

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

02244 - ,MGR

**Participant :** Ronda J Lowe, Mr Flores, Richard  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 09/04/2014 09:00 Central Daylight Time

Questionnaire	Thu 09/04/2014 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Use Senior Days to help attract Medicare D customers	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	Rx Inv Track Order Changes	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96	Rx Inventory Management (Composite)	Track Order Changes Increase Rx count: New business, New Medicare D	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63	Keep on track with plan for Medicare D		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	NO	St Mgr does talk to Rx daily on issues, but is not documenting on the task list, but he will start	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	No	staffing is fine	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				

CCSF v. Purdue Pharma,  
 et al. 3:18-CV-7591  
**WAG-MDL-03101**  
 Admitted: 06/13/2022

Sig codes: Techs needs to

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Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	focus	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	Focus on Medicare D and Non Flu	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume	Outreach for seniors: Increase 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
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	Enter the action plan on line Best Friend and Equipment	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	new intern went back to school	0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	Need to do it daily, more consistently, not just a few times a week.	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	Teil FE: 2 goals: Medicare D and Immunizations Have RxM conduct FE 5 MM	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Involve FE in Rx issues to help promote and get to goals	0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	Good Rx Delight need more salutations and ECC behaviors	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					

Q273

- 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.
- Document your conversation in the comment box below.

Challenge techs with new projects  
Give one project to take charge

0.00/0.00 0.00

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

NO none 0.00/0.00 0.00

Document your conversation in the comment box below.

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

Theme 0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdated

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence

Building RX Sales		calls and completing consultations on a regular basis		
Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		• Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership		RxM* assign projects for techs/RPH to Own It and help get to targets		
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Waigreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Tamara: Own It on church immunization, off-site Tony: Own It: immunizations in store	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	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	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 2015

05487 - Haydee Hwang,MGR

Participant : Ronda J Lowe, Christy  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Thu 09/04/2014 11:00 Central Daylight Time

Questionnaire	Thu 09/04/2014 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings	ECC salutations Daily 5 MM with FE ECC behaviors	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Pharmacy Delight ,Rx Inventory Management (Composite)	Track Order Change Passport Usage Rx Delight: get more surveys	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>if the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Focus on Rx Delight with ECC behaviors		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>if the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>if this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes	No staffing needs	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hilter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES	issues with billing employee flu shots, system will be fixed soon	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality</li> </ul>				

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Q138	<p>Assurance.</p> <ul style="list-style-type: none"> <li>• Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>• Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>	NO	Focus on Sig Codes	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLs.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
				0.00/0.00	0.00
Q183	<p>Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.</p> <ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>		Adherence , Acquisitions (Med D & Med B)	FTF--NTT to goal Med D to goal Non Flu to goal	0.00/0.00 0.00
Q238	<p>Select one strength and one opportunity with regards to pharmacy operations to discuss.</p> <ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Outreach programs ,Others	Outreach for off sites and Med D customer 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
Q269	<p>Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?</p> <ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES		Review and see if there is a Rx Report Make action plan by next week, coming up due	0.00/0.00 0.00
Q270	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul> <p>Is the manager following the company's on-boarding program?</p>	YES			0.00/0.00 0.00
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		new tech on track with training	0.00/0.00 0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES			0.00/0.00 0.00
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Q255	<p>Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?</p> <ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	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	<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> <p>Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?</p> <p>Indicators of a strong plan include at least 3 of the following:</p>	YES			0.00/0.00 0.00
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES			0.00/0.00 0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					
<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> </ul>					

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Q273 • 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.  
 • Document your conversation in the comment box below.  
 Have you documented the challenges with your low performers?  
 Assign projects to each tech / RPH 0.00/0.00 0.00

Q274 • Do you have a record of discussion on file?  
 • If you have started the discipline process, has it been documented in the Talent Management Portal?  
 • Verify that these are the correct processes  
 • If not, use GROW to coach them in the right direction of where they should focus.  
 NO 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and

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Building RX Sales		completing consultations on a regular basis		
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	<ul style="list-style-type: none"> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	challenge and engage staff empower each staff member with a project to help reach our goals	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	Focus on ECC behaviors with the staff	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	n/a	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 2015

03711 - Kingman Kwok,MGR

**Participant :** Ronda Lowe, Ken  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 09/05/2014 10:00 Central Daylight Time

Questionnaire	Fri 09/05/2014 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings		0.00/0.00	0.00
	ECC behaviors		0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>		340B and Rx Inv: Passport and Track Order Changes		
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Rx Inventory Management (Composite) ,Flu Immunizations , Non-Flu Immunizations	0.00/0.00	0.00
Q96		Rx Script CountL Decrease due to 340B Focus on Med D, gain new customers will result in increase Rx count	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>		Rx Delight: No more paper form Employee of the month		
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		Keep focus on Rx Delight for new fiscal year	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>if the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?		Bonnie and Jane to include Rx items		
Q169	YES	Help with Rx Inv, Rx Operations Review SOP on workflow	0.00/0.00	0.00
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	staffed fully designated hitter in place with SFL and ASMs	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?		FE to talk to customers to let them know of flu shots and walk the customer to the consultation window: Great idea		
Q279	YES	Introduce to the RPH at the same time.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES	Reviewed GFD with recent customer issue	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> </ul>				

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- Review GFD opportunities report for each target drug to monitor trends.
- Did you have any pharmacists on the opportunity report?
- Review 2-3 targeted drugs to ensure all policies and producers are being monitored.

Are the proper quality assurance controls in place for pharmacy?

- Review the STARS queue
- Events in the STARS queue are completed and submitted to QA in a timely and objective manner
- STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.
- Access the Quality Assurance website (type "rxquality" in the web browser).
- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

Sig Codes: review with techs regularly  
Remain off step approach

Q138	<ul style="list-style-type: none"> <li>• Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>• Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>	YES		0.00/0.00	0.00
LP Dashboard					
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			0.00/0.00	0.00
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	Review Posting and receipt prior to posting the receipt	0.00/0.00	0.00
Pharmacy Operations					
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		Plan in Place for Med D Use FE to help	0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>		Acquisitions (Med D & Med B) Immunization	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.		Workflow		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Outreach programs	0.00/0.00	0.00
Team Member Engagement					
	Team member engagement		Rx Report reviewed and action plan completed	0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?		Best Friend, My opinion seems to count		
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	1:1 conversations completed and more successful to get out the communication	0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?		Reachout to staff and let them know they can voice their opinion		
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	Ms Yu: comment on receipt survey	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	Gary on track and recently got his PTCB	0.00/0.00	0.00
Ask a few team members					
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			0.00/0.00	0.00
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	Small Group 5 MM on Thursdays	0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?		Invite RPH to FE 5 MM		
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	Flu Shot Goal	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Stress Management help with Store Manager's help	0.00/0.00	0.00
Extraordinary Customer Care (ECC)					
	ECC		Rx Delight	0.00/0.00	0.00
	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		Getting more scores, more surveys		
Q179		YES	Decrease wait times Monitor the waiting room	0.00/0.00	0.00

members know the store's Delight score and target.

better  
Out Window line  
management during peak  
times

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	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

Talk about your high performers.

Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	Techs/RPH: Brian taking charge of offsites	0.00/0.00	0.00
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Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	One cashier Misuse of company time, long breaks: Final Warning	0.00/0.00	0.00
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Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Q275	<p>Pharmacy waiting area condition</p> <p>•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00
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**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.

Q265	<p>Pharmacy condition</p> <p>•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00
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- DPI records are put away and secured properly
- Drive thru area is CNO

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

Building RX Sales				
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		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
Operations/Business Leadership			0.00/0.00	0.00
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership			0.00/0.00	0.00
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership			0.00/0.00	0.00
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership			0.00/0.00	0.00
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			0.00/0.00	0.00
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency			0.00/0.00	0.00
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store? Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Own It: Brian with off sites	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		RXS to speak to FE on immunizations like we did at 5487	0.00/0.00 0.00
Overall Visit Notes: Issues to share with District Team			0.00/0.00	0.00
Confidential			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 2015

03706 - SUSAN SUN,MGR

**Participant :** Ronda Lowe, Nohad, Jane  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 11/04/2014 12:00 Central Standard Time

Questionnaire	Tue 11/04/2014 12:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Immunizations and Med D outreach	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Rx Inventory Management (Composite) ,Flu Immunizations , Non-Flu Immunizations	0.00/0.00	0.00
Q96		Chargebacks 14K	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		Chargebacks Specialty drugs LDD reporting on time	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?			0.00/0.00	0.00
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>				

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WAG-MDL-03101.00014

- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Specialty at retail SR2, LDD reporting	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume  Outreach programs	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	next week meeting with development committee on next steps for Nohad	0.00/0.00 0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> </ul>	Nohad		

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Q273	<ul style="list-style-type: none"> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p> <ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> </ul>	developing on RxM	0.00/0.00	0.00
Q274	<ul style="list-style-type: none"> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	YES	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		(3) Achieving Expectations	0.00/0.00	0.00
Pharmacy waiting area condition		<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>	0.00/0.00	0.00
Q275	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(3) Achieving Expectations	0.00/0.00	0.00
Pharmacy condition		<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>	0.00/0.00	0.00
Q265	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(2)	0.00/0.00	0.00
Building RX Sales		<p>outreach MD relationship building: good job on all the referrals</p>	0.00/0.00	0.00
Q276	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>		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
Operations/Business Leadership			0.00/0.00	0.00
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00

People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>	empower and positive recognition	0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>	delegate and empower	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	review of importance of LDD reporting	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 2015

01393 - Xin Cai,MGR

**Participant :** Ronda Lowe, Chi  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 09/12/2014 14:00 Central Daylight Time

Questionnaire	Fri 09/12/2014 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	Rx Sales Increase Specialty Increase G.P.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q36		Rx inventory Management (Composite) ,Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63		Focus on plan to decrease Track Order Changes	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>if this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	NO		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		Acquisitions (Med D & Med B)	Increase Specialty, Increase sales	
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Specialty at retail	Keep growing Med D	0.00/0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.		Rx script volume	Review New SOP; this will improve efficiency and workflow	
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow		0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			Don't know what is expected of me.	
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	Work on action plan and review with FE staff in 5 MM	0.00/0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	always thanking	0.00/0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00
Ask a few team members				0.00/0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	Start FE 5 MM asap	0.00/0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Rx--FE alliance	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
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>		create own action plans have them find their own	0.00/0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

solutions

NO

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

0.00/0.00

0.00

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Sales

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g.

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Own It: take on challenges	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		New goals for fiscal year Working with difficult people	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 2015

02005 - Shu B Guan,MGR

Participant : Ronda Lowe, Pure  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Fri 09/12/2014 12:00 Central Daylight Time

Questionnaire	Fri 09/12/2014 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings	Please continue to hold daily 5 MM, per CL note on last walk.	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	Rx script count, DOS, Gross Profit	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>		Action Plan: 1. Post all orders daily 2. Fix On Hands for entire Rx		
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts , Rx Inventory Management (Composite)	Community Outreach and Medicare D for new business and increasing Rx script count	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Good decrease in DOS and passport, but now we need to fix the root of the problem with fixing the on hands and using inter-store and posting daily orders		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated helper?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective</li> </ul>				

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	manner				
	<ul style="list-style-type: none"> <li>• STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	<ul style="list-style-type: none"> <li>• Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>• Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>	NO		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 profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
	Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Others	Good Job on decreasing DOS, but now focus on fixing on hands and posting daily. Also focus on track order changes	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume, Outreach programs	Outreach to help increase new customers Need a plan to increase Medicare D customer Utilize FE to help bring new customers to Rx	0.00/0.00	0.00
	Team Member Engagement			0.00/0.00	0.00
	Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	Reviewed with staff	0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	Marianne for good Customer service	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
	Ask a few team members			0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	Non Flu	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Develop and train staff, delegate and empower staff	0.00/0.00	0.00
	Extraordinary Customer Care (ECC)			0.00/0.00	0.00
	ECC			0.00/0.00	0.00
	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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00	0.00
	Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		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
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul> Have you documented the challenges with your low performers?	Empowerment	0.00/0.00	0.00
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> Document your conversation in the comment box below.	NO	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
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>				
Q275	Pharmacy waiting area condition *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>				
Q265	Pharmacy condition *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
<b>(2) Achieving Expectations</b>				
Q276	Building RX Sales *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	Keep looking to increase Medicare D with FE help	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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Operations/Business Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Track Order Changes Posting and Fixing On Hands	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.			0.00/0.00	0.00
Q166 Additional comments:			0.00/0.00	0.00
			none	

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

06557 - Janet Shaw, MGR

**Participant :** Ronda Lowe, Ryan  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 09/11/2014 13:00 Central Daylight Time

Questionnaire	Thu 09/11/2014 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>				
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors ,Others	ECC and On Hands per CL Walk	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>				
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts , Rx Inventory Management (Composite) , Non-Flu Immunizations	Focus on Track Order Changes and Passport % Good job in Aug for DOS reduction. Start to inter-store where needed and correct On Hands counts	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Start to reset all On Hand Counts of the entire Rx dept		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>if the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?	Yes		0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				

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Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	NO		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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	Justin; please follow up regularly	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	Focus on increasing Medicare D customers FE to Rx of customers community outreach opportunities. FE to assist in calling Senior Outreach Portal leads	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				0.00/0.00	0.00
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume ; Outreach programs	Decrease in Rx for Aug Make action plan to grow Rx script volume. Plan for community outreach to Seniors Plan for FE to introduce customers to Rx if they do not currently use our pharmacy services	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and</li> </ul>	YES		0.00/0.00	0.00

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Customer Comments reports.			
Performance Management		0.00/0.00	0.00
Performance management		0.00/0.00	0.00
Talk about your high performers.			
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	0.00/0.00	0.00
Have you documented the challenges with your low performers?			
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	NO	0.00/0.00 0.00
Document your conversation in the comment box below.			
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
Pharmacy waiting area condition			
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	0.00/0.00	0.00
		<b>(3) Achieving Expectations</b>	
		<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>	
Pharmacy condition			
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	0.00/0.00	0.00
		<b>(3) Achieving Expectations</b>	
		<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>	
		<b>(3) Achieving Expectations</b>	
		<ul style="list-style-type: none"> <li>Actively promoting immunization</li> </ul>	

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		ons during peak seasons		
		<ul style="list-style-type: none"> <li>• Making adherence calls and completing consultations on a regular basis</li> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>		
	Building RX Sales			
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback	Track Order Changes and Passport% review		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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
		Encourage Store Leader to assist new RxM in Senior Outreach program, Non Flu Goal and Inventory control		
Q173	List any follow-up items for the CL follow-up visit.		0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01109 - Ming Fang,MGR

**Participant :** Ronda Lowe, Brian  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 09/16/2014 14:00 Central Daylight Time

Questionnaire	Tue 09/16/2014 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings	Medicare D action plan	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	Increasing Rx count Medicare D 13.1%	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts , Pharmacy Delight ,Rx Inventory Management (Composite)	DOS is finally down. Keep on top of On Hands Focus on non flu, 20% goal with Flu	0.00/0.00	0.00
Q96				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		keep on inventory composite: passport % and track order changes	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES	Rx inventory	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	NA		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>				

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- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00  
 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Adherence , Acquisitions (Med D & Med B) , Immunization great job on immunizations. continue focus on adherence and Medicare D 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume Outreach and Medicare review session to help increase Rx volume 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES Review with staff Keep staff engaged 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? NA 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00  
 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 Is a Five Minute Meeting taking place every day? YES 0.00/0.00 0.00  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES Review immunization goals with team Review all goals with team 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q239 Talk about your high performers. have them  
 • What is being done to help develop, make them feel challenged and grow their careers?

