight Time

Questionnaire	Tue 09/24/2013 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROvE Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROvE scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Average 90-day Adjusted Scripts , Pharmacy Delight ,Inventory Management		0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	NTT Reached: complete daily Rx Delight: ask customers for survey Rx DOS: on hands, inv over 100K from goal MTM Immunizations Health Testing: print marketing materials and pass out to customers		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing	Print marketing buckslips and pass out to customers	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	NTT Reached: complete daily Rx Delight: ask customers for survey Rx DOS: on hands, inv over 100K from goal MTM: goal is to complete all cmr and tips Immunizations: outreach to community Outreach to Senior Centers to increase Med D customers Health Testing: print marketing materials and pass out to 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. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	no workforce issues at this time 2 techs out on vacation/maternity		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal	YES		0.00/0.00	0.00

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	folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.			
Q58	Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Immunizations	0.00/0.00	0.00
Q137	Please explain how the store is promoting the selected initiatives. If none, please explain why.	Asking for Flu shots, answering phone. Start overhead paging	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 report 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
LP Dashboard			0.00/0.00	0.00
Q184	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES	0.00/0.00	0.00
Q185	Are the correct procedures for processing SDLs being followed?	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Retention Pharmacy Delight	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.	NTT reach, need to get to goal Rx Delight to target Rx DOS to goal	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(s))? 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 for next year	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	Recognize techs for good work	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, open to listen	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 RXM and/or 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? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES Flu shots	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score and target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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.	plans to motivate	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 to improve	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				

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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.	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?	Challenge and hold staff accountable to drive 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
			(3) Achieving Expectations	
Q116	Pharmacy condition	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
			(3) Achieving Expectations	
Q117	Building Rx sales	Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
			Thanks for off sites	
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on 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 hold staff accountable	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.	Rx Delight to target	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	Ask the RXM and/or store manager to provide you (the RxS) feedback on how you demonstrate our cultural beliefs.	Build Trust	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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

03869 - Eugene Wong,MGR

Participant : Ronda J Lowe, Mr Hagg, Luong
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 09/06/2013 08:00 Central Daylight Time

Questionnaire	Fri 09/06/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96	Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVE scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Average 90-day Adjusted Scripts , Flu Immunizations	0.00/0.00	0.00
Q97	Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES	0.00/0.00	0.00
Q63	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Focus on Flu, Immunizations, Avg 90 day adj, new customers, outreach to community	0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing	Let's start promoting health testing	0.00/0.00
Q66	Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES	0.00/0.00	0.00
Q176	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Print handouts for health testing to let customer know of this service Community outreach to increase new customers	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list. Does the task list include pharmacy items?	YES	0.00/0.00	0.00
Q170	Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of 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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167	Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES	0.00/0.00	0.00
Q58	Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	MTM ,Balance Rewards	0.00/0.00	0.00
Q137	Please explain how the store is promoting the selected initiatives. If none, please explain why.	Great job on MTM and BR, keep it up Focus on flavoring and immunizations, and health testing	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. Techs are great 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
LP Dashboard			0.00/0.00	0.00
Q184	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to Improve Profit Protection? Employee Metrics (Including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES	0.00/0.00	0.00
Q185	Are the correct procedures for processing SDLs being followed?	YES	0.00/0.00	0.00

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Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Immunizations , Rx Script Volume ,Senior Outreach Strengths: MTM, BR, quality Opportunity: Rx Script Volume, Immunizations, senior and community outreach	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.		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(s))? 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.	Have store manager review action plan with pharmacy manager	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	Yes, staff is recognized	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes staff is given opportunity to 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 RXM and/or 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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>AND</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RXM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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 to teach new concepts in ABC ordering	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 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?	Community outreach and increase new 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	(4)	0.00/0.00	0.00
Q116	Pharmacy condition	(4)	0.00/0.00	0.00

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		(3) Achieving Expectations		
Q117	Building Rx sales	Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on 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.	Action plan to grow business is needed	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: community gathering	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	Be One: together with community at Lava	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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

13671 - ,MGR

Participant : Ronda J Lowe, Mr Wong, Susan
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Fri 09/06/2013 09:29 Central Daylight Time

Questionnaire	Fri 09/06/2013 09:29 Central Daylight Time	Comments	Points/Total	Score(%)	
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00	
Question					
Operating Statements and IMPROVe Scorecards			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	
Q96	Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Income Before Carrying Charges ,Average 90-day Adjusted Scripts	0.00/0.00	0.00	
Q97	Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES	0.00/0.00	0.00	
Q63	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	IBCC Avg 90 days adj scripts	0.00/0.00	0.00	
Q168	If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES	0.00/0.00	0.00	
Other (Programs Unique to Store)			0.00/0.00	0.00	
Q27	Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	HIV	HIV COE promotion of services	0.00/0.00	0.00
Q66	Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES	0.00/0.00	0.00	
Q176	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Opportunity: New customer, new business Community outreach, senior outreach Health Fair scheduled in 2 weeks	0.00/0.00	0.00	
Planning Process			0.00/0.00	0.00	
Q169	Review the store manager's daily task list. Does the task list include pharmacy items?	YES	0.00/0.00	0.00	
Q170	Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	no staffing 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	
Is the pharmacy following the Good Faith Dispensing policy?					
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:					
Q167	Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES	0.00/0.00	0.00	
Q58	Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	MTM ,Balance Rewards , Flavoring , Immunizations	0.00/0.00	0.00	
Q137	Please explain how the store is promoting the selected initiatives. If none, please explain why.	Creating excitement with staff to promote	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	
LP Dashboard			0.00/0.00	0.00	
Q184	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES	0.00/0.00	0.00	
Q185	Are the correct procedures for processing SDLs being followed?	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Rx Script Volume ,Senior Outreach ,Doctor Detailing	0.00/0.00	0.00	

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	Opportunities: Rx script volume, new customers 7 day call list to goal	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(s))? 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 next year	0.00/0.00 0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	yes, 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 pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, during meetings and 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 RXM and/or 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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00 0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00 0.00
Extraordinary Customer Care (ECC)			0.00/0.00 0.00
ECC			0.00/0.00 0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score and target.	YES	0.00/0.00 0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00 0.00
Indicators of a strong plan could include:			
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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.	challenge 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.	keep working 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?	Positive outcomes of outreach efforts	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
		(5)Outstanding	
		Routinely meeting or exceeding immunization goals Routinely conducting	

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Q117	Building Rx sales	MTMs on a weekly basis Routinely conducting health tests on regular basis Adherence calls (7-day and NTT) made on a daily basis	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on 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.	Keep focus on plan to build new 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.	Keep on top of ECC training for staff	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	Empower and delegate to staff to help train them in all areas	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: Thanks for reaching out to 1126 for help with off site	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	Live It: help with health fair	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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

06557 - Janet Shaw,MGR

Participant : Ronda J Lowe, Apple, Justin
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 09/10/2013 00:00 Central Daylight Time

Questionnaire	Tue 09/10/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.0	0.0
Question				
Operating Statements and IMPROVE Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVE scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.		Average 90-day Adjusted Scripts , Non-Flu Immunizations , Balanced Rewards % of Transactions	0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.		Avg 90 day adj script Balance Rewards MTM NTT calls, 7 day call list	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).		n/a	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
		Retention: We will promote our benefits in having a Balance Rewards card to build loyalty. Educating our staffs (FE and RX) on how does the point system works for the Balance Rewards. To further capture more Balance Rewards members, we will set up a table in front to let our customers know we are giving away free reusable shopping bags if you are a balance rewards member.		
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) 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. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
		Acquisition: RX staffs have to be proactive in asking diabetic patients where they are getting their diabetic testing supplies. Aside from improving acquisition, we are also building a relationship with our patients to create an experience and promote ECC.		

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Q170	Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	Execution: New to Therapy Call list (NTT): Balance workload by providing extra coverage from the FE to allow the pharmacists to perform the call list. Print and call this list before smart count; therefore, we will not forget to call. 7-Day Call list: Provide extra coverage from FE, crosstrain to make sure the 7-day call list are being performed, most importantly follow up with feedback to make sure it is effective	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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167	Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES	0.00/0.00	0.00
Q58	Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Immunizations	0.00/0.00	0.00
Q137	Please explain how the store is promoting the selected initiatives. If none, please explain why.	asking for flu shots	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 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
LP Dashboard			0.00/0.00	0.00
Q184	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES	0.00/0.00	0.00
Q185	Are the correct procedures for processing SDLs being followed?	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Retention ,Rx Script Volume , Balance Rewards	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.	Strenth: Rx conditions, payroll, good improvement on rx dos Opportunities: rx script volume, MTM, Balance Rewards	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(s))? 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 pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	yes, Be One	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, 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 RXM and/or 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 ? What topics were covered? What				

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Q36	type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>AND</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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	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 and delegating to 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	(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
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on 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 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.	engage and inspire team to do their best	0.00/0.00	0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	delegate and give out assignments to 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, Love Customer	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	Build Trust	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

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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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

09886 - Jesus Jimenez,MGR

Participant : Ronda J Lowe, Becky
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Fri 09/06/2013 09:00 Central Daylight Time

Questionnaire	Fri 09/06/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Inventory Management ,Flu Immunizations		0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Rx DOS, over 117K MTM Balance Rewards: Goal is 75% NTT Reached Charge Bakcs at \$1,754 for 6 months Original walk entered under FY13 on Sept. 3, 2013		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Not Applicable n/a		0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?			0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) 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. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	in process of new hire cashier, tech		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	MTM ,Balance Rewards , Immunizations Balance Rewards to goal Immunizations to goal, let's start promoting Monthly collections on MTM		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.			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 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
LP Dashboard			0.00/0.00	0.00
Q184 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy	YES		0.00/0.00	0.00

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Price Modifies LpxRx				
Q185	Are the correct procedures for processing SDLs being followed?	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Immunizations , Pharmacy Condition	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.	Needs some CNO organization of paperwork on countertops	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(s))? 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 pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	yes, thanking team regularly	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to our 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 RXM and/or MGR introduce you to them. How are you onboarding your new hires?	no new hire yet, but soon to start	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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>AND</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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 develop and motivate	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 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?	organization of workflow	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	(2) CNO and paperwork organization needed	0.00/0.00	0.00

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		(3) Achieving Expectations		
Q117	Building Rx sales	Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on 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.	Get team involved in daily organization and workflow process	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.	engage and keep developing team for higher performance	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	Ask the RXM and/or store manager to provide you (the RxS) feedback on how you demonstrate our cultural beliefs.	Be One	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.	OPT: need some training and retraining in workflow and daily organization	0.00/0.00	0.00
Q173	List any follow-up items for the CL follow-up visit.	Need Pins for SFGH fundraiser Needs some organization and workflow direction	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

02705 - Danny Kwan,MGR

Participant : Ronda J Lowe, Quyen, Helen
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Mon 09/09/2013 12:00 Central Daylight Time

Questionnaire	Mon 09/09/2013 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROvE Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROvE scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.		Average 90-day Adjusted Scripts , Overall Delight	0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.		Action Plan to Increase Rx: Detailing local area business which will help with off-sites too. Medicare D enrollment speaking events to local area senior centers Action Plan to improve Overall Delight: Help with language barrier, use the BA and Ambassadors to help with translation.	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing	Let's get started, print flyers and pass out to customers, asap	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.		Start promoting Health Testing, need more MTM collections, growing Rx script volume through community outreach	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?		Designated hitter are the MGTs No turnover or new employees 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
Is the pharmacy following the Good Faith Dispensing policy?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:		MTM ,Health Tests , Immunizations Give time to Stephanie to do MTM, print out brochures to	0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.			0.00/0.00	0.00