<p>Q273</p> <ul style="list-style-type: none"> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p> <ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> </ul> <p>Q274</p> <ul style="list-style-type: none"> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	<p>develop newer members</p> <p>YES</p>	<p>0.00/0.00</p> <p>0.00/0.00</p>	<p>0.00</p> <p>0.00</p>
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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

<p>Pharmacy waiting area condition</p> <p>Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>	<p><b>(3) Achieving Expectations</b></p> <ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>	<p>0.00/0.00</p>	<p>0.00</p>
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<p>Pharmacy condition</p> <p>Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>	<p><b>(3) Achieving Expectations</b></p> <ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>	<p>0.00/0.00</p>	<p>0.00</p>
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<p>Building RX Sales</p> <p>Confidential</p>	<p><b>(3) Achieving Expectations</b></p> <ul style="list-style-type: none"> <li>• Actively promoting immunizations during peak seasons</li> <li>• Making adherence calls and completing</li> </ul>		
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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	new rxm bonus	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team				
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	List any follow-up items for the CL follow-up visit.	New RxM Set expectations	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

13671 - ,MGR

**Participant :** Ronda Lowe, Anthony, Johnson  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 09/16/2014 16:00 Central Daylight Time

Questionnaire	Tue 09/16/2014 16:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		make an action plan to increase Medicare D	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Average 90-day Adjusted Scripts , Community Outreach and Pharmacy Delight Medicare D to help increase Rx volume	0.00/0.00	0.00
Q96			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q83		Plan to increase Medicare D and Rx script count	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiller?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	NA		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	Use off sites and outreach opportunities to help gain new customers	0.00/0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume , Outreach programs	Great job on finding off sites Use those opportunities for new customers to your pharmacy	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Passion and get staff excited on programs	0.00/0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	projects to help with reaching	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

targets

YES

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

Pharmacy condition

Q285 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultation

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	8 components of the new rxm bonus	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 2015

10044 - Alexandra Tennison,MGR

**Participant :** Ronda Lowe, Cindy  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 09/18/2014 10:00 Central Daylight Time

Questionnaire	Thu 09/18/2014 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Flu and Non Flu Goals	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?	YES	Increase FE sales, delight, script count	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Average 90-day Adjusted Scripts , Pharmacy Delight ,Non-Flu Immunizations	Reach goal for immunizations this year Rx Delight increased to 91%	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Rx Delight and Avg 90 days adj. speciality		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hilter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	We will post for new Tech position	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 staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	NA		0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) Promote Medicare D customers 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details  
 , Immunization

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity. Outreach programs Specialty sales, new providers and disease states 0.00/0.00 0.00

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES Did not have a report 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? NA no hires, but will post tech position soon 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Q272 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?" YES Flu shots goals 0.00/0.00 0.00  
 • Is a Five Minute Meeting taking place every day?  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes District and Market lead for HIV 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. Empowering techs to take over mediset project of over  
 • 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. 0.00/0.00 0.00

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	<ul style="list-style-type: none"> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	100 patients.		
	Have you documented the challenges with your low performers?			
	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>			
Q274		YES	Yes for disciplinary actions for STARS events	0.00/0.00 0.00
	Document your conversation in the comment box below.			
	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
	Pharmacy waiting area condition			
Q275	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(4)		0.00/0.00 0.00
	Pharmacy condition			
Q265	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(4)		0.00/0.00 0.00
	Building RX Sales			
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(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 Leadership			
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00 0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			0.00/0.00 0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>			0.00/0.00 0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			0.00/0.00 0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00 0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>			0.00/0.00 0.00
	Cultural Beliefs			0.00/0.00 0.00
	Cultural Beliefs			0.00/0.00 0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes		0.00/0.00 0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback		Talked about last year's review, new performance metrics, and flu & non flu goals	
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>			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
			IACC - where are the rebates from the manufacturers going to and why aren't they being credited to the store?	
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.		hire new tech	0.00/0.00 0.00
Q166	Additional comments:		none	0.00/0.00 0.00

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Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

09886 - Jesus Jimenez,MGR

**Participant :** Ronda Lowe, Calvin, Mr Chan  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 09/18/2014 13:00 Central Daylight Time

Questionnaire	Thu 09/18/2014 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	ECC behavior	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147				
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Average 90-day Adjusted Scripts , Rx Inventory Management (Composite) , Non-Flu Immunizations		0.00/0.00	0.00
Q36				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Rx inventory needs to remain a priority		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
Q169				
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?	Yes	New tech hired and started	0.00/0.00	0.00
Q170				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
Q279				
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>	NA		0.00/0.00	0.00

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	<ul style="list-style-type: none"> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>				
	LP Dashboard			0.00/0.00	0.00
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
	Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	Keep up the great growth of Medicare D FE to help with Medicare D growth	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Rx script volume	continue to find ways to grow rx script volume with loss of 340B		
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs		0.00/0.00	0.00
	Team Member Engagement			0.00/0.00	0.00
	Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00	0.00
	Ask a few team members			0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		0.00/0.00	0.00
	Extraordinary Customer Care (ECC)			0.00/0.00	0.00
	ECC			0.00/0.00	0.00
	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
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
	Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
	Performance Management			0.00/0.00	0.00
	Performance management			0.00/0.00	0.00
	Talk about your high performers.				
	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> </ul>	keep up the development			

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Q273	<ul style="list-style-type: none"> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>§ Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p> <ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> </ul>	plan for each staff member, tech and rph	0.00/0.00	0.00
Q274	<ul style="list-style-type: none"> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	YES	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
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>				
Q275	<p>Pharmacy waiting area condition</p> <ul style="list-style-type: none"> <li>• Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>		0.00/0.00	0.00
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>				
Q265	<p>Pharmacy condition</p> <ul style="list-style-type: none"> <li>• Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>		0.00/0.00	0.00
<b>(2)</b>				
Q276	<p>Building RX Sales</p> <ul style="list-style-type: none"> <li>• Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	Need plan to develop new customers	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00

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People Leadership			
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00 0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00 0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00 0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00 0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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 2015

13667 - Turny Mao,MGR

**Participant :** Ronda Lowe, Rose, Mr Lee  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 09/17/2014 15:00 Central Daylight Time

Questionnaire	Wed 09/17/2014 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Implement Medicare D plan	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.	Average 90-day Adjusted Scripts , Rx Inventory Management (Composite)	Focus on Rx Inventory reduction Passport and Track Order changes. Inter-store when possible	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Rx inventory.		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes	New Tech in training, first month	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated filter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	NA		0.00/0.00	0.00

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1

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WAG-MDL-03101.00045

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B); Others	Increase Medicare D customers, use Senior Day and FE support to refer new customers to Rx	0.00/0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume 340B	340 B inventory issues	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	New tech in training	0.00/0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179		YES	0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	n/a	0.00/0.00	0.00

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Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

n/a

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

Need to find new ways for new customers

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 Leadership

Q159 • Analyzes work-related problems and identifies sustainable solutions in a timely manner  
• Takes accountability for self and others actions to achieve business results.  
• Managing Compliance, Risk, & Safety

0.00/0.00

0.00

People Leadership

Q160 • Encourages an atmosphere of open two-way communication.

0.00/0.00

0.00

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	<ul style="list-style-type: none"> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Review of Rx Inventory	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

03707 - Michael Kwong,MGR

**Participant :** Ronda Lowe, Mike  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 09/23/2014 10:00 Central Daylight Time

Questionnaire	Tue 09/23/2014 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>				
Question			<b>0.00/0.00</b>	<b>0.00</b>
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Increasing and look for other specialty	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>				
			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 and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Operations Management (Composite)		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		New specialty Look into Oncology	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			0.00/0.00	0.00
<b>Pharmacy checklist items</b>			0.00/0.00	0.00
Q279	YES	still does not work sometimes	0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		Adherence , Specialty at retail		
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	,immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.		Rx script volume		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	Third party training for all	0.00/0.00	0.00

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2

- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

techs

YES

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultation

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	tech development for third party	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	review of new bonus and performance program	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 2015

13670 - Levi Santiago,MGR

Participant : Ronda Lowe, Christina  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Wed 09/24/2014 12:00 Central Daylight Time

Questionnaire	Wed 09/24/2014 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Medicare D RAISE	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96		Pharmacy Delight ,Non-Flu immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		Focus on work/flow and SOP in filling	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	Tech on maternity, coverage needed	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul> Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B) ,Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow . Pharmacy condition	starting Rx returns, correct on hands. new workflow being implemented	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	have her help with inventory returns, pulls for	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

outdates and on hands correction

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

\*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q285

\*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultation

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	temporary tech help and budget	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 2015

01241 - Emily Ma,MGR

**Participant :** Ronda Lowe, Alfred, Donna  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 09/24/2014 10:00 Central Daylight Time

Questionnaire	Wed 09/24/2014 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		DM walk: RAISE Talk to all the RPH, Laura, John, Te-Yun: FTF and NTT definitions	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	ChargeBacks: Open up a ticket for the signatures not capturing	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96		Average 90-day Adjusted Scripts, Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63		Medicare D Detailing: start this week or next week on detailing, open enrollment is Oct 15	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES	Compass Reminder completion Smart Counts CNO \$3PM immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	Tech hired and waiting for license SFL are crossed trained	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hilder?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> </ul>				

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	<ul style="list-style-type: none"> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>			
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediate!</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	NA		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 profitability?			
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00 0.00
Pharmacy Operations				0.00/0.00 0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.	Acquisitions (Med D & Med B)	Big Focus on Med D	0.00/0.00 0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>		Specialty at retail	
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Rx script volume		
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	Medicare D outreach to start next week	0.00/0.00 0.00
Team Member Engagement				0.00/0.00 0.00
	Team member engagement			0.00/0.00 0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	Best Friend	0.00/0.00 0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	New Tech Hedi: good customer service	0.00/0.00 0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	new tech on track	0.00/0.00 0.00
Ask a few team members				0.00/0.00 0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	S3 PM Flu Shot, Non Flu	0.00/0.00 0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	NO	Please review goals with team. Need to know Non Flu goal and FTF definition	0.00/0.00 0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	No	Alfred will remind Te-Yun	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
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00 0.00
Performance Management				0.00/0.00 0.00
	Performance management			0.00/0.00 0.00

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Talk about your high performers.

Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	new task and responsibilities John and donna	0.00/0.00	0.00
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Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES      no low performers	0.00/0.00	0.00
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Document your conversation in the comment box below.

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

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	0.00/0.00	0.00
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**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	0.00/0.00	0.00
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**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making

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Building RX Sales					
Q276	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			adherence calls and completing consultations on a regular basis	0.00/0.00 0.00
				<ul style="list-style-type: none"> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>	
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 Leadership					
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>				0.00/0.00 0.00
People Leadership					
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>				0.00/0.00 0.00
Strategic Leadership					
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>				0.00/0.00 0.00
Customer Leadership					
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>				0.00/0.00 0.00
Healthy, Happy, and Creating Value Together					
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>				0.00/0.00 0.00
Functional Competency					
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>				0.00/0.00 0.00
Cultural Beliefs					0.00/0.00 0.00
Cultural Beliefs					0.00/0.00 0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?					
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools					
Pick 1-2 of the following:					
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Hedi : excellent customer service		0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback					
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		FTF: 2 disease states		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 2015

01126 - ,MGR

**Participant :** Ronda Lowe, Horace, Cynthia on Sept. 5th  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 09/12/2014 00:00 Central Daylight Time

Questionnaire	Fri 09/12/2014 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>				
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	Walk Conducted on Sept 5th with Horace and Cynthia ECC Behaviors from CL Execution Walk discussed	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>				
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96		Pharmacy Delight ,Rx Inventory Management (Composite) , Non-Flu Immunizations	0.00/0.00	0.00
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard. <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Q63		RxM: Please cascade new information including Goals to entire staff. Knowledge of goals will help with engagement and help store reach goals. Store Manager: Please review communications, 5MM, cascading info with RxM	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>				
-				
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>				
Pharmacy checklist items				
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> </ul>				

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	<ul style="list-style-type: none"> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			
	Are the proper quality assurance controls in place for pharmacy?			
	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>			
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	NO	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 profitability?			
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
	Pharmacy Operations		0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Immunization , Others	Good Job on decreasing inventory. Keep focused on Track Order changes and passport usage Focus on Workflow. Review SOP, it will help with workflow.	0.00/0.00 0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.			
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow	Staff uninformed on SOP for filling Rxs and taking in Rx. RxM to cascade new information to staff. Horace printed the SOP and will review. Cynthia will print and review. Please follow up with RPH and also tech on the new SOPs	0.00/0.00 0.00
	Team Member Engagement			0.00/0.00
	Team member engagement			0.00/0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	Please review results with Staff. Communicate with Staff RPH and Techs	0.00/0.00 0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	NO		0.00/0.00 0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00 0.00
	Ask a few team members			0.00/0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	NO	We need Daily 5 MM to help cascade info to the staff. RxM need to improve on cascading info to staff	0.00/0.00 0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	NO	RxM: please inform staff of goals	0.00/0.00 0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	Store Manager: Please identify areas of improvement needed with RxM and review them with him within the next 30 days.	0.00/0.00 0.00
	Extraordinary Customer Care (ECC)			0.00/0.00
	ECC			0.00/0.00
	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.			
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors	NO		0.00/0.00 0.00

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and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	NO	Store Manager and RxM: Please review your plan with your staff. They are unaware of the plan	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

Talk about your high performers.

Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	n/a		0.00/0.00	0.00
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Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	NO		0.00/0.00	0.00
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Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
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Pharmacy condition

Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	needs some CNO	0.00/0.00	0.00
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Building RX Sales

Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	Community outreach and Med D customers are needed to grow NEW business	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

Operations/Business Leadership

Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00	0.00
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People Leadership

Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			0.00/0.00	0.00
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Strategic Leadership

Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>			0.00/0.00	0.00
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Customer Leadership

Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			0.00/0.00	0.00
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Healthy, Happy, and Creating Value Together

Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> </ul>			0.00/0.00	0.00
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- Promotes wellness in the workplace.
- Demonstrates commitment to creating value for the Company.