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		promote Health Testig, Keep promoting immunizations		
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
	LP Dashboard		0.00/0.00	0.00
Q184	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES	0.00/0.00	0.00
Q185	Are the correct procedures for processing SDLs being followed?	YES	0.00/0.00	0.00
	Pharmacy Operations		0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Retention ,Rx Script Volume , Pharmacy Delight Strength: Retention, Rx Delight, NTT, 7 day sold vs. delete	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.	Opportunity: Rx Script Volume, MTM	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(s))? 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 pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	Not recently, but we have in FE	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Pharmacy Staff is 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 RXM and/or 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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	Need to have daily 5 min meetings consistently	0.00/0.00
Q178	Is the RXM and/or store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?	YES		0.00/0.00
Q37	Ask a team member: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	Immunization Goals	0.00/0.00
	Extraordinary Customer Care (ECC)		0.00/0.00	0.00
	ECC		0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>AND</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	Review with entire staff the Delight targets and scores monthly	0.00/0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES		0.00/0.00
	Indicators of a strong plan could include:			
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	YES		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 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.	Action plan for improvement in place	0.00/0.00	0.00
	Have you documented the challenges with your low performers? Do you have a record of			

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.	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 staff prior to having expectations for 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
(3) Achieving Expectations				
Q115	Pharmacy waiting area condition	Minimal mylars missing or signs Effective Merchandising Waiting area clean in/out-window clutter free Immunization area is clean and sterile	0.00/0.00	0.00
(3) Achieving Expectations				
Q116	Pharmacy condition	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
(3) Achieving Expectations				
Q117	Building Rx sales	Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis senior and community outreach	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on 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.	train and develop 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.	strategic plan to increase customer base and plan when competition comes	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: new employees FE Be One : community gathering 2 weeks ago Terry : Be One, saying Be Well Be One: attended community Lava Lounge event	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate 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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

01626 - Marvin Manabat, MGR

Participant : Ronda J Lowe, Qi, Mr Reid
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Tue 09/10/2013 09:00 Central Daylight Time

Questionnaire	Tue 09/10/2013 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVE Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVE scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.		Process Improvement ,Flu Immunizations , Balanced Rewards % of Transactions	0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.		MTM Balance Rewards Immunizations Health Testing NTT Calls	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing	Print brochures and start to give out to customers	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.		MTM 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. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?		no workforce changes	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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:		Immunizations	0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.		Flu Shot Table Asking all customers review Rx quality website decrease sig codes	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	0.00/0.00	0.00
LP Dashboard			0.00/0.00	0.00
Q184 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpRx	YES		0.00/0.00	0.00
Q185 Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183 Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:		Retention , Immunizations , Senior Outreach Strength: engagement and	0.00/0.00	0.00

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Q177	Utilize the comment box to document the strengths and areas of opportunity.	teamwork Opportunity: Community and senior outreach, immunizations, balance rewards	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(s))? 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 developed and implemented	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	Yes, we thank them and recognized them, but forget 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 pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Yes, 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 RXM and/or 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? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>AND</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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 challenge and 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 and working in on areas 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?	Business management, growing new customers and Rx volume	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
		(3) Achieving Expectations		
		Promoting immunizations		

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Q117	Building Rx sales	Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on 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 help RxM develop	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.	Strength	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 on plans	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.	strength, keep on top of delight scores	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.	strength: engagement of team	0.00/0.00
Q164	Functional Competency	Empowers others Promotes pharmacy	continue to delegate and empower team	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: Jackie in health fairs and Qi	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRxs) feedback on how you demonstrate our cultural beliefs.	Be Real	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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

03707 - Michael Kwong,MGR

Participant : Ronda J Lowe, Char, Mike
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 09/11/2013 00:00 Central Daylight Time

Questionnaire	Wed 09/11/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)	
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00	
Question					
Operating Statements and IMPROVE Scorecards			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	
Q96	Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVE scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Direct Expense , Pharmacy Delight ,Balanced Rewards % of Transactions	improve on balance rewards and speak to tech regarding offering flu and non flu shots	0.00/0.00	0.00
Q97	Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES	Will write up plan and do reminders during 5 minute meetings	0.00/0.00	0.00
Q63	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	1. greatest opportunity in chargebacks.Will notify nurses and get hard copies and chart history. 2. Spend more time in calling pt for MTMs and reminders for annual flu shots. 3. Make sure RXM and Store Manager attends community events such as the AIDs walk and Step Out..		0.00/0.00	0.00
Q168	If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00	
Q27	Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Bedside	Goal is 12 rx a day.	0.00/0.00	0.00
Q66	Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Bedside Delivery 1. Tech will round with nurses and team to recruit more patients and to advertise walgreens for discharging meds 2. Educate Discharge coordinators and MD's to automatically send ecribe or fax orders in.		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00	
Q169	Review the store manager's daily task list. Does the task list include pharmacy items?	YES	1. Check price modifies and delete lists. Make sure techs are utilizing lists to notify patients rx are ready. Offer delivery and mailing.	0.00/0.00	0.00
Q170	Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	1. Currently 3 cross trained techs and 2 techs in school. Cross train all staff for vacation coverage. Will anticipate techs leaving will continue to develop new techs. Will look		0.00/0.00	0.00

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	into hiring...		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167	Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES	0.00/0.00	0.00
Q58	Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Balance Rewards Immunizations The techs are asking both at the in window and outwindow regarding immunizations	0.00/0.00	0.00
Q137	Please explain how the store is promoting the selected initiatives. If none, please explain why.	Stars are reviewed on monthly basis with all techs	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review internal event reports	Medicare Part B chargebacks. We will work on actively getting chart notes	0.00/0.00	0.00
Q61	Are there issues with any of our third party plans?		0.00/0.00	0.00
LP Dashboard			0.00/0.00	0.00
Q184	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (Including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES	0.00/0.00	0.00
Q185	Are the correct procedures for processing SDLs being followed?	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Rx Script Volume Pharmacy Delight Doctor Detailing Increase doctor detailing on a monthly basis.	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.	Schedule montly review to increase sales.	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(s))? 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.	Grow session with current new techs. Develop training sessions. Assigned Best Friend to develop goals.	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	Store Managers and RXM will get lunch for all staff to acknowledge hard work. Staff will voice out opinions on how to improve efficiency in the pharmacy. Staff will try to solve problems	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Jing Jing is a very hard worker. She needs to be trained in the basics and needs more practice with third party issues	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 RXM and/or 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 meeling happen today ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeling taking place every day?	NO	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team	YES	0.00/0.00	0.00

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members know the store's Delight score and target.

Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES		0.00/0.00	0.00
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Indicators of a strong plan could include:

Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	YES	Monitor new staff techs weekly. Give feedback and review in 1 week	0.00/0.00	0.00
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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.		Senior Techs are high performers. Partner up senior techs with new techs to develop skills	0.00/0.00	0.00
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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.		New techs are green. Need to start with basics and develop skills in third party training	0.00/0.00	0.00
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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	Will Start PIP	0.00/0.00	0.00
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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?		1. Develop more MD connections in specialty medications. Drive RX sales in LDD.	0.00/0.00	0.00
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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 Expectations

Q115	Pharmacy waiting area condition		Minimal mylars missing or signs Effective Merchandising Waiting area clean in/out-window clutter free Immunization area is clean and sterile	0.00/0.00	0.00
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(3) Achieving Expectations

Q116	Pharmacy condition		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
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(3) Achieving Expectations

Q117	Building Rx sales		Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
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Pharmacy Manager Core Competencies:				0.00/0.00	0.00
Please comment on 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.		1. Review Ledger on developing skills in reading for Sales and Cost analysis	0.00/0.00	0.00
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Q160	People LeadershipEncourages an atmosphere of open two-way communication. Shows mutual respect while promoting and developing a diverse and inclusive team.		1. Develop open door policy in improving work flow ie bedside	0.00/0.00	0.00
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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 LDD and specialty medications. Develop raincatcher	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.	Develop customer care. Make sure to call patient and for call reminder	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.	Reminder for cultural beliefs	0.00/0.00	0.00
Q164	Functional Competency Empowers othersPromotes pharmacy	Promotes techs to complete all daily duties	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.	1. Love customers in oncology transplant and rheumatoid arthritis patients. Currently all on sr2 and auto fill. Patients receive reminder calls and auto shipment. We make sure to love our customers	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	1. Own it: as a supervisor I support my clinic managers in empowering them to take on projects such as bedside and raincatcher. I fight to give them hours and drug supplies	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	List any follow-up items for the CL follow-up visit.	None	0.00/0.00	0.00
Q166	Additional comments:	None	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

01393 - Xin Cai,MGR

Participant : Ronda J Lowe, Chi, Cynthia
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 09/12/2013 13:00 Central Daylight Time

Questionnaire	Thu 09/12/2013 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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	reassign charge back to the right staff member to increase potential collection	0.00/0.00 0.00
Q96	Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Income Before Carrying Charges ,Overall Delight , Pharmacy Delight		0.00/0.00 0.00
Q97	Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00 0.00
Q63	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	IBCC: increasing front end sales through PB OTC recommendation Delight Score: Promote receipt surveys, do ECC		0.00/0.00 0.00
Q168	If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	NA		0.00/0.00 0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27	Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing	Deadline to get ready for HT in 2 weeks	0.00/0.00 0.00
Q66	Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00 0.00
Q176	Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Action plans for IBCC, delight, and health testing are in place and committed		0.00/0.00 0.00
Planning Process			0.00/0.00	0.00
Q169	Review the store manager's daily task list. Does the task list include pharmacy items?	YES	Immunization, cross train, PSC, stock,,	0.00/0.00 0.00
Q170	Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	No hiring needs		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167	Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00 0.00
Q58	Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	MTM ,Balance Rewards ,PSC Cards ,Flavoring , Immunizations ,90 Day		0.00/0.00 0.00
Q137	Please explain how the store is promoting the selected initiatives. If none, please explain why.	Rxm sometimes hold front store meetings		0.00/0.00 0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review internal 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
LP Dashboard			0.00/0.00	0.00
Q184	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES		0.00/0.00 0.00
Q185	Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00 0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples			Retention ,	

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		Expectations	
Q115	Pharmacy waiting area condition	Minimal mylars missing or signs Effective Merchandising Waiting area clean In/out-window clutter free Immunization area is clean and sterile	0.00/0.00 0.00
		(3) Achieving Expectations	
Q116	Pharmacy condition	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
		(3) Achieving Expectations	
Q117	Building Rx sales	Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00 0.00
Pharmacy Manager Core Competencies:			0.00/0.00 0.00
Please comment on 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.	on the plan to create 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.	Continue with good customer services to draw customers. also been talking to hospice and nursing home when they call in rx to get contact person to see if we can gain more volume	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.	trying to go beyond expectations	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.	same as people leadership	0.00/0.00 0.00
Q164	Functional CompetencyEmpowers othersPromotes pharmacy	been assigning projects to team members and monitor development	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, we believe incompany directions to promote people health and change the pharmacy relationship from transactional to relational	0.00/0.00 0.00
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	build trust	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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

07150 - Mengwah Chai,MGR

Participant : Ronda J Lowe, Richard
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Fri 09/13/2013 13:00 Central Daylight Time

Questionnaire	Fri 09/13/2013 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Pharmacy Delight ,Balanced Rewards % of Transactions	BR to goal and Rx Delight to green	0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Balance Rewards to 75% Ask for patient to enter BR # even if they do not get points. Encourage ALL patients to enroll MTM involve Staff RPH Rx Delight Ask ALL customer to take the survey Decrease wait times		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing	Start advertising. Go to store-net to print marketing materials to give to customers. Let's get started NOW	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Focus on: Rx DOS Balance Rewards MTM Immunizations Rx Delight		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list. Does the task list include pharmacy items?	NO		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	2 new techs in training now Lots of development		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Balance Rewards ,Immunizations		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.	Ask ALL customer for Immunizations and BR		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 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
LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to				