Functional Competency

Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
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Cultural Beliefs

0.00/0.00	0.00
0.00/0.00	0.00

Cultural Beliefs

Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?

Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools

Pick 1-2 of the following:

Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
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Ask the RXM and/or store manager to provide you (the RXS) feedback

Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Know targets and goals Review SOP Review Inventory: passport/track order changes Know ECC plan Hold Daily 5 MM	0.00/0.00	0.00
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Overall Visit Notes:

Issues to share with District Team

0.00/0.00	0.00
0.00/0.00	0.00

Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	Please help work with RxM development Please help develop RxM in People leadership, operational leadership and business/strategic leadership.	0.00/0.00	0.00
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Q173	List any follow-up items for the CL follow-up visit.	Review targets/goals with staff	0.00/0.00	0.00
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Increase communications with Staff so they are aware of all programs, old and new programs

Q166	Additional comments:		0.00/0.00	0.00
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Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

11385 - zafeer fazelbhoy,MGR

**Participant :** Ronda Lowe, Liseli, Jeff  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 09/25/2014 12:00 Central Daylight Time

Questionnaire	Thu 09/25/2014 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Specialty Mix: reach out to Yu-Ling for more specialty	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	Direct Expense and Specialty Script Avg 90 Day Adj: in the right direction, new MDs in hospital	0.00/0.00	0.00
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Average 90-day Adjusted Scripts	Reaching out to oncology MDs in buildingm hep C MD	0.00/0.00	0.00
Q83 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Work on a strategic plan for oncology and hep c		0.00/0.00	0.00
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes	send extern tech info to RxS to refer to other stores	0.00/0.00	0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
Q167 Answer "yes", if the pharmacy is compliant with ALL off the bullets below:	YES		0.00/0.00	0.00
Q138 Are the proper quality assurance controls in place for pharmacy?	NA		0.00/0.00	0.00

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	appropriate.				
	<ul style="list-style-type: none"> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>				
	LP Dashboard				0.00/0.00 0.00
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES			0.00/0.00 0.00
	Pharmacy Operations				0.00/0.00 0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.	Services	Plan:		
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Specialty at retail	reach out to Bill at Stanford, Char and Trasa or Oncology tips, then approach MDs to detail		0.00/0.00 0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Rx script volume	Keep focused on rx script count while doing outreach programs, need ROI		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs			0.00/0.00 0.00
	Team Member Engagement				0.00/0.00 0.00
	Team member engagement				0.00/0.00 0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES			0.00/0.00 0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES			0.00/0.00 0.00
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	no new hires		0.00/0.00 0.00
	Ask a few team members				0.00/0.00 0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES			0.00/0.00 0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	review non flu and flu goals with staff		0.00/0.00 0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Specialty MD detailing and new business focus		0.00/0.00 0.00
	Extraordinary Customer Care (ECC)				0.00/0.00 0.00
	ECC				0.00/0.00 0.00
	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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES			0.00/0.00 0.00
	Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES			0.00/0.00 0.00
	Performance Management				0.00/0.00 0.00
	Performance management				0.00/0.00 0.00
	Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>		involve in inventory control,		0.00/0.00 0.00

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- 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.

chargeback collections

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Q285 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Building RX Sales

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

We need to build new customers in specialty

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 Leadership

- Q159
- Analyzes work-related problems and identifies sustainable solutions in a timely manner
  - Takes accountability for self and others actions to achieve business results.
  - Managing Compliance, Risk, & Safety

ROI on community outreaches

0.00/0.00

0.00

People Leadership

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Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul> Strategic Leadership			0.00/0.00	0.00
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul> Customer Leadership	Plan for new specialty		0.00/0.00	0.00
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul> Healthy, Happy, and Creating Value Together			0.00/0.00	0.00
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul> Functional Competency			0.00/0.00	0.00
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul> Cultural Beliefs			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
	Walne!> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
	Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul> Ask the RXM and/or store manager to provide you (the RXS) feedback	Yes	Off Sites at Lick HS: Great Job	0.00/0.00	0.00
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul> Overall Visit Notes:		Specialty Plan to reach out to Bill at Stanford	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 2015

03849 - Qiaoying Ye,MGR

**Participant :** Ronda Lowe, Eugene, Sue  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 09/17/2014 13:00 Central Daylight Time

Questionnaire	Wed 09/17/2014 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Medicare D FE involvement 5MM with RPH for FE employees	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	Avg 90 Days adj	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts, Rx inventory Management (Composite)	Focus on using inter-stores to help decrease Track Order Changes and Passport %. Store Manager will help when able for inter-store	0.00/0.00	0.00
Q96				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	Increasing Medicare D and Avg 90 days adj script average		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES	RPH involved in FE 5MM on a regular basis	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	Use grad intern to help cover for the community first, then schedule Grad intern for training and PPLs	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated filter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality</li> </ul>				

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Q138	<p>Assurance.</p> <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxB, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	NA		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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B)	Largest Opportunities: Medicare D and non flu	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume	Utilize outreach programs to gain new Medicare D customers	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RxB and/or MGR introduce you to them.</li> </ul>	YES	Grad intern in training and PPLs	0.00/0.00	0.00
Schedule grad intern to cover vacations and sick calls					
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	Flu and Non Flu	0.00/0.00	0.00
Discuss the RxB's personal development goals with the store manager, unless RxB is available. Is the RxB progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
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.					
Q179		YES		0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?					
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					

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Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p>	n/a		0.00/0.00	0.00
Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	YES	n/a	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
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>					
Q275	<p>Pharmacy waiting area condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>			0.00/0.00	0.00
Q265	<p>Pharmacy condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>	(2)	Needs to clear clutter of papers at verification and on refrigerator	0.00/0.00	0.00
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>• Actively promoting immunizations during peak seasons</li> <li>• Making adherence calls and completing consultations on a regular basis</li> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>					
Q276	<p>Building RX Sales</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>			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 Leadership					
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul> <p>People Leadership</p>			0.00/0.00	0.00
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul> <p>Strategic Leadership</p>			0.00/0.00	0.00
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul> <p>Customer Leadership</p>			0.00/0.00	0.00

Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul> <p>Healthy, Happy, and Creating Value Together</p>		0.00/0.00	0.00
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul> <p>Functional Competency</p>		0.00/0.00	0.00
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul> <p>Cultural Beliefs</p>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walmart> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul> <p>Ask the RXM and/or store manager to provide you (the RXS) feedback</p>	Did not cover	0.00/0.00	0.00
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	New RxM bonus structure review	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 2015

02705 - Danny Kwan,MGR

Participant : Ronda Lowe, Heien  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Tue 09/23/2014 04:00 Central Daylight Time

Questionnaire	Tue 09/23/2014 04:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Medicare D plan to outreach the community	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Average 90-day Adjusted Scripts , Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		Medicare D and new customer outreach	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having any impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	NA		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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	appropriate.			
	<ul style="list-style-type: none"> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>			
	LP Dashboard		0.00/0.00	0.00
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
	Pharmacy Operations		0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Rx script volume		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	0.00/0.00	0.00
	Senior day outreach, community outreach for Medicare D			
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	Rx Engagement event this Sat	0.00/0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00
	Extraordinary Customer Care (ECC)		0.00/0.00	0.00
	ECC		0.00/0.00	0.00
	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.			
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	Get them involved with inventory project	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

Document your conversation in the comment box below.

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

Theme

and Medicare D promotion

YES

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultatio

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership					
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety			0.00/0.00	0.00
People Leadership					
Q160	• 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
Strategic Leadership					
Q161	• 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 to increase new customers	0.00/0.00	0.00
Customer Leadership					
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Healthy, Happy, and Creating Value Together					
Q163	• 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
Functional Competency					
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?					
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools					
Pick 1-2 of the following:					
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Yes	Be One: Thanks Heien for engaging your community	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback					
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?		Rx Performance metrics	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 2015

02866 - Bonnie Wong,MGR

**Participant :** Ronda J Lowe, Shirley, Angie  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 09/16/2014 12:00 Central Daylight Time

Questionnaire	Tue 09/16/2014 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Medicare D	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES	Rx Script	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.		Average 90-day Adjusted Scripts , Pharmacy Delight		
Q96		Get more surveys ,Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63		Action Plan in place for Medicare D with FE	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES	Reorganize placement of items	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> </ul>				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> </ul>				
Q167	YES	Placement of diagnosis codes	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	NA	sig code review with techs	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B) , Immunization	Focus on Medicare D Plan	0.00/0.00 0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume , Outreach programs	Outreach for Medicare D customers to increase rx script volume	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	Review with staff on action plan	0.00/0.00 0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	No cards yet, but we do recognition	0.00/0.00 0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00 0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00 0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00 0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Training and developing staff	0.00/0.00 0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	asking for more surveys	0.00/0.00 0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00 0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	Tech: have her teach and grow other techs		0.00/0.00 0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

YES no need at this time. 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

0.00/0.00 0.00

Building RX Sales

- Utilize the comment box below the rating to compare this visit with previous walks (e.g.

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	improved, same or worse).				
				regular basis	
				<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>	
	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>			execution for metrics and scorecard put action plan into action: get team member by in	0.00/0.00 0.00
	People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>				0.00/0.00 0.00
	Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>			looking at statements and ID problem and make a plan to improve.	0.00/0.00 0.00
	Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>				0.00/0.00 0.00
	Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>				0.00/0.00 0.00
	Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>				0.00/0.00 0.00
	Cultural Beliefs				0.00/0.00 0.00
	Cultural Beliefs				0.00/0.00 0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
	Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes		no cards yet, but have recognized staff	0.00/0.00 0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		bonus		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.		set expectations with new rxm		0.00/0.00 0.00
Q166	Additional comments:		none		0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01120 - Kevin Thach,MGR

**Participant :** Ronda Lowe, Manuel, Steven  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 10/01/2014 14:00 Central Daylight Time

Questionnaire	Wed 10/01/2014 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Plan for Medicare D customers	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96	Rx Inventory Management (Composite)	Balance Passport and Rx Quick order with interstores	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	St Mgr to help with inter-stores		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having any impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	DL still in training and learning Rx	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			0.00/0.00	0.00
<b>Pharmacy checklist items</b>			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Execution	Senior Outreach to area center	0.00/0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow	Outreach programs	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	Thanks Marien for taking on	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

inventory project

YES keep on sig codes 0.00/0.00 0.00

0.00/0.00 0.00  
0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Q285 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultatio

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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
Operations/Business Leadership			0.00/0.00	0.00
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety		0.00/0.00	0.00
People Leadership			0.00/0.00	0.00
Q160	• 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
Strategic Leadership		Community outreach to increase new customers, new Med D customers	0.00/0.00	0.00
Q161	• 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
Customer Leadership			0.00/0.00	0.00
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			0.00/0.00	0.00
Q163	• 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
Functional Competency			0.00/0.00	0.00
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store? Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools Pick 1-2 of the following:				
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcement gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap) Ask the RXM and/or store manager to provide you (the RXS) feedback	Did not cover	0.00/0.00	0.00
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?	Review of floater accountability program	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 2015

03711 - Kingman Kwok,MGR

**Participant :** Ronda Lowe, Ken, Wilson  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 10/01/2014 23:00 Central Daylight Time

Questionnaire	Wed 10/01/2014 23:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>				
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>				
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Rx Inventory Management (Composite) , Non-Flu Immunizations	Work with 9886 and 13667 on interstores to help reduce Passport for 340 B drugs  Remember 20% goal for non flu with each Flu Shot	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Identify FE and Rx abassador for Med D		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>if this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	no hiring needs	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			0.00/0.00	0.00
<b>Pharmacy checklist items</b>			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES	regular review of sig codes. keep it up, good job	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	Identify Med D Ambassador for FE and Rx	0.00/0.00 0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	340B Outreach programs	New Plan for interstores on 340 B drugs to reduce Passport	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00 0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00 0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00 0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00 0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	Flu and Non Flu goals	0.00/0.00 0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00 0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00 0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00 0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	Keep with new		0.00/0.00 0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

0.00/0.00 0.00  
0.00/0.00 0.00

projects

YES

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Rearrange schedule for RxM vacation with regular floaters Scheduled intern for off site	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 2015

04570 - Kenneth Phung,MGR

**Participant :** Ronda Lowe, Kenneth, Apple  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 10/02/2014 09:00 Central Daylight Time

Questionnaire	Thu 10/02/2014 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
		Medicare D		
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Jason and Jennifer : point person Express Line for Seniors	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	Q147	YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Q96	Flu Immunizations , Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>		20% for non flu		
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Q63	off-site church for travel	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?	Q169	YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>		add in Rx items for reminding rx staff		
Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Q170	Yes	0.00/0.00	0.00
designated hitter: Donald				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?	Q279	YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>		sometimes not working, but when it does, we do enter		
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	Q167	YES	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality</li> </ul>				

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Q138	Assurance. <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES		0.00/0.00	0.00
	LP Dashboard Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			0.00/0.00	0.00
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
	Pharmacy Operations			0.00/0.00	0.00
Q183	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) Immunization	Medicare D Plan Express Lane, Point Person	0.00/0.00	0.00
Q238	Select one strength and one opportunity with regards to pharmacy operations to discuss. <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume 90 day efficiency		0.00/0.00	0.00
	Team Member Engagement Team member engagement			0.00/0.00	0.00
Q269	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? <ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
Q270	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? <ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Q271	Is the manager following the company's on-boarding program? <ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00	0.00
Q272	Ask a few team members Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?" <ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Q254	Are at least two team members, including one in pharmacy, able to discuss their goals for the day? <ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Q255	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? <ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Allow staff to take more initiative, less micro managing	0.00/0.00	0.00
	Extraordinary Customer Care (ECC) 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. Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00	0.00
Q239	Indicators of a strong plan include at least 3 of the following: <ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
	Performance Management Performance management			0.00/0.00	0.00
	Talk about your high performers.			0.00/0.00	0.00

Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	developing Donald	0.00/0.00	0.00	
Have you documented the challenges with your low performers?					
Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	keep training tech on third party processing	0.00/0.00	0.00
Document your conversation in the comment box below.					
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	
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>					
Q275	<p>Pharmacy waiting area condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00	
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>					
Q265	<p>Pharmacy condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00	
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>• Actively promoting immunizations during peak seasons</li> <li>• Making adherence calls and</li> </ul>					

Building RX Sales		completing consultations on a regular basis		
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	allow staff to make more decisions and take the initiative	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Clarify on Inventory	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