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WAG-MDL-03100.00052

Q184	Improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES		0.00/0.00	0.00
Q185	Are the correct procedures for processing SDLs being followed? Pharmacy Operations	YES		0.00/0.00 0.00/0.00	0.00 0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:		Services (MTM, etc.), Shrink, Balance Rewards, Days of Supply	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.		Opportunity: Rx DOS BR MTM Strength Shrink Rx Script Volume	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(s))? 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 and implemented Dinner outing has helped with engagement	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?		Geraldine: Thanked her for stepping up and Be One to teach new techs	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?		Ask for feedback during daily 5 min meetings or daily gatherings when you discuss issues.	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 RXM and/or MGR introduce you to them. How are you onboarding your new hires?		New hires just started with PPLs	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? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES		0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	Immunization goals, BR goals, MTM goals,	0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>AND</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	Show staff the monthly delight scores and ask for feedback to improve and review the goals	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members?	YES	Store Manager needs to review ECC with RxM and rx staff	0.00/0.00	0.00
Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?					
Indicators of a strong plan could include:					
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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.		Involve staff rph in off-sites, 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.		Marlen: develop and train MTM	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
Discuss the RXM's personal development goals with the store manager, unless RXM is available:					
				staff development and training and	

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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?	delegated to staff Hold staff accountable 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
		(3) Achieving Expectations		
Q115	Pharmacy waiting area condition	Minimal mylars missing or signs Effective Merchandising Waiting area clean in/out-window clutter free Immunization area is clean and sterile	0.00/0.00	0.00
		(3) Achieving Expectations		
Q116	Pharmacy condition	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
		(3) Achieving Expectations		
Q117	Building Rx sales	Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	2 off sites so far, one more on the way 0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on 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.	leading team, holding accountable	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.	More business, growth of 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.		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.	no cards given recently general recognitions for good works SFLs recognized Christina tech recognized for finding info on store-net Be One: Richard engagement dinner See great engagement since dinner Build Trust: open to talk to with difficult issues, understand and help	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRXS) feedback on how you demonstrate 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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

01120 - Kevin Thach,MGR

Participant : Ronda J Lowe, Manuel, Mr Xu
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Thu 09/19/2013 01:00 Central Daylight Time

Questionnaire	Thu 09/19/2013 01:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVE Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVE scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Average 90-day Adjusted Scripts , Inventory Management		0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Avg 90 days adj New customers Community Outreach to get new customers and new Medicare D customers NTT reached Immunizations, off-sites Workflow, efficiency		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing	Let's start marketing health testing asap	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Avg 90 days adj New customers Community Outreach to get new customers and new Medicare D customers NTT reached Immunizations, off-sites Workflow, efficiency		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	Hire one tech and one intern to start to help with coverage issues		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Immunizations		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.	Asking each customer, off-sites		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 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
LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to				

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Q184	Improve Profit Protection? Employee Metrics (Including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES	0.00/0.00	0.00
Q185	Are the correct procedures for processing SDLs being followed? Pharmacy Operations	YES	0.00/0.00 0.00/0.00	0.00 0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Retention ,Rx Script Volume Avg 90 days adj New customers Community Outreach to get new customers and new Medicare D customers NTT reached Immunizations, off-sites Worflow, efficiency	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.		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(s))? 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 next year engagement	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	yes, always thanking them	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	Open communications 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 RXM and/or MGR introduce you to them. How are you onboarding your new hires?	need to hire tech and intern to help with coverage issues	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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>AND</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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	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.	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?	Staff development, hold staff accountable and	0.00/0.00	0.00

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Please Rate the Following on a 1-5 Scale (with 5 being Outstanding) Theme	drive for results	0.00/0.00 0.00/0.00	0.00 0.00
	(3) Achieving Expectations		
	Minimal mylars missing or signs Effective Merchandising Waiting area clean in/out-window clutter free Immunization area is clean and sterile		
Q115 Pharmacy waiting area condition		0.00/0.00	0.00
	(3) Achieving Expectations		
	Product off of floor Clear path to all fire exits No product in prohibited areas DPI records are put away		
Q116 Pharmacy condition		0.00/0.00	0.00
	(3) Achieving Expectations		
	Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis		
Q117 Building Rx sales		0.00/0.00	0.00
Pharmacy Manager Core Competencies:			
Please comment on 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. Strategic Leadership Adjusts behavior in response to new information or changing circumstances.	0.00/0.00	0.00
Q161	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			
		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	Ask the RXM and/or store manager to provide you (the RxS) feedback on how you demonstrate 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.	0.00/0.00	0.00
Q173	List any follow-up items for the CL follow-up visit.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

02866 - Bonnie Wong, MGR

Participant : Ronda J Lowe, Garland, Shirley
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Tue 09/17/2013 00:00 Central Daylight Time

Questionnaire	Tue 09/17/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Average 90-day Adjusted Scripts , Inventory Management		0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Rx DOS over 30K to goal Avg 90 day adj MTM need to start NTT calls to goal		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	HIV		0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Rx DOS over 30K to goal Avg 90 day adj MTM need to start NTT calls to goal		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	none		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Immunizations		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.	Flu Shots Let's get promoting SFGH fundraiser		0.00/0.00	0.00
Q138 Are there any quality control issues in Rx? STARS cases Peer review Internal 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
LP Dashboard			0.00/0.00	0.00
Q184 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpRx	YES		0.00/0.00	0.00
Q185 Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183 Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Immunizations , Rx Script Volume ,Days of Supply Opportunities Rx DOS over 30K to goal Avg 90 day adj MTM need to start NTT calls to goal Strength		0.00/0.00	0.00
Q177 Utilize the comment box to document the strengths and areas of opportunity.			0.00/0.00	0.00

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	Community outreach		
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(s))? 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.	work on action plan for next year	0.00/0.00	0.00
Q174 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store 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 pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	ask staff for feedback and ideas	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 RXM and/or MGR introduce you to them. How are you onboarding your new hires?	new hire: continue to train	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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178 Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)		0.00/0.00	0.00
ECC		0.00/0.00	0.00
Q179 Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score and target.	NO	0.00/0.00	0.00
Q181 Based on conversations with a few pharmacy team members: Is the Rxm and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:			
Q182 Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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.	work 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.	work 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?	development and training of staff, be approachable to staff	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
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on 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 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: with district and helping floaters	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (the RxS) feedback on how you demonstrate our cultural beliefs.	Be One: attending health fair	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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

01054 - Gerald Martinez,MGR

Participant : Ronda J Lowe, Alvin Chiang
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 09/18/2013 00:00 Central Daylight Time

Questionnaire	Wed 09/18/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.		Average 90-day Adjusted Scripts , Pharmacy Delight ,Inventory Management	0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.		Areas to Focus and needs improvement: Avg 90 Days adj Pharmacy Delight Balance Rewards Medicare B, Diabetes Testing Supplies to goal Rx DOS to goal, 20K over goal Chargebacks/Coil ections	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Not Applicable	n/a	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?			0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) 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. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hilter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?		no turnover or staffing needs New 2 days a week RPH in place, first week	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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Immunizations		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.	Flu, SFGH fundraiser		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
LP Dashboard			0.00/0.00	0.00
Q184 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpRx	YES		0.00/0.00	0.00
Q185 Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00

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WAG-MDL-03100.00061

		Services (MTM, etc.), Rx Script Volume, Pharmacy Delight, Balance Rewards		
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:		0.00/0.00	0.00
		Opportunities Rx Script Volume Rx Delight Balance Rewards		
Q177	Utilize the comment box to document the strengths and areas of opportunity.	Strength productivity, rx condition, quality, payroll	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(s))? 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 implement action plan to increase engagement scores next year	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	yes, saying thanks to a job well done	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes always listen	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 RXM and/or MGR introduce you to them. How are you onboarding your new hires?	new 2 days a week rph just started keep training and developing him	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? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score and target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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 keep motivated	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 improve	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?	engagement positive attitude lead by example and be positive and motivate staff to see the good in new processes	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

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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
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on 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.	Train and develop		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.	Customer satisfaction 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.			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 Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	Live 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 List any follow-up items for the CL follow-up visit.	none		0.00/0.00	0.00
Q166 Additional comments:	none		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

01126 - ,MGR

Participant : Ronda J Lowe, Joel
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Wed 09/18/2013 13:00 Central Daylight Time

Questionnaire	Wed 09/18/2013 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Average 90-day Adjusted Scripts , Pharmacy Delight ,Others		0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
	-Continue to cross train FE employees to handle IC3 calls - Ask every customer for their balance rewards card to increase enrollments - Continue to provide the best customer service to encourage higher volume - Attract new customer base by holding a health fair in our parking lot to introduce our expanded services			
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) 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 action plan(s) they committed to? Document your conversation in the comment box below.	YES	-the IC3 calls have improved customer service	0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing	start promoting, print out brochures from store net	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
	-Continue to cross train FE employees to handle IC3 calls - Ask every customer for their balance rewards card to increase enrollments - Continue to provide the best customer service to encourage higher volume - Attract new customer base by holding a health fair in our parking lot to introduce our expanded services			
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) 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. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	no staffing needs at this time. Cecilia tech returning from disability soon.		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?				

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WAG-MDL-03100.00064

Answer Yes, if the pharmacy is compliant with ALL off the bullets below:

Q167	Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES	0.00/0.00	0.00
Q58	Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Immunizations	0.00/0.00	0.00
Q137	Please explain how the store is promoting the selected initiatives. If none, please explain why.	FLU shots, FE and Rx Start promoting health testing	0.00/0.00	0.00
Q138	Are there any quality control issues in Rx? STARS cases Peer review internal 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
LP Dashboard			0.00/0.00	0.00
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES	0.00/0.00	0.00
Q185	Are the correct procedures for processing SDLs being followed?	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
		Retention , Immunizations , Services (MTM, etc.) , Rx Script Volume	0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:		0.00/0.00	0.00
		Keep focus on NTT, immunizations, Medicare D outreach, MTM	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(s))? 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 pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store 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 pharmacy manager and/or store manager? Is the pharmacy manager and/or store 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 RXM and/or MGR introduce you to them. How are you onboarding your new hires?	no new hires tech came back from disability recently	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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score and target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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	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.	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?	prioritize and complete task in a 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
(3) Achieving Expectations				
Minimal mylars missing or signs Effective				
Q115	Pharmacy waiting area condition	Merchandising Waiting area clean In/out-window clutter free Immunization area is clean and sterile	0.00/0.00	0.00
(3) Achieving Expectations				
Product off of floor Clear path to all fire exits No product in prohibited areas DPI records are put away				
Q116	Pharmacy condition		0.00/0.00	0.00
(3) Achieving Expectations				
Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis				
Q117	Building Rx sales		0.00/0.00	0.00
Pharmacy Manager Core Competencies:			0.00/0.00	0.00
Please comment on 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		Be One	0.00/0.00	0.00
Q172	Ask the RXM and/or store manager to provide you (theRXS) feedback on how you demonstrate our cultural beliefs.	Be One, Build Trust	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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

00896 - Tedman Woo,MGR

Participant : Ronda J Lowe, Lillian
 Auditor Role : Corporate View Only
 Auditor Department : Area
 Response Date : Thu 09/19/2013 00:00 Central Daylight Time

Questionnaire	Thu 09/19/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.		Average 90-day Adjusted Scripts , Balanced Rewards % of Transactions	0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.		RAISE NTT reached to goal Medicare D customers: need more community outreach and senior outreach immunizations: on the way to goal MTM: needs some focus Payroll: Good	0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing	Start marketing health testing services	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.		RAISE NTT reached to goal Medicare D customers: need more community outreach and senior outreach immunizations: on the way to goal MTM: needs some focus	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. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hiller? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	workforce in place		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	immunizations		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.	asking with each transaction		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 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
LP Dashboard			0.00/0.00	0.00
Q184 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy	YES		0.00/0.00	0.00

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Price Modifies LpxRx				
Q185	Are the correct procedures for processing SDLs being followed?	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Immunizations , Services (MTM, etc.)	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.	Immunizations to goal MTM; lost opportunities	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(s))? 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.	focus on engagement with action plan	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	yes, thanking	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, ok to give 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 RXM and/or MGR introduce you to them. How are you onboarding your new hires?	no new hires. cashier leaving. need to replace	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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target <u>AND</u> monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score <u>and</u> target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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	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 improve	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 excellence and 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	(4)	0.00/0.00	0.00
Q117	Building Rx sales	(4)	0.00/0.00	0.00

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Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on 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
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	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	Be One, Build Trust	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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

02005 - Shu B Guan,MGR

Participant : Ronda J Lowe, Pure, Hafez
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 09/25/2013 00:00 Central Daylight Time