01241 - Emily Ma,MGR

Participant : Ronda Lowe, Donna  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Wed 11/12/2014 10:00 Central Standard Time

Questionnaire	Wed 11/12/2014 10:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM? <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.	YES		0.00/0.00	0.00
Q96 If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus. Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. <ul style="list-style-type: none"> <li>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</li> </ul>	Average 90-day Adjusted Scripts Non-Flu Immunizations		0.00/0.00	0.00
Q63 If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching <ul style="list-style-type: none"> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	New customers New Med D customers		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES		0.00/0.00	0.00
Q170 Does the store have a flexible workforce to meet the store needs? <ul style="list-style-type: none"> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	new tech in training	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy? <b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b> <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>	YES	no issues	0.00/0.00	0.00
Q167 Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff? <ul style="list-style-type: none"> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>	YES	not much in GFD folder that was refused, but have not received any Rx's with issues	0.00/0.00	0.00
Q138 Access the Quality Assurance website (type "rxquality" in the web browser). <ul style="list-style-type: none"> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES		0.00/0.00	0.00

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WAG-MDL-03101.00093

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) smart counts  
 Immunization ,  
 Execution  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume  
 Outreach programs  
 Examples include but are not limited to the following:  
 Utilize comments box to document 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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? YES tech new hire on track with development 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00  
 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"  
 Q272 Is a Five Minute Meeting taking place every day? YES 0.00/0.00 0.00  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Did not cover 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. keep developing staff 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

	<ul style="list-style-type: none"> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p> <ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	st		
Q274		YES	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
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>		
	Pharmacy waiting area condition			
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
		<b>(4)</b>		
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Actively promoting immunizations during peak seasons</li> <li>Making adherence calls and completing consultations on a regular basis</li> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>		
	Pharmacy condition			
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
	Building RX Sales			
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	continue to outreach for new customers	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 Leadership			
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer</li> </ul>		0.00/0.00	0.00

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	interactions.			
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Rx Inventory composite components	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 2015

01626 - Marvin Manabat, MGR

Participant : Ronda Lowe, Jeremy  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Tue 11/04/2014 11:00 Central Standard Time

Questionnaire	Tue 11/04/2014 11:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Several off sites scheduled	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147				
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Rx Inventory Management (Composite) ,Flu Immunizations , Non-Flu Immunizations	Rx inventory: track order changes. Balance between passport and track order changes Keep securing more off sites for immunizations to reach goal	0.00/0.00	0.00
Q36				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	community outreach for more off sites to reach goal 3 Med D outreach by end of Nov		0.00/0.00	0.00
Q63				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
..			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES	Med D and Flu	0.00/0.00	0.00
Q169				
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?	Yes	Discussed elimination of EAVs	0.00/0.00	0.00
Q170				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
Q279				
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>				

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WAG-MDL-03101.00097

- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00

Keep on to of of FTF, NTT

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) inform techs to scan all Rx so we do not lose any specialty rxs 0.00/0.00 0.00  
 Specialty at retail  
 deletions on time, 7 day 10 day rule

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Examples include but are not limited to the following: Rx script volume work on efficiency, no more eavs soon 0.00/0.00 0.00  
 Utilize comments box to document strengths and areas of opportunity. Workflow

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 Did you receive results from the most recent survey? YES 0.00/0.00 0.00  
 Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 Did pharmacy manager and or store manager recognize at least two team members by name? YES 0.00/0.00 0.00  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 How are the new hires or recently promoted team members doing in their new position? new techs in training still. looking for more hours. share among community to cover vacations 0.00/0.00 0.00  
 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 Is a Five Minute Meeting taking place every day? YES 0.00/0.00 0.00  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES Immunizations Med Outreach 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Are they documented in the Talent Management Portal? Did not cover 0.00/0.00 0.00  
 Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)? YES 0.00/0.00 0.00

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 Actively monitoring team member interactions with customers on the floor. YES 0.00/0.00 0.00  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

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Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p>	keep training and developing staff rph for RxM advancement	0.00/0.00	0.00
Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	YES sig codes for techs	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme			0.00/0.00	0.00
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist!" section</li> <li>• All required signs are in place with no damage or wear and no outdated</li> </ul>				
Q275	<p>Pharmacy waiting area condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00
Q265	<p>Pharmacy condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>	(2) clean up, needs some CNO	0.00/0.00	0.00
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>• Actively promoting immunizations during peak seasons</li> <li>• Making adherence calls and completing consultations on a regular basis</li> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>				
Q276	<p>Building RX Sales</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	keep training team remind them of goals	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				

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Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul> <p>Healthy, Happy, and Creating Value Together</p>		0.00/0.00	0.00
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul> <p>Functional Competency</p>		0.00/0.00	0.00
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul> <p>Cultural Beliefs</p>		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?		0.00/0.00	0.00
	Walmart> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul> <p>Ask the RXM and/or store manager to provide you (the RXS) feedback</p>	Did not cover	0.00/0.00	0.00
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	RxM performance metrics reviewed	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 2015

04231 - Jan Louie Gavieres, MGR

**Participant :** Ronda Lowe, Lynda, Becky  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 11/04/2014 12:00 Central Standard Time

Questionnaire	Tue 11/04/2014 12:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	ECC: lines at pick up Med D and off sites	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts, Flu Immunizations, Non-Flu Immunizations	Community outreach for Rx script count	0.00/0.00	0.00
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	ECC, IC3 Staff engagement Rx script count		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
Q169 <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?	Yes	Need more response to IC3 support from designated hitters. Lines are still very long	0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>	YES		0.00/0.00	0.00

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- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>		0.00/0.00	0.00	
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>		0.00/0.00	0.00	
Team Member Engagement			0.00/0.00	0.00	
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	Grad intern in training	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00	
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Please enter into TMP	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
ECC					
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00	
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management					
Talk about your high performers.					
	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> </ul>	keep engaged			

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Q273	<ul style="list-style-type: none"> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	keep motivated increase communications	0.00/0.00	0.00
	Have you documented the challenges with your low performers?			
	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> </ul>			
Q274	<ul style="list-style-type: none"> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	0.00/0.00	0.00
	Document your conversation in the comment box below.			
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
	<b>(3) Achieving Expectations</b>			
	<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>			
	Pharmacy waiting area condition			
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
	<b>(3) Achieving Expectations</b>			
	<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>			
	Pharmacy condition			
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
	Building RX Sales			
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	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
	Operations/Business Leadership		0.00/0.00	0.00
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00

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People Leadership		communications engagement		
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	get team together on the same page	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	work with FE for IC3 help	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Waigreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	communications and engagement	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.	work with staff for better collaboration and communications	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

02705 - Danny Kwan,MGR

**Participant :** Ronda Lowe, Quyen, Helen, Steph  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 10/07/2014 00:00 Central Daylight Time

Questionnaire	Tue 10/07/2014 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Helen's got a church off site set up for Medicare D and Flu Shots, and also a low income housing	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Average 90-day Adjusted Scripts , Pharmacy Delight ,Non-Flu Immunizations	0.00/0.00	0.00
Q96				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		Plan in place for off sites for flu and Medicare D	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES	sometime EHR not working	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				

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Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES		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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) Immunization	Let's get one senior outreach completed by Oct 15, then two more by the end of November	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				0.00/0.00	0.00
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume	Outreach to increase more Med D and Rx count	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	Great engagement party a few weeks back.	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	Daily, thanks Start with recognition cards	0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	Flu and Non Flu	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	staff development	0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	NO		0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	Please continue to coach ECC	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					

Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	involve in outreach	0.00/0.00	0.00
Have you documented the challenges with your low performers?				
Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES none	0.00/0.00	0.00
Document your conversation in the comment box below.				
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
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>				
Q275	<p>Pharmacy waiting area condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>				
Q265	<p>Pharmacy condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>• Actively promoting immunizations during peak seasons</li> <li>• Making adherence calls and</li> </ul>				

Building RX Sales		completing consultations on a regular basis		
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	develop and motivate team	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Waigreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Medicare D outreach	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.	Let's get one senior outreach completed by Oct 15th	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01126 - ,MGR

**Participant :** Ronda Lowe, Joel  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 10/07/2014 09:00 Central Daylight Time

Questionnaire	Tue 10/07/2014 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>				
Question			<b>0.00/0.00</b>	<b>0.00</b>
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Get One Med D presentation by Oct 15th, then another 2 more before end of November	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>				
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Non Flu Goal: Need to know your goal. Make sure all team members know their goal. We cannot get to goal if we do not know the goal.				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Pharmacy Delight (Composite) , Non-Flu Immunizations	Rx Avg decreasing: where are the customers going ? We need to conduct senior outreach programs to get new customer. Get 3 set up asap for Med D presentation	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Keep focus on Passport Usage, Track Order changes (good job) and daily Smart Count.				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Joel: Non Flu Goal: Need to know your goal. Make sure all team members know their goal. We cannot get to goal if we do not know the goal.		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-				
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	no turnover or hiring needs	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-</li> </ul>				

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	GFD) Checklist (signed and dated by the pharmacist)?			
	<ul style="list-style-type: none"> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			
	Are the proper quality assurance controls in place for pharmacy?			
	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>		please complete the stars event you have in draft mode	
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	please complete monthly peer review, it's overdue	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 profitability?			
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00 0.00
	Pharmacy Operations			0.00/0.00 0.00
			FE 5MM to explain Rx services and how to talk to customers about Med D, immunizations, senior day, etc.	
Q183	<p>Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) ,immunization	help educate FE employees about Rx so they can transfer customers who do not use our pharmacy back to meet the RPH and staff.	0.00/0.00 0.00
Q238	<p>Select one strength and one opportunity with regards to pharmacy operations to discuss.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume , Outreach programs	Please ask store manager who is the FE Med D ambassador and educate that person. Also, Rx Med D ambassador. Med D Outreach, please set up asap need one by Oct 15th and two more before end of November We need to increase the lost Rxs. Where are the Rxs going ?	0.00/0.00 0.00
	Team Member Engagement			0.00/0.00 0.00
	Team member engagement			0.00/0.00 0.00
Q269	<p>Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?</p> <ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00 0.00
Q270	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	NO		0.00/0.00 0.00
Q271	<p>Is the manager following the company's on-boarding program?</p> <ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	no new hires review new Market Pharmacist (floater) program with staff	0.00/0.00 0.00
	Ask a few team members			0.00/0.00 0.00
Q272	<p>Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"</p> <ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	NO	Please make sure we have DAILY 5MM Daily huddles to remind Daily huddles to go over new info and remind on the old info	0.00/0.00 0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?		Please review targets and goals with all team	

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Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul> <p>Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?</p>	NO	members.  They need to know the goals Be on top of current performance of the pharmacy. Know your goals	0.00/0.00	0.00
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Know where you are weekly, review KPIs, operating statement, scorecard weekly with store manager. Take at least 30 minutes per week to review with store manager	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 <u>and</u> monthly Delight scores? Answer "yes", if the pharmacy team members know the store's Delight score <u>and</u> target.</p> <p>Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?</p> <p>Indicators of a strong plan include at least 3 of the following:</p> <ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> </ul>	NO	Please review Rx Delight scores with staff.	0.00/0.00	0.00
Q239	<ul style="list-style-type: none"> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	NO	Work on a daily/weekly plan to review ECC with your staff	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p> <ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> </ul>		involve techs in inventory management, TPR management	0.00/0.00	0.00
Q274	<ul style="list-style-type: none"> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	YES	no low performers. Keep training and developing new RPH	0.00/0.00	0.00
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)				0.00/0.00	0.00
Theme				0.00/0.00	0.00
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>					
Pharmacy waiting area condition					
Q275	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>			0.00/0.00	0.00
Pharmacy condition					
Q265	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul> <p>Building RX Sales</p>	(2)	Needs a bit of CNO Paperwork filed or thrown away	0.00/0.00	0.00
Q276	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(2)	Rx script count going down. Start outreach to community for new business	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 Leadership					

Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership	We need daily 5MM for communication with staff		
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership	Make a plan with Store Manager on how to increase new customers.		
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency	Empower your team to help reach targets. You have a very strong team of techs and RPH, waiting for you to utilize them		
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Goals, Performance	0.00/0.00	0.00
	Overall Visit Notes:			
	Issues to share with District Team			
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
		please let Joel know who is the FE Medicare D ambassador.		
Q173	List any follow-up items for the CL follow-up visit.	remind Joel to set up Med D outreach, at least 3	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

02866 - Bonnie Wong, MGR

Participant : Ronda Lowe, Angie  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Wed 10/08/2014 13:00 Central Daylight Time

Questionnaire	Wed 10/08/2014 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Google search for senior centers local churches, starbucks, cafes where seniors gather.	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96	Pharmacy Delight Rx Inventory Management (Composite)	Get enough surveys for Rx Delight Rx inventory: passport, track order and daily smart count	0.00/0.00	0.00
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	Inventory DOS, great job. Now focus on track order changes and passport and daily smart counts.		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	no turnover	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul> Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				

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Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES		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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
				0.00/0.00	0.00
Q183	<p>Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	Focus on Med D from now to Dec.7th We need one outreach by Oct 15th and two more by the end of November. FE ambassador: Eva Assign a Rx person as well	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs		0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	Great Job with the recognition cards posted on the Fridge.	0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	no new hires	0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	Flu and Non Flu goals posted ! Great Job	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	People development	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 <u>and</u> monthly Delight scores? Answer "yes", if the pharmacy team members know the store's Delight score <u>and</u> target.</p> <p>Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?</p> <p>Indicators of a strong plan include at least 3 of the following:</p> <ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00

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Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	keep developing staff RPH review checklist for development areas	0.00/0.00	0.00
Have you documented the challenges with your low performers?				
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES no low performers	0.00/0.00	0.00
Document your conversation in the comment box below.				
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
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>		
Q275	<p>Pharmacy waiting area condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>		
Q265	<p>Pharmacy condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Actively promoting immunizations during peak seasons</li> <li>Making</li> </ul>		

	Building RX Sales		adherence calls and completing consultations on a regular basis		
Q276	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		Keep looking for senior areas where we can visit and present	0.00/0.00	0.00
			<ul style="list-style-type: none"> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>		
	<b>Pharmacy Manager Core Competencies:</b>			0.00/0.00	0.00
	Please comment on the core competency areas as appropriate.			0.00/0.00	0.00
	Operations/Business Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00	0.00
	People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			0.00/0.00	0.00
	Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		Make a plan with store manager for Med D customers and growing new customers	0.00/0.00	0.00
	Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		Get more receipt surveys Remind staff Review ECC with staff	0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00	0.00
	Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		Keep training and empowering staff members	0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
	Wainel> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
	Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Nice job on recognition of staff	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		Med D outreach goals of 3	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 2015

01109 - Ming Fang,MGR

**Participant :** Ronda Lowe, Mike, Brian,Jen  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 10/08/2014 15:00 Central Daylight Time