Questionnaire	Wed 09/25/2013 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVe Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVe scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Average 90-day Adjusted Scripts , Inventory Management		0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Rx DOS to goal, adjust on hands Avg 90 day Adj scripts		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing	start marketing, print flyers from store-net pass to customers	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Rx DOS to goal, adjust on hands Avg 90 day Adj scripts		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	staff needs are met staff rph soon to retire, in process of selection of staff rph		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Immunizations		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.	Asking every customer for flu Let's start asking for health testing		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 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
LP Dashboard			0.00/0.00	0.00
Q184 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (including Cash Handling) for RX staff Pharmacy Price Modifies LpXRx	YES		0.00/0.00	0.00
Q185 Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183 Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Immunizations , Services (MTM, etc.) , Rx Script Volume ,Days of Supply		0.00/0.00	0.00

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Q177	Utilize the comment box to document the strengths and areas of opportunity.	Rx DOS to goal, adjust on hands Avg 90 day Adj scripts	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(s))? 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 team engagement	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store 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 pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?	yes, open to listen 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 RXM and/or 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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score and target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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 motivate and engage	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 improve 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?	communications, forward 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
(3) Achieving Expectations				
Q116	Pharmacy condition	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

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Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on 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
	increase communications, be clear on directions to staff		
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
	Love Customers Own It		
Q172	Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	0.00/0.00	0.00
	Build Trust		
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	List any follow-up items for the CL follow-up visit.	0.00/0.00	0.00
Q166	Additional comments:	0.00/0.00	0.00
	none		

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

13670 - Levi Santiago,MGR

Participant : Ronda J Lowe, Van
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 09/25/2013 08:00 Central Daylight Time

Questionnaire	Wed 09/25/2013 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.00/0.00	0.00
Question				
Operating Statements and IMPROVE Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVE scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Pharmacy Delight Inventory Management		0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Rx Delight: Get more surveys, ask every customer Rx DOS to target NTT to goal, 70%, currently at 55% Immunizations to goal MTM: many lost opportunities		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing	Print flyers to start marketing health testing to customers	0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Rx Delight: Get more surveys, ask every customer Rx DOS to target NTT to goal, 70%, currently at 55% Immunizations to goal MTM: many lost opportunities		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Review the store manager's daily task list. Does the task list include pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	hiring and staff needs are meet currently		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Immunizations		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.	Asking every customer		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 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
LP Dashboard			0.00/0.00	0.00
Q184 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to Improve Profit Protection? Employee Metrics (Including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES		0.00/0.00	0.00
Q185 Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00	0.00

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Pharmacy Operations			0.00/0.00	0.00
			0.00/0.00	0.00
Q183	Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Immunizations , Services (MTM, etc.) ,Pharmacy Delight ,Days of Supply Opportunities Rx Delight: Get more surveys, ask every customer Rx DOS to target NTT to goal, 70%, currently at 55% Immunizations to goal MTM: many lost opportunities	0.00/0.00	0.00
Q177	Utilize the comment box to document the strengths and areas of opportunity.		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(s))? 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 execute for new fiscal year	0.00/0.00	0.00
Q174	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?	yes, thank them and start using cultural beliefs with recognition	0.00/0.00	0.00
Q175	Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store 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 RXM and/or 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 ? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?	YES	0.00/0.00	0.00
Q178	Is the RXM and/or 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: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.	YES	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
Q179	Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score and target.	YES	0.00/0.00	0.00
Q181	Based on conversations with a few pharmacy team members: Is the RXM and/or store manager providing coaching around service to pharmacy team members? Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?	YES	0.00/0.00	0.00
Indicators of a strong plan could include:				
Q182	Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.	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 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 improve	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, 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
	(3) Achieving Expectations		
Q117 Building Rx sales	Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
Pharmacy Manager Core Competencies:		0.00/0.00	0.00
Please comment on 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	0.00/0.00
Q172	Ask the RXM and/or store manager to provide you (the RXS) feedback on how you demonstrate our cultural beliefs.	Be One	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	List any follow-up items for the CL follow-up visit.	none	0.00/0.00
Q166	Additional comments:	none	0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2014

04570 - Kenneth Phung,MGR

Participant : Ronda J Lowe, Amanda, Kenneth
Auditor Role : Corporate View Only
Auditor Department : Area
Response Date : Wed 11/06/2013 13:00 Central Standard Time

Questionnaire	Wed 11/06/2013 13:00 Central Standard Time	Comments	Points/Total	Score(%)
RXS_WALK_FY14 - Pharmacy Supervisor Walk Fiscal Year 2014			0.0/0.0	0.0
Question				
Operating Statements and IMPROVE Scorecards			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
Q96 Ask the RXM and/or store manager to identify 2-3 of the greatest areas of opportunity in the pharmacy from the stores most recent operating statement and IMPROVE scorecard. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.	Community Events ,Others		0.00/0.00	0.00
Q97 Did the RXM and/or store manager create an action plan(s) to improve the greatest opportunity area(s) identified?	YES		0.00/0.00	0.00
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Will keep checking for opportunities to do NTT and MTM and do more community events		0.00/0.00	0.00
Q168 If this area was discussed in previous walks, are they following through on the action plan(s) they committed to? Document your conversation in the comment box below.	YES		0.00/0.00	0.00
Other (Programs Unique to Store)			0.00/0.00	0.00
Q27 Ask the RXM and/or store manager to select 1 area where the store has the greatest area of opportunity for programs unique to store. If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Discuss with RXM (when available).	Health Testing		0.00/0.00	0.00
Q66 Did the RXM and/or store manager create an action plan(s) to improve the opportunity area(s) identified?	YES		0.00/0.00	0.00
Q176 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. If the action plan steps are not correct, use GROW to coach them in the right direction of where they should focus and what they can do. If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching. Document the areas of opportunity and action plan(s) in the comment box below.	Will remember to go to store net, print out brochures and improve the 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. Does the task list include pharmacy items?	YES	Yes, will add MTM and NTT	0.00/0.00	0.00
Q170 Discuss workforce planning: How are you progressing with pharmacy workforce planning? Does the store have a flexible workforce to meet the store needs? Are they appropriately using a designated hitter? Are you anticipating any turnover? Are you taking actions of any immediate hiring needs? Are you using your budgeted hours (over/under)?	Good, two designated hitters		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?				
Answer Yes, if the pharmacy is compliant with ALL off the bullets below:				
Q167 Is the pharmacy staff asking for identification and making a copy of the ID at drop off and or pick up? Is the pharmacy staff completely filling out the TD GFD Checklist (signed and dated by the pharmacist)? Is the PDMP printout (state specific) attached to the hardcopy? Does the refusal folder contain a copy of the refused prescription, the TD GFD Checklist, PDMP printout (state specific). Review GFD opportunities report for each target drug to monitor trends.	YES		0.00/0.00	0.00
Q58 Which company initiatives are the pharmacy and front end actively promoting? Examples of area may include but not limited to the following:	Balance Rewards ,immunizations balance rewards: all the cashiers ask during transactions immunizations: overhead paging every two hours		0.00/0.00	0.00
Q137 Please explain how the store is promoting the selected initiatives. If none, please explain why.			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
LP Dashboard			0.00/0.00	0.00
Q184 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve Profit Protection? Employee Metrics (Including Cash Handling) for RX staff Pharmacy Price Modifies LpxRx	YES		0.00/0.00	0.00
Q185 Are the correct procedures for processing SDLs being followed?	YES		0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183 Select at least one strength and one opportunity to discuss during the pharmacy visit. Examples include but are not limited to the following:	Services (MTM, etc.) ,90 Day		0.00/0.00	0.00

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			Efficiency strength: 90 day efficiency, really pushing right now opportunity: can improve on MTM scores (zero for last six months)	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	<p>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(s))? 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.</p>		implemented action plan for my voice survey, going over surveys and reviewing with team members including pharmacy building engagement by open door policy	0.00/0.00	0.00
Q174	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? Is the pharmacy manager and/or store manager, taking this opportunity to use focused recognition to drive the cultural beliefs? Is the pharmacy manager and/or store manager encouraging peer to peer recognition?</p>		store manager: giving team recognition cards for having good SIG codes	0.00/0.00	0.00
Q175	<p>Ask pharmacy team members if they are given the opportunity to provide feedback to their pharmacy manager and/or store manager? Is the pharmacy manager and/or store manager creating opportunities to ask for focused feedback to drive the cultural beliefs?</p>		open door policy, suggestion box and can discuss it during five minute meeting	0.00/0.00	0.00
Q35	<p>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 RXM and/or MGR introduce you to them. How are you onboarding your new hires?</p>	no		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Q36	<p>Ask a team member: Did a 5 minute meeting happen today? What topics were covered? What type of feedback are you hearing? What have you changed or implemented because of them? Is a five-minute meeting taking place every day?</p>	YES	talked about prepping for store visit	0.00/0.00	0.00
Q178	<p>Is the RXM and/or store manager taking this opportunity to use focused storytelling to drive the cultural beliefs?</p>	NO	usually do, not today	0.00/0.00	0.00
Q37	<p>Ask a team member: What goals did you receive for the day/week? Analyze them and then coach to them as necessary.</p>	YES	pushing flu shots and goal is 175 for november	0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
Q179	<p>Based on conversations with a few pharmacy team members: Are store leaders sharing the store's FY Delight target AND monthly Delight scores? Answer Yes, if the pharmacy team members know the store's Delight score and target.</p>	YES	posted on board, also reviewing weekly and monthly	0.00/0.00	0.00
Q181	<p>Based on conversations with a few pharmacy team members: Is the RxM and/or store manager providing coaching around service to pharmacy team members?</p> <p>Does the RXM and/or store manager have an effective plan to sustain Extraordinary Customer Care?</p>	YES	n/a - don't need coaching in this area	0.00/0.00	0.00
Indicators of a strong plan could include:					
Q182	<p>Actively monitoring team member interactions with patients. Using the coaching card to deliver feedback around service. Making sure that all pharmacy team members have received one coaching session around service in the last month. On a daily basis, using 5-minute meetings to reinforce the importance of service. Recognizing team members, via the use of focused recognition cards, that are doing a great job at consistently providing Extraordinary Customer Care. Studying and acting on customer feedback from the Pharmacy Coach and Customer Comments reports.</p>	YES	pharmacy: taken time to talk to patients one at a time	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q39	<p>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.</p>		recognition of their success like sig code percentager	0.00/0.00	0.00
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>	n/a		0.00/0.00	0.00
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>	NO	n/a	0.00/0.00	0.00
Q86	<p>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?</p>		working with her to reach out and develop business like NTT and MTM, outreaching for	0.00/0.00	0.00

Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)	new business	0.00/0.00	0.00
Theme	(5) Outstanding	0.00/0.00	0.00
Q115 Pharmacy waiting area condition	Appropriately merchandised displays Waiting area always CNO Pharmacy organized and CNO Diagnostic section with no outs All signage up to date	0.00/0.00	0.00
Q116 Pharmacy condition	(4) (3) Achieving Expectations	0.00/0.00	0.00
Q117 Building Rx sales	Promoting immunizations Actively calling on MTMs Promoting health tests and related services Making adherence calls on regular basis	0.00/0.00	0.00
Pharmacy Manager Core Competencies: Please comment on 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.	needs to outreaching for NTT and MTM and health testing	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.	very good with people leadership, good trainer and makes staff accountable for actions	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.	inventory is good and meeting goal	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.	customer leadership is very 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.	very engaged with her customers and employees	0.00/0.00	0.00
Q164 Functional CompetencyEmpowers othersPromotes pharmacy	not as strong, not outreaching out to promote 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: two techs (rachel and sam) take their time in typing and entering prescriptions without any error mistakes	0.00/0.00	0.00
Q172 Ask the RXM and/or store manager to provide you (theRxS) feedback on how you demonstrate our cultural beliefs.	own it: ronda takes her time to attend fundraisers to support the stores	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.	no	0.00/0.00	0.00
Q173 List any follow-up items for the CL follow-up visit.	no	0.00/0.00	0.00
Q166 Additional comments:	no	0.00/0.00	0.00