Questionnaire	Wed 10/08/2014 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Schedule one senior outreach before Oct 15 and two more by end of November St Adian in discussion	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			0.00/0.00	0.00
			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147				
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Operations Management (Composite)	Daily Task: COMPASS, email, RTS call list	0.00/0.00	0.00
Q96				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Rx Inventory Management (Composite)	Rx Inv: passport, track order and daily smart count		
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.		Inventory on hands need to be completed paperwork left over from last RxM needs to be organized BOP controlled substance box organized from last RxM needed asap	0.00/0.00	0.00
Q63				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			0.00/0.00	0.00
			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
Q169				
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?	Yes	Check with techs to see how many more hours that are able to work then we can work out a schedule for organization and clean up of the Rx	0.00/0.00	0.00
Q170				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			0.00/0.00	0.00
<b>Pharmacy checklist items</b>			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
Q279				
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective</li> </ul>				

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	manner			
	<ul style="list-style-type: none"> <li>• STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>			
Q138	<ul style="list-style-type: none"> <li>• Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>• Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>	YES	0.00/0.00	0.00
LP Dashboard				
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?		0.00/0.00	0.00
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations				
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	Senior Outreach plan in place NTT daily task to be completed, please	0.00/0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Workflow		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	Keep working with staff on efficiency and workflow	0.00/0.00
Team Member Engagement				
	Team member engagement		0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?		0.00/0.00	0.00
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	Let staff know our mission, goals, vision of the company. Share new info with staff	0.00/0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	New RxM Store Manager and RxS reviewed expectations	0.00/0.00
Ask a few team members				
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"		0.00/0.00	0.00
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Reviewed Field Transformation with RxM	0.00/0.00
Extraordinary Customer Care (ECC)				
	ECC		0.00/0.00	0.00
	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.		0.00/0.00	0.00
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00
Performance Management				
			0.00/0.00	0.00

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Performance management			0.00/0.00	0.00
Talk about your high performers.		keep delegating to staff rph and techs		
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	use them to help you organize the Rx, you have a very talented team	0.00/0.00	0.00
Have you documented the challenges with your low performers?				
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES no low performers, but working on sig codes and efficiency	0.00/0.00	0.00
Document your conversation in the comment box below.				
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
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>		
Pharmacy waiting area condition				
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
Pharmacy condition				
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2) Needs CNO from last RxM.,paperwork	0.00/0.00	0.00
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Actively promoting immunizations during peak seasons</li> <li>Making adherence calls and completing consultations on a regular basis</li> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>		
Building RX Sales				
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				

Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul> <p>Customer Leadership</p>		0.00/0.00	0.00
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul> <p>Healthy, Happy, and Creating Value Together</p>		0.00/0.00	0.00
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul> <p>Functional Competency</p>		0.00/0.00	0.00
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul> <p>Cultural Beliefs</p>	Empower team and delegate to team	0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store? Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools Pick 1-2 of the following:		0.00/0.00	0.00
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul> <p>Ask the RXM and/or store manager to provide you (the RXS) feedback</p>	Yes	October is National Rx Month Recognize and thank	0.00/0.00
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		Restructure, schedule techsand RPH to help organize Rx. Please inform Angie of schedule changes	0.00/0.00
	Overall Visit Notes: Issues to share with District Team			0.00/0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none		0.00/0.00
Q173	List any follow-up items for the CL follow-up visit.	please inform Angie of schedule changes please assist with on hands and paperwork organization left over from last RxM		0.00/0.00
Q166	Additional comments:	none		0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

03869 - Eugene Wong,MGR

Participant : Ronda Lowe, Luong  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Wed 10/15/2014 09:00 Central Daylight Time

Questionnaire	Wed 10/15/2014 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Today is the first day of open enrollment. Senior Day October 21st. One outreach set up already. Get two more by end of November	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Operations Management (Composite)	More consistent on Daily Rx Smart Count	0.00/0.00	0.00
Q96	Rx Inventory Management (Composite)	Maintain Passport and Track Order changes at or under goal, good job thus far		
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Keep on outreach to get to 6% growth target	Efficiency of staff when RxM not present	0.00/0.00	0.00
Q63				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> </ul>				

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	<ul style="list-style-type: none"> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES		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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	Store Manager needs to review regularly	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) Immunization	Jada and Simpson are point persons for Med D Get to 20% Non Flu	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Workflow	Get staff up to max efficiency	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	Plan for this year is Recognition October is National Rx Month for recognition	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	NO	Not yet	0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	no new hires	0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Staff development and efficiency	0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC					
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.					
Q179		YES		0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?					
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00

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Performance management	Talk about your high performers.	involve staff rph and techs in inventory and outreach	0.00/0.00	0.00
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>		0.00/0.00	0.00
Q274	<p>Have you documented the challenges with your low performers?</p> <ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	0.00/0.00	0.00
	Document your conversation in the comment box below.			
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)			0.00/0.00	0.00
Theme		<b>(3) Achieving Expectations</b>	0.00/0.00	0.00
	Pharmacy waiting area condition	<ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>	0.00/0.00	0.00
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			
	Pharmacy condition	<b>(3) Achieving Expectations</b>		
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	<ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>	0.00/0.00	0.00
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>• Actively promoting immunizations during peak seasons</li> </ul>		

Building RX Sales			
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00 0.00
		<ul style="list-style-type: none"> <li>• Making adherence calls and completing consultations on a regular basis</li> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>	
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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00 0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00 0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00 0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00 0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00 0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Rx Inventory composite to include daily smart counts	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.	Addressed the issue with communication with RxM and Medicare D urgency	0.00/0.00 0.00
Q166	Additional comments:	none	0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01393 - Xin Cai,MGR

Participant : Ronda Lowe, Chi  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Wed 10/29/2014 12:00 Central Daylight Time

Questionnaire	Wed 10/29/2014 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Med D and immunizations FE and Rx plan in place	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96	Pharmacy Delight Non-Flu immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	med d and immunization plan in place with FE and Rx, paging overhead, asking each customer. presentation at local library next week		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES	Med D and immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul> Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES	still some system errors	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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	appropriate.			
	<ul style="list-style-type: none"> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>			
	LP Dashboard			0.00/0.00   0.00
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00   0.00
	Pharmacy Operations			0.00/0.00   0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00   0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	Will start on specialty project after ce completed got st leader on board with Med D promotion FE and Rx finally.	0.00/0.00   0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Workflow		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	continue on community outreach for flu clinics and med D presentations	0.00/0.00   0.00
	Team Member Engagement			0.00/0.00   0.00
	Team member engagement			0.00/0.00   0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00   0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00   0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	no new hires developing current staff	0.00/0.00   0.00
	Ask a few team members			0.00/0.00   0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00   0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	Flu and Med D goals	0.00/0.00   0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		0.00/0.00   0.00
	Extraordinary Customer Care (ECC)			0.00/0.00   0.00
	ECC			0.00/0.00   0.00
	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.			
Q179		YES	Rx Staff now understands the importance of the salutation since several customers thanked them for using the Welcome to Walgreens salutation	0.00/0.00   0.00
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00   0.00
	Performance Management			0.00/0.00   0.00
	Performance management			0.00/0.00   0.00
	Talk about your high performers.			

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Q273 • 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.  
 § Document your conversation in the comment box below.

contant challenge for improvement 0.00/0.00 0.00

Have you documented the challenges with your low performers?

Q274 • Do you have a record of discussion on file?  
 • If you have started the discipline process, has it been documented in the Talent Management Portal?  
 • Verify that these are the correct processes  
 • If not, use GROW to coach them in the right direction of where they should focus.

YES none 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdated

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q285 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence

Building RX Sales		calls and completing consultations on a regular basis		
Q276	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	<ul style="list-style-type: none"> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	Keep working with staff, leading them for excellence	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	great ideas, need to execute on specialty	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	focus on receipt survey	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Discipline and accountability	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 2015

02005 - Shu B Guan,MGR

**Participant :** Ronda Lowe, Pure, Hafez  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Mon 10/27/2014 14:00 Central Daylight Time

Questionnaire	Mon 10/27/2014 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240	Identify 1-3 follow-up from either the DM and/or CL walk(s)	Outreach Med D	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96		Average 90-day Adjusted Scripts , Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		outreach for Med D and new customers off sites for immunizations goals	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desklop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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1

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediate!
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	reviewed 52 week item movement on a few drugs to verify that on hands were off not missing drugs	0.00/0.00 0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization		0.00/0.00 0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume, Deletes	please follow return to stock policy, 7 days, daily deletes. do not leave past policy date for deleting and returning to stock	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00 0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00 0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00 0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00 0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00 0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	delegate, train and develop accountability of staff progressive discipline	0.00/0.00 0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179		YES		0.00/0.00 0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00 0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	keep training staff and techs		0.00/0.00 0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

accountability  
GROW, discipline

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

Q276

•Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00

0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	accountability	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	growth plan for new customers	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	holding staff accountable	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team				
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

01054 - Gerald Martinez,MGR

**Participant :** Ronda Lowe, Vicky, Mr Jimenez  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 10/14/2014 15:00 Central Daylight Time

Questionnaire	Tue 10/14/2014 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Keep after Med D outreach We need to get 3 completed by end of November	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			0.00/0.00	0.00
			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	Rx count	0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Average 90-day Adjusted Scripts , Non-Flu Immunizations	Focus on non flu, ask each Flu customer for one other immunization where appropriate.	0.00/0.00	0.00
Q63 <ul style="list-style-type: none"> <li>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</li> <li>if the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>if this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	Keep after Senior Outreach Nice table out front		0.00/0.00	0.00
<b>Planning Process</b>			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES		0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
<b>Pharmacy</b>			0.00/0.00	0.00
<b>Pharmacy checklist items</b>			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES		0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>	YES		0.00/0.00	0.00
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>	YES	review sig codes with new grad intern and Jinky	0.00/0.00	0.00

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- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00  
 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) Immunization Non Flu and Med D focus 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume Senior outreach and community outreach to increase Rx count and new customers 90 day efficiency 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES RxM engaging team with BD cakes Keeping team informed as well for engagement  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES RxM recognized team members with recognition cards  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? NA  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Q272 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?" YES  
 • Is a Five Minute Meeting taking place every day?  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES Flu and Non Flu 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes Keep the spirits ups 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

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

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?  
 Indicators of a strong plan include at least 3 of the following:

Q239 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file) YES 0.00/0.00 0.00  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. keep them engaged and  
 • 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? 0.00/0.00 0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

give new responsibilities

YES no issues 0.00/0.00 0.00

0.00/0.00 0.00  
0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Q275
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Q265
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Sales

- Q276
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2) 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  
0.00/0.00 0.00

Operations/Business Leadership

- Q159
- Analyzes work-related problems and identifies sustainable solutions in a timely manner
  - Takes accountability for self and others actions to achieve business results.
  - Managing Compliance, Risk, & Safety

0.00/0.00 0.00

People Leadership

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Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul> Strategic Leadership		0.00/0.00	0.00
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul> Customer Leadership		0.00/0.00	0.00
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul> Healthy, Happy, and Creating Value Together		0.00/0.00	0.00
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul> Functional Competency		0.00/0.00	0.00
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul> Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul> Ask the RXM and/or store manager to provide you (the RXS) feedback	Yes	0.00/0.00	0.00
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul> Overall Visit Notes:	Reminder to focus on daily smart count and compass completion	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 2015

03475 - Gordon Fung,MGR

**Participant :** Ronda Lowe, Garland  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 10/15/2014 14:00 Central Daylight Time

Questionnaire	Wed 10/15/2014 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Operations Management (Composite)	Smart Count daily Compass daily and complete by due date	0.00/0.00	0.00
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	,Non-Flu Immunizations			
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	Workflow and staff engagement		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169 <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES		0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		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 staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES		0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?	YES		0.00/0.00	0.00
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES		0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow Pharmacy condition	Keeping up with workload: focus on workflow	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	Focus on	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

0.00/0.00 0.00  
0.00/0.00 0.00

workflow

YES Keep focusing on workflow and developing techs for efficiency 0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Workflow and tech development plan	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team				
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

13667 - Turny Mao,MGR

**Participant :** Ronda Lowe, Rose, Mr Lee  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 10/15/2014 11:00 Central Daylight Time

Questionnaire	Wed 10/15/2014 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Rx Inventory Management (Composite) , Non-Flu Immunizations		0.00/0.00	0.00
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	Flu and Non Flu overhead paging		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169 <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES		0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		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 staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES		0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?			0.00/0.00	0.00
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES		0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediate!
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00  
 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Adherence , Acquisitions (Med D & Med B) 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume inventory reduction with inter stores with other 340 B stores 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES October: National Rx Month 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? YES 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00  
 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 • Is a Five Minute Meeting taking place every day? YES 0.00/0.00 0.00  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Did not cover 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. Schedule adjustment Keep motivated 0.00/0.00 0.00  
 • What is being done to help develop, make them feel challenged and grow their careers?  
 • What are you doing to cross train and develop other team members for future roles?  
 • Verify that these are the correct processes.  
 • If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

n/a

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 \*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 \*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular

Building RX Sales

Q276 \*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

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3

- basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>	0.00/0.00	0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	0.00/0.00	0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Waigreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	LP: Shawn Decker joined our walk today	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 2015

09886 - Jesus Jimenez,MGR

Participant : Ronda Lowe, Calvin  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Thu 10/16/2014 08:00 Central Daylight Time

Questionnaire	Thu 10/16/2014 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Keep after outreaches for Medicare D	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts , Non-Flu Immunizations	Good Sept Scorecard, focus on Avg 90 days adj and non flu and inventory	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Remember compass task completion and daily smart counts are part of performance metrics		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES	finish what you are doing before starting a new task. Or start from the beginning of verification if you get distracted, don't go back in	0.00/0.00	0.00

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	appropriate.			the middle of verification, start all over again.	
	<ul style="list-style-type: none"> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>				
	LP Dashboard				0.00/0.00   0.00
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES			0.00/0.00   0.00
	Pharmacy Operations				0.00/0.00   0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>		Acquisitions (Med D & Med B), Immunization	Focus on Med D and Non Flu	0.00/0.00   0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Rx script volume	Outreach programs	0.00/0.00   0.00
	Team Member Engagement				0.00/0.00   0.00
	Team member engagement				0.00/0.00   0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES		Engagement plan to help drive metrics will start next week. Points for a lunch program. Great Idea.	0.00/0.00   0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES			0.00/0.00   0.00
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		tech on maternity. make sure someone is looking after the chargebacks	0.00/0.00   0.00
	Ask a few team members				0.00/0.00   0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES			0.00/0.00   0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES			0.00/0.00   0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		Engagement and staff development	0.00/0.00   0.00
	Extraordinary Customer Care (ECC)				0.00/0.00   0.00
	ECC				0.00/0.00   0.00
	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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES			0.00/0.00   0.00
	Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES			0.00/0.00   0.00
	Performance Management				0.00/0.00   0.00
	Performance management				0.00/0.00   0.00
	Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>		teach another tech chargeback collections so we		0.00/0.00   0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

have coverage when other tech is out

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

YES none 0.00/0.00 0.00

Document your conversation in the comment box below.

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

0.00/0.00 0.00  
0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

Building RX Sales

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2) 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  
0.00/0.00 0.00

Operations/Business Leadership

- Q159
- Analyzes work-related problems and identifies sustainable solutions in a timely manner
  - Takes accountability for self and others actions to achieve business results.
  - Managing Compliance, Risk, & Safety

0.00/0.00 0.00

People Leadership

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Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul> <p>Strategic Leadership</p>	Good plan for engagement in place	0.00/0.00	0.00
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul> <p>Customer Leadership</p>	Keep planning for Rx growth	0.00/0.00	0.00
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul> <p>Healthy, Happy, and Creating Value Together</p>	Review ECC behaviors with staff	0.00/0.00	0.00
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul> <p>Functional Competency</p>		0.00/0.00	0.00
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul> <p>Cultural Beliefs</p>		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?		0.00/0.00	0.00
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul> <p>Ask the RXM and/or store manager to provide you (the RXS) feedback</p>	Yes	0.00/0.00	0.00
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Thanks, good job on chargebacks so far, keep on top of it. Inventory is going the right direction, keep it up	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 2015

03707 - Michael Kwong,MGR

Participant : Ronda Lowe, Mike  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Fri 10/17/2014 10:00 Central Daylight Time

Questionnaire	Fri 10/17/2014 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
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 and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Average 90-day Adjusted Scripts , Pharmacy Delight ,Non-Flu Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Off sites planned for immunization goals to be met		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltler?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES		0.00/0.00	0.00

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WAG-MDL-03101.00149

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 • Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Adherence, Specialty at retail Great Hep C 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Rx script volume Great Job on specialty, Hep C 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.  
 Workflow

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 NA no new hires 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00  
 • Is a Five Minute Meeting taking place every day?  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Yes 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES 0.00/0.00 0.00  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q273 0.00/0.00 0.00  
 • What is being done to help develop, make them feel challenged and grow their careers?  
 • What are you doing to cross train and develop other team members for future roles?  
 • Verify that these are the correct processes.  
 • If not, use GROW to coach them in the right direction of where they should focus.  
 Keep coaching and teach new to techs and staff rph

Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

Tech issues documented

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

\*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

\*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular

Building RX Sales

Q276

\*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

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		basis		
		<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>		
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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership		keep coaching and developing team		
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	new clinic for hep C	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	tier 5	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 2015

07150 - Mengwah Chai,MGR

Participant : Ronda Lowe, Selma, Mr Chai  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Tue 10/21/2014 13:00 Central Daylight Time

Questionnaire	Tue 10/21/2014 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
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 and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96	Pharmacy Delight ,Non-Flu Immunizations	<i>Great Improvement on Rx Delight, keep it up Focus on non flu and flu</i>	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	Track order and Passport for Inventory composite Good job on daily smart counts, keep it up.		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) off sites scheduled, Immunization	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.			
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume, Outreach programs, Keep the outreach for new Med D customers	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	new tech on track with progress	0.00/0.00
Ask a few team members			0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	walk with staff, spoke to staff about management opportunities	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
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
	Talk about your high performers.			
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	good job on involving all staff on projects	0.00/0.00	0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

YES n/a 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

0.00/0.00 0.00

Building RX Sales

- Utilize the comment box below the rating to compare this visit with previous walks (e.g.

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Be One: great team work	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		review stats with Selma	0.00/0.00 0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team				
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none		0.00/0.00 0.00
Q173	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 2015

00896 - Tedman Woo,MGR

Participant : Ronda Lowe, Olga, Ted  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Tue 10/28/2014 09:00 Central Daylight Time

Questionnaire	Tue 10/28/2014 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Med D	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96		Pharmacy Delight ,Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		Rx Delight : need to reduce IC3 lines at the register area	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) outreach on Med D, more needed 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details  
 Immunization

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity. Outreach programs

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? NA 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Q272 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?" YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes showed RxM 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. keep including all techs in all projects for cross 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

training

YES

none

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outlets in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultatio

0.00/0.00

0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Saies

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

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	improved, same or worse).	ns on a regular basis		
		<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>		
	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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	reduce lines at register call for back up	0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback	move pickup bins so easier to find Rx's		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	ordered file cabinet update fastrack	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 2015

04529 - Mark Bengco,MGR

**Participant :** Ronda Lowe, David  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 11/07/2014 09:00 Central Standard Time

Questionnaire	Fri 11/07/2014 09:00 Central Standard Time	Comments	Points/Total	Score(%)	
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>	
<b>Question</b>					
<b>Follow Up</b>					
<b>Follow-Up Questions</b>					
Q240	Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Increase outreach for off site flu, new customers, Med D	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>					
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?					
Q147	YES			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>					
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.					
Q96			Average 90-day Adjusted Scripts , Flu Immunizations , Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>					
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.					
Q63			New apt. advertise in the monthly HOA for new customers	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>					
Document the areas of opportunity and action plan(s) in the comment box below.					
<b>Planning Process</b>					
-					
Are the daily tasks lists being effectively written and do they include Pharmacy items?					
Q169	YES			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>					
Discuss workforce planning. Are they progressing with workforce planning?					
Q170	Yes		Ronda will refer UCSF intern for Wednesday nights	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>					
<b>Pharmacy</b>					
<b>Pharmacy checklist items</b>					
Is the pharmacy staff properly utilizing the EHR for clinical services?					
Q279	YES			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>					
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?					
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>					
Q167	YES			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>					
Are the proper quality assurance controls in place for pharmacy?					
Q138	YES			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>					

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	<ul style="list-style-type: none"> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>				
LP Dashboard	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			0.00/0.00	0.00
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>		Acquisitions (Med D & Med B), Immunization	Off sites for immunization goals	0.00/0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Rx script volume	Outreach programs	0.00/0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES			0.00/0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES			0.00/0.00
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		interns, new on track	0.00/0.00
Ask a few team members				0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES			0.00/0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES			0.00/0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover			0.00/0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
	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
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
	Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES			0.00/0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
	Talk about your high performers.		staff rph on track with development		
	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> </ul>				

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Q273	<ul style="list-style-type: none"> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p> <ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> </ul>	plan next week will meet with committee of CLs	0.00/0.00	0.00	
Q274	<ul style="list-style-type: none"> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	YES	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	
Pharmacy waiting area condition					
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(4)	0.00/0.00	0.00	
Pharmacy condition					
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(4)	0.00/0.00	0.00	
			<b>(3) Achieving Expectations</b>		
Building RX Sales					
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	<ul style="list-style-type: none"> <li>Actively promoting immunizations during peak seasons</li> <li>Making adherence calls and completing consultations on a regular basis</li> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>	keep reaching out for new customers new apt building next door	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 Leadership					
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00	
People Leadership					
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00	
Strategic Leadership					
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00	
Customer Leadership					
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00	
Healthy, Happy, and Creating Value Together					
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00	
Functional Competency					
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00	
Cultural Beliefs			0.00/0.00	0.00	
Cultural Beliefs			0.00/0.00	0.00	
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?					
Walne!> Our Walgreens Culture (under company information)> Resources> Accelerator Tools					
Pick 1-2 of the following:					
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> </ul>	Did not cover	0.00/0.00	0.00	

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- Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done
- Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs
- Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)

Ask the RXM and/or store manager to provide you (the RXS) feedback

Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Focus on metrics, outreach	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 2015

03711 - Kingman Kwok,MGR

**Participant :** Ronda Lowe, Wilson  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 10/22/2014 00:00 Central Daylight Time

Questionnaire	Wed 10/22/2014 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.0/0.0</b>	<b>0.0</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Keep Table staffed Refer to Rx staff Flu and Med D FE--Rx	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Pharmacy Delight Store Team Member Engagement , Non-Flu Immunizations	Good Team work. Nice 5 MM with staff, very detailed	0.00/0.00	0.00
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Flu and Non Flu Med D		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169 <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>	YES		0.00/0.00	0.00
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				

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Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00	0.00	
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B) ,immunization	Need to promote non flu	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.			340B		
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	Off Site for Med D and Flu 3 Med D off sites by end of November	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00	
Team member engagement			0.00/0.00	0.00	
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00	
Ask a few team members			0.00/0.00	0.00	
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	0.00/0.00	0.00	
Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
ECC			0.00/0.00	0.00	
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00	
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management			0.00/0.00	0.00	
Talk about your high performers.					
			Great		

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Q273 • 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.  
 • Document your conversation in the comment box below.

development of Staff RPH who wants to learn more 0.00/0.00 0.00

Have you documented the challenges with your low performers?

Q274 • Do you have a record of discussion on file?  
 • If you have started the discipline process, has it been documented in the Talent Management Portal?  
 • Verify that these are the correct processes  
 • If not, use GROW to coach them in the right direction of where they should focus.

YES keep team of techs learning more functions in the pharmacy 0.00/0.00 0.00

Document your conversation in the comment box below.

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

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and

Building RX Sales		completing consultations on a regular basis		
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>	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
Operations/Business Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	Nice team work and engagement of staff	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	keep focusing on a plan in increase Med D and other immunizations. Look for outreach opportunities of new customers	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Wainel> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Be One: good team work all at 3711	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	EHR 25% for off-sites	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 2015

06557 - Janet Shaw, MGR

**Participant :** Ronda Lowe, Ryan  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 10/23/2014 14:00 Central Daylight Time

Questionnaire	Thu 10/23/2014 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Plan for immunizations and Med D Off-Site planned Promote Non Flu with each Flu	0.00/0.00	0.00
<b>Operating Statements and IMPROVE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.	Average 90-day Adjusted Scripts, Non-Flu Immunizations	WT well under way. Looking to add more units and floors Focus on Non Flu with each Flu, overhead announcements throughout the day.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Med D Plan and Immunization Plan in place Keep focus on NTT-FTF and non flu good improvement on inventory		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> </ul>				

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WAG-MDL-03101.00169

	<ul style="list-style-type: none"> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>			
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediate!</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES		0.00/0.00 0.00
LP Dashboard				
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			0.00/0.00 0.00
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00 0.00
Pharmacy Operations				
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00 0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	Remind Staff of NTT-FTF, make sure they understand	0.00/0.00 0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.		Rx script volume	
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Outreach programs	0.00/0.00 0.00
Team Member Engagement				
	Team member engagement			0.00/0.00 0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			0.00/0.00 0.00
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	Happy and Healthy Team	0.00/0.00 0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00 0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00 0.00
Ask a few team members				
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			0.00/0.00 0.00
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00 0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00 0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Training and development of new staff of BSD techs	0.00/0.00 0.00
Extraordinary Customer Care (ECC)				
	ECC			0.00/0.00 0.00
	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.			0.00/0.00 0.00
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00 0.00
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00 0.00
Performance Management				
	Performance management			0.00/0.00 0.00

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2

Talk about your high performers.

Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	n/a	0.00/0.00	0.00
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Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	n/a. All techs are high performers	0.00/0.00	0.00
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Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
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**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
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**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making

Building RX Sales				
Q276	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	adherence calls and completing consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	Great increase of WT patients	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00 0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			0.00/0.00 0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>			0.00/0.00 0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			0.00/0.00 0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00 0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>			0.00/0.00 0.00
Cultural Beliefs				0.00/0.00 0.00
Cultural Beliefs				0.00/0.00 0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Thank Tech for BSD performance. Veronica, thank you for being one and coming to help us.	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	WT/BSD: stats		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 2015

02244 - MGR

**Participant :** Ronda Lowe, Richard, Deanne, Mr Flores  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 10/28/2014 00:00 Central Daylight Time

Questionnaire	Tue 10/28/2014 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Med D: pre print, ask before giving	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Flu Immunizations Non-Flu Immunizations	Flu goal is high What is the plan ? we need offsites	0.00/0.00	0.00
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	Community outreach		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having any impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	Yes		0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul> Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?	YES		0.00/0.00	0.00
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES		0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183		Specialty at retail Immunization	0.00/0.00	0.00
		Rx script volume		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details.</li> </ul>	Outreach programs	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179		YES	0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	involve all staff on charge backs	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

corrections

YES none 0.00/0.00 0.00

0.00/0.00 0.00  
0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

Q285 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultation

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>	delegate and empower your team	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	reminded about charge backs corrections and Med D reports	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 2015

05487 - Haydee Hwang,MGR

**Participant :** Ronda Lowe, Christy  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 10/23/2014 20:00 Central Daylight Time

Questionnaire	Thu 10/23/2014 20:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Follow up with offsite for Flu	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Rx Inventory Management (Composite) ,Flu Immunizations , Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Sims On hands and oos/pfi		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltner?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Q138 Are the proper quality assurance controls in place for pharmacy?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	Med D print out reports Non Flu and Flu: need more off sites, follow up leads	0.00/0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume	Inventory: Track Order and Passport to goal	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	no new hires	0.00/0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	involve them in inventory, chargebacks,		0.00/0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

Document your conversation in the comment box below.

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

promotion of immunizations.  
Med D

YES

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Building RX Sales

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Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

13670 - Levi Santiago,MGR

**Participant :** Ronda Lowe, Rae  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 10/30/2014 00:00 Central Daylight Time

Questionnaire	Thu 10/30/2014 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Med D and off sites	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Pharmacy Delight ,Rx Inventory Management (Composite) , Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.		Team engagement Workflow	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltner?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Q138 Are the proper quality assurance controls in place for pharmacy?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow, Outreach programs	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	chargebacks returns	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

inventory management

YES

documentation review GROW

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Pharmacy condition

Q265

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety		0.00/0.00	0.00
People Leadership				
Q160	• 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
Strategic Leadership				
Q161	• 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
Customer Leadership				
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	• 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
Functional Competency				
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?	off sites, 3 by end of Nov	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 2015

03849 - Qiaoying Ye,MGR

**Participant :** Ronda Lowe, Sue  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 11/07/2014 00:00 Central Standard Time

Questionnaire	Fri 11/07/2014 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		outreach	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Rx Inventory Management (Composite), Flu Immunizations, Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>		Good scorecard, just focus on immunizations and Inventory.		
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		Inventory: daily smart count, passport and track order changes	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltner?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES		0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) ,immunization	0.00/0.00	0.00	
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow , outreach for Med D and immunizations Outreach programs 3 Med D presentation by end of November	0.00/0.00	0.00	
Team Member Engagement			0.00/0.00	0.00	
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00	
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	0.00/0.00	0.00	
Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
ECC					
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00	
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management					
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	have them to	0.00/0.00	0.00	

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

0.00/0.00 0.00  
0.00/0.00 0.00

develop others

YES accountability to help with staff engagement 0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	accountability	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	accountability respect	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 2015

01297 - Ana Carias,MGR

**Participant :** SHAWN HOUGHTALING, Cookson, Andy  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Tue 09/23/2014 15:00 Central Daylight Time

Questionnaire	Tue 09/23/2014 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>				
Question			<b>0.00/0.00</b>	<b>0.00</b>
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings	5mm in the rx are important and need to be done on a regular basis. Please make sure this is implimned.	0.00/0.00	0.00
	Daily task list/notes	Daily task list from store manager should include rx items to help with rx operations		
<b>Operating Statements and IMPROVe Scorecards</b>			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 and identified correct opportunities with the RXM?	YES	rx growth +8 rxs over last year, however, remember that rx budgets are based on 25rx incriments.. so keep pushing to get more hours	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Non-Flu Immunizations	Need to regularly use EHR to promote none flu. please keep an eye on the % use in the pharmacy, make sure all are trained on usage	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	NO	PLease include to make sure we have an impact on rx operations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	new hire.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES	Health testing and immunizations adoption rate 75% or greater.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> </ul>				

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	<ul style="list-style-type: none"> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	NO		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 profitability?				
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	reviewed how to print and that overbuy and neg adjustments should be looked at. Also that SDL need to be reviewed	0.00/0.00	0.00
	Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Immunization	Working on adherence .. will continue with current program Immunization- working to increase non flu	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Quality 90 day efficiency	Rx quality has been very good with less errors. Working with PSC and to identify pts that are 90 day eligible. challenge is that CABS is their #1 plan and doesnt allow 90 day	0.00/0.00	0.00
	Team Member Engagement			0.00/0.00	0.00
	Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	during 5 mmm	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00	0.00
	Ask a few team members			0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	using focus story telling- specifically around getting immunizations	0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	flu and non flu Brining customers back to the pharmacy	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Goals need to be in TMP RXM wants to move up into clinic position	0.00/0.00	0.00
	Extraordinary Customer Care (ECC)			0.00/0.00	0.00
	ECC			0.00/0.00	0.00
	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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00	0.00
	Indicators of a strong plan include at least 3 of the following:				
	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and</li> </ul>	YES	Working on implementing service recovery	0.00/0.00	0.00

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Customer Comments reports.			0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul> additional responsibilities		0.00/0.00	0.00
Have you documented the challenges with your low performers?				
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> YES		0.00/0.00	0.00
Document your conversation in the comment box below.				
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
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdated</li> </ul>		
Q275	Pharmacy waiting area condition •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	please "spruce up" the area where the patients wait	0.00/0.00	0.00
Q265	Pharmacy condition •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	<b>(4)</b> Looking more and more organized at every visit!!	0.00/0.00	0.00
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Actively promoting immunizations during peak seasons</li> <li>Making adherence calls and completing consultations on a regular basis</li> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>		
Q276	Building RX Sales •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul> People Leadership		0.00/0.00	0.00
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul> Strategic Leadership		0.00/0.00	0.00

Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Waigreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	No	does use focused storytelling, but needs to use it to leverage others	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	- LPXRX report		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.	Waiting area	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

04318 - Andrew MacDonald-Ly,MGR

**Participant :** JACK SHAWN HOUGHTALING, Anne Nelson  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Wed 09/24/2014 08:00 Central Daylight Time

Questionnaire	Wed 09/24/2014 08:00 Central Daylight Time	Comments	Points/Total	Score(%)	
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.0/0.0</b>	<b>0.0</b>	
Question			0.00/0.00	0.00	
Follow Up			0.00/0.00	0.00	
Follow-Up Questions			0.00/0.00	0.00	
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors ,Others	Clinic store- Higher expectations. All team members are on board and working to maintain exceptional service levels.  PLease work to have rotation students on a regular basis.	0.00/0.00	0.00	
<b>Operating Statements and IMPROvE Scorecards</b>			0.00/0.00	0.00	
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00	
Q147	YES	90 DAYS	0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.					
Q96		Average 90-day Adjusted Scripts . Non-Flu Immunizations	PREVNAR- 90 DAY A CHA	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.					
Q63	CORRENCT		0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.					
<b>Planning Process</b>			0.00/0.00	0.00	
-			0.00/0.00	0.00	
Q169	YES	SPEC	0.00/0.00	0.00	
Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?					
Q170	Yes	WORK	0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>					
<b>Pharmacy</b>			0.00/0.00	0.00	
Pharmacy checklist items			0.00/0.00	0.00	
Is the pharmacy staff properly utilizing the EHR for clinical services?					
Q279	NO		0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?					
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>					
Q167	YES		0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?					

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	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>			
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	NO	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 profitability?			
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
	Pharmacy Operations		0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Immunization	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Outreach programs		
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	90 day efficiency	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	NO	0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
	Extraordinary Customer Care (ECC)		0.00/0.00	0.00
	ECC		0.00/0.00	0.00
	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.			
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
	Indicators of a strong plan include at least 3 of the following:			
	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> </ul>			
Q239	<ul style="list-style-type: none"> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and</li> </ul>	YES	0.00/0.00	0.00

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Customer Comments reports.				
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	WORK	0.00/0.00	0.00
Have you documented the challenges with your low performers?				
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	0.00/0.00	0.00
Document your conversation in the comment box below.				
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
Pharmacy waiting area condition				
Q275	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(4)	0.00/0.00	0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Q265	<ul style="list-style-type: none"> <li>Pharmacy condition</li> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>		0.00/0.00	0.00
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**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

Building RX Sales				
Q276	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>		0.00/0.00	0.00

<b>Pharmacy Manager Core Competencies:</b>		0.00/0.00	0.00
Please comment on the core competency areas as appropriate.		0.00/0.00	0.00
Operations/Business Leadership			
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>	0.00/0.00	0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	0.00/0.00	0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Wainel> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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.	ECC	0.00/0.00
Q166	Additional comments:		0.00/0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01327 - Yong Li,MGR

**Participant :** JACK SHAWN HOUGHTALING, Tiffany and Marcia  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Wed 09/24/2014 13:00 Central Daylight Time

Questionnaire	Wed 09/24/2014 13:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.0/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings	With the large RX staff.. consistent and regular 5 min meetings are important. Discussed importance with Marcia and Tiffany, that this still needs to occur no mater who is working the shift	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	90 days- hard with HIV patients.. need to promote for all other meds.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96	Average 90-day Adjusted Scripts	great opportunity.. need to leverage psc card and plans that do allow for it	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	action steps-- review rxs at filling and processing . Dont be afraid to offer		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	NO	lists from the mgr to the rx staff should help improve rx operations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	Tiffany has a game plane to help with rx typists to become more proficient, especially when the remodel will happen	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES	One Rph on the list. this is the only store and we review the rxs on a regular basis with the RPHs. this has greatly improved over the past few months.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective</li> </ul>				

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	manner				
	<ul style="list-style-type: none"> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	Need to make sure all are trained on how to complete stars	0.00/0.00	0.00
LP Dashboard					
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			0.00/0.00	0.00
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	please check weekly the high dollar sdi and iprx report	0.00/0.00	0.00
Pharmacy Operations					
				0.00/0.00	0.00
				0.00/0.00	0.00
Q183	<p>Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B)	Strength is their HIV expertise.	0.00/0.00	0.00
Q238	<p>Select one strength and one opportunity with regards to pharmacy operations to discuss.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Deletes ,Others	Challenge is to attract and retain more med d patients Challenge- Lots of deletes are happening.. many that are zero cpay.. need to develop a program to reduce the deletes	0.00/0.00	0.00
Team Member Engagement					
				0.00/0.00	0.00
				0.00/0.00	0.00
Q269	<p>Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?</p> <ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
Q270	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Q271	<p>Is the manager following the company's on-boarding program?</p> <ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Ask a few team members					
				0.00/0.00	0.00
Q272	<p>Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"</p> <ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Q254	<p>Are at least two team members, including one in pharmacy, able to discuss their goals for the day?</p> <ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Q255	<p>Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?</p> <ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	rxm not present	0.00/0.00	0.00
Extraordinary Customer Care (ECC)					
				0.00/0.00	0.00
				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 <u>and</u> monthly Delight scores? Answer "yes", if the pharmacy team members know the store's Delight score <u>and</u> target.</p> <p>Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?</p> <p>Indicators of a strong plan include at least 3 of the following:</p> <ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> </ul>	NO	did not know delight score	0.00/0.00	0.00
Q239	<ul style="list-style-type: none"> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	need to make sure everyone is aware of the plan. working on service recovery currently	0.00/0.00	0.00
Performance Management					
				0.00/0.00	0.00

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Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	additional responsibilities and training. RxA- training typists etc	0.00/0.00	0.00
Have you documented the challenges with your low performers?				
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	NO non in rx at this moment. have been coaching on ecc though	0.00/0.00	0.00
Document your conversation in the comment box below.				
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
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>				
Q275	<p>Pharmacy waiting area condition</p> <p>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>				
Q265	<p>Pharmacy condition</p> <p>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00
<b>(2)</b>				
Q276	<p>Building RX Sales</p> <p>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		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 Leadership				

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Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00	0.00
	People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			0.00/0.00	0.00
	Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>			0.00/0.00	0.00
	Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00	0.00
	Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
	Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	mgr not available	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback		engaging them to do better.. help them see where we are going and how daily operations are important to always execute		
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>			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.	none		0.00/0.00	0.00
Q166	Additional comments:			0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

03869 - Eugene Wong,MGR

**Participant :** Ronda J Lowe, Simpson  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 09/24/2014 14:00 Central Daylight Time

Questionnaire	Wed 09/24/2014 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240	Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others Medicare D Plan Senior Center outreach and community outreach	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	YES	0.00/0.00	0.00
Q96	<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Average 90-day Adjusted Scripts , Non-Flu Immunizations Rx Script Count and Non Flu focus for new fiscal year	0.00/0.00	0.00
Q63	<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	Senior Outreach	0.00/0.00	0.00
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Q169	Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES	0.00/0.00	0.00
Q170	<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	0.00/0.00	0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279	Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES	0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?	YES	0.00/0.00	0.00
Q138	<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>	NA	0.00/0.00	0.00

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- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00	0.00	
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>		0.00/0.00	0.00	
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>		0.00/0.00	0.00	
Team Member Engagement			0.00/0.00	0.00	
Team member engagement			0.00/0.00	0.00	
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00	
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Community outreach to help increase Medicare customers	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
ECC			0.00/0.00	0.00	
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00	
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management			0.00/0.00	0.00	
Talk about your high performers.					
<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> </ul>					

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<p>Q273</p> <ul style="list-style-type: none"> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p> <ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> </ul> <p>Q274</p> <ul style="list-style-type: none"> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p> <p>Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)</p> <p>Theme</p>	<p>challenge with inventory rescue</p> <p>YES</p>	<p>0.00/0.00</p> <p>0.00/0.00</p> <p>0.00/0.00</p> <p>0.00/0.00</p>	<p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p>
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<p>Pharmacy waiting area condition</p> <p>Q275</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>	<p><b>(3) Achieving Expectations</b></p> <ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>	<p>0.00/0.00</p>	<p>0.00</p>
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<p>Pharmacy condition</p> <p>Q265</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>	<p><b>(3) Achieving Expectations</b></p> <ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>	<p>0.00/0.00</p>	<p>0.00</p>
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<p>Q265</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>	<p><b>(3) Achieving Expectations</b></p> <ul style="list-style-type: none"> <li>• Actively promoting immunizations during peak seasons</li> <li>• Making adherence calls and</li> </ul>	<p>0.00/0.00</p>	<p>0.00</p>
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Building RX Sales		completing consultations on a regular basis		
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	• Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	New Performance metrics	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 2015

13666 - Alfred Morales,MGR

**Participant :** Shawn ,Thuong and john, bonnie, Cui  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Tue 10/07/2014 00:00 Central Daylight Time

Questionnaire	Tue 10/07/2014 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>				
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	went over ecc behaviors for pharmacist n techs and reiterated that floaters need to do this too. if you know by name, can greet them by name. make to say "be well"	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>				
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	rxm reviewed but store manager is not here. CL - please follow up and review with RXM	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Average 90-day Adjusted Scripts , Pharmacy Delight	avg 90 day: goal: 189 and current: 161- ensure that the following are done:- when MD are calling in scripts, ask for 90 days. - challenges: mediset - cannot be 90 days because md makes changes. - have filler, try to get the 90 days if medical/sfhp & not mediset. - everyone that touches a medical or sfhp should check for 90 days. if not, ask why they did not check. catch it in the fore front.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.		CI to go over specific action plans with rxm RX delight: currently at 70.0 ytd and target 79.6 - only 10 surveys filled out. - when telling the customers that the rph will counsel them, say " my rph, name, will be with you in a moment to go over the medications" - continue to ask for more surveys to be done. since only 10 in sept. - review pharmacy coach report with CL - good job on : offering advice and time to fill. but please work on helping them quickly. although good to on time to fill, if can improve some more can improve scores in other areas too.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	NO	no tasks list. need to make sure CL and RXM to talk about task list to move business forward	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				

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Discuss workforce planning. Are they progressing with workforce planning?

Q170	<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	No	overbudget for pharmacy payroll. pleas f/u with CL.	0.00/0.00	0.00
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Pharmacy				0.00/0.00	0.00
Pharmacy checklist items				0.00/0.00	0.00

Is the pharmacy staff properly utilizing the EHR for clinical services?

Q279	<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES	currently using eHR. internet fast enough to not get bogged down.	0.00/0.00	0.00
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Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?

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

Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	NO	reiterated how to file and store refused RX. (fraudulent RX can be placed with the refused. )  For notifications from other stores regarding fraud RXs - can keep separate for FY!	0.00/0.00	0.00
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Are the proper quality assurance controls in place for pharmacy?

Q138	<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediate!</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	STARs - doing ok. continue to document.  Peer review - re-iterate that this should be regarding quality/patient safety .can include STARs event without specifics.	0.00/0.00	0.00
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LP Dashboard				0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					

Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	please F/U on the oxycodone 5mg on the LpxRx report.	0.00/0.00	0.00
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Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00

Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	Strength: MPB&D - large elderly population  Opportunity: Immunization - many 340B patients, need to work on off-site immunization plan.  opportunity: make sure peer review is more robust	0.00/0.00	0.00
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Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Quality, 340B	strength: 340B - please set up visits at clinic to resolve may issues they my have.	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

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	NO	no store manager, CL to F/U	0.00/0.00	0.00
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Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	pharmacy only	0.00/0.00	0.00
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Is the manager following the company's on-boarding program?

Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or</li> </ul>	NA	no new employees	0.00/0.00	0.00
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MGR introduce you to them.					
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	small pharmacy staff - have it individually	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	not here	0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	NO	no store manager	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>		giving them extra opportunities to do extra things	0.00/0.00	0.00
Have you documented the challenges with your low performers?					
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	NO	none at this time.	0.00/0.00	0.00
Document your conversation in the comment box below.					
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
		<b>(3) Achieving Expectations</b>			
		<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>			
Pharmacy waiting area condition			please fix shelf so its not crooked where pick up bins are. please make sure patient waiting area has clean floor.		
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
		<b>(3) Achieving Expectations</b>			
		<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off</li> </ul>			

		of floor		
		<ul style="list-style-type: none"> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPi records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>		
Pharmacy condition				
Q265	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
Building RX Sales				
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	please promote more immunizations. unfortunately at the bottom of the list for flu shots.	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00 0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			0.00/0.00 0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>			0.00/0.00 0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			0.00/0.00 0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00 0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>			0.00/0.00 0.00
Cultural Beliefs				0.00/0.00 0.00
Cultural Beliefs				0.00/0.00 0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	rxm and store manager not available.	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>			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

Please F/U on:

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Q173 List any follow-up items for the CL follow-up visit.	OS review with RXM Review RX coach report for service scores Payroll overbudget for pharmacy review peer reviews—quality focus Work on daily task list - besides the regular task. F/U on oxycodone in LpxRx. F/U regarding "my walgreens, my voice" with staff.	0.00/0.00	0.00
Q166 Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

04680 - Angelo Tungol, MGR

**Participant :** Shawn, Lyn, Elaine and Nick (part of walk)  
**Auditor Role :** Floater Pharmacist, Pharmacist  
**Auditor Department :** Area  
**Response Date :** Thu 10/09/2014 00:00 Central Daylight Time

Questionnaire	Thu 10/09/2014 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	Lyn the market RPH is here. Went over ECC behaviors. Please let Mr. Bitar know	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			0.00/0.00	0.00
			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	rxm & mgr not here to go over	0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q36 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Flu Immunizations , Non-Flu Immunizations	went over EHR	0.00/0.00	0.00
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.		Use EHR for every pt. Use assessment form for every immunization and make sure we review with pt	0.00/0.00	0.00
<b>Planning Process</b>			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES	did not discuss- asked market RPH and she did not see one. I would suggest that a task list be available for the market RPH so they know what to do.	0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul> <b>Pharmacy</b>	Did not cover		0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES		0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> </ul>	YES		0.00/0.00	0.00

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WAG-MDL-03101.00210

	<ul style="list-style-type: none"> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediate!</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	NO	zero events	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Services	compounding	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Quality	please make sure we are cleaning the areas the pts can see. i.e. around the registers etc	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	NO		0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	individual- nick checked on RX today	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC					
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	did not discuss	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management					
				0.00/0.00	0.00

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Talk about your high performers.

Q273 • 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.  
 • Document your conversation in the comment box below.

give more responsibilities 0.00/0.00 0.00

Have you documented the challenges with your low performers?

Q274 • Do you have a record of discussion on file?  
 • If you have started the discipline process, has it been documented in the Talent Management Portal?  
 • Verify that these are the correct processes  
 • If not, use GROW to coach them in the right direction of where they should focus.

NO no challenges 0.00/0.00 0.00

Document your conversation in the comment box below.

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

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). (2) Need to clean the areas that pts can see. Please make sure that after the construction that we do a once over 0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 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 Leadership

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Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback	be one- making sure we are on the same page and gives advise on how we can be together		
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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.	none- go over OS with powen	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

03475 - Gordon Fung,MGR

**Participant :** Ronda Lowe, Patti  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 11/18/2014 09:00 Central Standard Time

Questionnaire	Tue 11/18/2014 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240	Identify 1-3 follow-up from either the DM and/or CL walk(s)	outreach med d new business, off sites	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>	YES	Rx script growth Flu: need more off sites	0.00/0.00 0.00
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96	<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Average 90-day Adjusted Scripts , Flu Immunizations , Non-Flu Immunizations	0.00/0.00	0.00
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	community outreach for new customers to get to avg 90 days adj	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>	YES		0.00/0.00 0.00
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	sicks calls of techs and no designated hitter in place during evening hours	0.00/0.00 0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00 0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES	not many forged ones lately	0.00/0.00 0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				

sig codes: review with techs

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Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	for more accuracy	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) Immunization	off-sites for Med D and flu MTM with SFHP Outcomes	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				Rx script volume	
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs		0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	flu and daily smart count	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	delegate and develop staff rph	0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					

Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p>	keep developing staff rph for RxM	0.00/0.00	0.00
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	YES	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
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdated</li> </ul>				
Q275	<p>Pharmacy waiting area condition</p> <ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>		0.00/0.00	0.00
Q265	<p>Pharmacy condition</p> <ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul> <p>Building RX Sales</p>	(2) needs some CNO	0.00/0.00	0.00
Q276	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(2)	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
Operations/Business Leadership			0.00/0.00	0.00
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul> <p>People Leadership</p>		0.00/0.00	0.00
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul> <p>Strategic Leadership</p>		0.00/0.00	0.00
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul> <p>Customer Leadership</p>		0.00/0.00	0.00
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul> <p>Healthy, Happy, and Creating Value Together</p>	focus on ECC and Rx receipt survey	0.00/0.00	0.00
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul> <p>Functional Competency</p>		0.00/0.00	0.00
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walmart> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> </ul>	Yes	0.00/0.00	0.00

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- Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done
- Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs
- Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)

Ask the RXM and/or store manager to provide you (the RXS) feedback		check box for		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	largels	0.00/0.00	0.00
		SFHP Outcomes		
		Smart Counts		
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 2015

04570 - Kenneth Phung,MGR

Participant : Ronda Lowe, Apple  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Tue 11/11/2014 10:00 Central Standard Time

Questionnaire	Tue 11/11/2014 10:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		RAISE	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.		Average 90-day Adjusted Scripts , Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		community outreach for new customers non flu to goal	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES	good on sig codes	0.00/0.00	0.00

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WAG-MDL-03101.00218

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Rx script volume		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	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
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
	Talk about your high performers.			
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	keep development of staff rph	0.00/0.00	0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00

0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>	0.00/0.00	0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	0.00/0.00	0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	inventory composite	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 Waik Fiscal Year 2015

01109 - Ming Fang,MGR

**Participant :** Ronda Lowe, Brian  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 11/18/2014 19:29 Central Standard Time

Questionnaire	Tue 11/18/2014 19:29 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240	Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors Scorecard, New RxM, metrics	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>	YES	0.00/0.00	0.00
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96	<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Pharmacy Delight Rx Inventory Management (Composite)	Daily Smart Counts Rx Delight to target, get more receipts Non Flu to goal Flu to 1400 goal	0.00/0.00 0.00
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous waiks, are they following through on the action plan(s) they committed to?</li> </ul>	Inventory is improving. Finish on hands counts	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>	YES	0.00/0.00	0.00
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated filter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	0.00/0.00	0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES	keep GFD folder updated with rejected Rxs	0.00/0.00 0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES	review sig codes with techs	0.00/0.00 0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	0.00/0.00	0.00	
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume  Outreach programs	0.00/0.00	0.00	
Team Member Engagement			0.00/0.00	0.00	
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	new tech	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00	
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00	
Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
ECC					
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00	
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management					
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	staff rph for	0.00/0.00	0.00	

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

0.00/0.00 0.00  
0.00/0.00 0.00

future Rxm

YES

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety		0.00/0.00	0.00
People Leadership				
Q160	• 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
Strategic Leadership				
Q161	• 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
Customer Leadership				
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	• 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
Functional Competency				
Q164	• Empowers others • Promotes pharmacy	train develop and delegate, then follow up	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?	review of RAISE and scorecard	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 2015

01054 - Gerald Martinez,MGR

**Participant :** Ronda Lowe, Mr Jimenez, Vicky  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 11/12/2014 10:00 Central Standard Time

Questionnaire	Wed 11/12/2014 10:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES	90 days adj DOS under control on top of return has helped	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96	Flu Immunizations Non-Flu Immunizations	Focus on NTT FTF Non Flu Rx Delight need more survey to keep up the high score	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63	SFHP now is on Outcomes : start looking for omrs and tips		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES	GFD folder. Rxs to be kept in folder	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES	review sig codes with techs	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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WAG-MDL-03101.00226

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Rx script volume		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs off sites for immunizations.	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	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
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
	Talk about your high performers.			
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	staff rph and techs development staff rph for rxm	0.00/0.00	0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

in the future

YES

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

0.00/0.00

0.00

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Sales

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g.

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	receipt survey and ask every customer	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs				
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			0.00/0.00	0.00
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	focus on scorecard	0.00/0.00	0.00
Overall Visit Notes:				
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

09886 - Jesus Jimenez,MGR

Participant : Ronda Lowe, Calvin  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Wed 11/12/2014 16:00 Central Standard Time

Questionnaire	Wed 11/12/2014 16:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Daily task list/notes ,Others	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96		Average 90-day Adjusted Scripts , Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63		outreach for Med D and immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	new tech in training as we reduce eav hours, will transfer techs to other stores	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES	GFD folder updated and location know to entire staff	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES	review sig codes with techs	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>				

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- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00  
 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Adherence , Acquisitions (Med D & Med B) 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume  
 • Examples include but are not limited to the following: Outreach programs look at medisets again 0.00/0.00 0.00  
 • Utilize comments box to document strengths and areas of opportunity.

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? YES new tech on track with training 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00  
 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 Is a Five Minute Meeting taking place every day? YES 0.00/0.00 0.00  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q239 Talk about your high performers. training staff rph  
 • What is being done to help develop, make them feel challenged and grow their careers?

Q273	<ul style="list-style-type: none"> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	for RxM in the future	0.00/0.00	0.00
	Have you documented the challenges with your low performers?			
	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> </ul>			
Q274	<ul style="list-style-type: none"> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	0.00/0.00	0.00
	Document your conversation in the comment box below.			
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
	Pharmacy waiting area condition	<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdated</li> </ul>		
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
	Pharmacy condition	<b>(2)</b>		
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	keep working on CNO over the holiday weekend	0.00/0.00	0.00
	Building RX Sales	<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Actively promoting immunizations during peak seasons</li> <li>Making adherence calls and completing consultations on a regular basis</li> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>		
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	outreach, medisets for increase in Rx count	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 Leadership			
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	delegate and follow up	0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			

Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul> <p>Healthy, Happy, and Creating Value Together</p>		0.00/0.00	0.00
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul> <p>Functional Competency</p>		0.00/0.00	0.00
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul> <p>Cultural Beliefs</p>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walmart> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul> <p>Ask the RXM and/or store manager to provide you (the RXS) feedback</p>	Did not cover	0.00/0.00	0.00
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	refocus on workflow and staff development	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 2015

11385 - zafeer fazelbhoy,MGR

**Participant :** Ronda Lowe, Lisell  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 11/21/2014 16:00 Central Standard Time

Questionnaire	Fri 11/21/2014 16:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		SS, FE behind	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147				
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96		Average 90-day Adjusted Scripts , Pharmacy Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		outreach to MD, hospital and community	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169		training for FE duties to staff rph and techs	0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES			
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170		Yes	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Specialty at retail SS, FE execution  
 ,Execution Specialty: how can we increase ? 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity. Pharmacy condition SS/FE conditions, please review with Tommy Chan 0.00/0.00 0.00

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? YES 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Q272 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?" YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? No Please complete 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. train on SS tasks 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Building RX Sales

Q276

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

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 Leadership

Q159

- Analyzes work-related problems and identifies sustainable solutions in a timely manner
- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

0.00/0.00

0.00

People Leadership

Liseli: train and develop team for

Q160

0.00/0.00

0.00

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	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	SS/FE tasks		
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	Need a strong plan for future growth	0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	importance of cross training	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 2015

10044 - Alexandra Tennison,MGR

Participant : Ronda Lowe, Cindy  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Wed 11/19/2014 01:00 Central Standard Time

Questionnaire	Wed 11/19/2014 01:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.		Average 90-day Adjusted Scripts , Pharmacy Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		HIV outreach to MDs	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>		Yes yes, techs 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 staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>		YES	0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>		YES	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>		YES sig codes	0.00/0.00	0.00

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WAG-MDL-03101.00238

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediate
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) SR2, Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume, Workflow	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	trip to napa for engagement	0.00/0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		0.00/0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179		YES	0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	have high performer train the new tech	0.00/0.00	

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Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

keep developing techs

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 \*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 \*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular

Building RX Sales

Q276 \*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

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- basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	workflow with team	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	make a priority	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	scorecard review	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 2015

13671 - ,MGR

**Participant :** Ronda Lowe, Clarence, Anila  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 11/11/2014 13:00 Central Standard Time

Questionnaire	Tue 11/11/2014 13:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240	Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others off sites scheduled	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96	<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Average 90-day Adjusted Scripts, Flu Immunizations, Non-Flu Immunizations New customers, presentations to help bring in new customers Local community meeting scheduled to attend	0.00/0.00	0.00
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Q63	increase community outreach		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>	YES	0.00/0.00	0.00
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltner?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes tech on and off will send city college extern	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 staff properly utilizing the EHR for clinical services?				
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> </ul>				
Q279	<ul style="list-style-type: none"> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> </ul>				
Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES	0.00/0.00	0.00

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	appropriate.				
	<ul style="list-style-type: none"> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>				
	LP Dashboard			0.00/0.00	0.00
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
	Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>		Acquisitions (Med D & Med B), immunization		
	Select one strength and one opportunity with regards to pharmacy operations to discuss.		Rx script volume		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Outreach programs	outreach to increase new customers	0.00/0.00 0.00
	Team Member Engagement			0.00/0.00	0.00
	Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	no new hires	0.00/0.00	0.00
	Ask a few team members			0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	No	remind RxM to complete	0.00/0.00	0.00
	Extraordinary Customer Care (ECC)			0.00/0.00	0.00
	ECC			0.00/0.00	0.00
	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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00	0.00
	Indicators of a strong plan include at least 3 of the following:				
	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> </ul>				
Q239	<ul style="list-style-type: none"> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
	Performance Management			0.00/0.00	0.00
	Performance management			0.00/0.00	0.00
	Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	cross train		0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

NO sig codes, efficiency 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Q285 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultatio

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety		0.00/0.00	0.00
People Leadership				
Q160	• 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
Strategic Leadership				
Q161	• 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
Customer Leadership				
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	• 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
Functional Competency				
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?	NTT/FTF adherence for positive outcomes	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 2015

02705 - Danny Kwan,MGR

**Participant :** Ronda Lowe, Quyen, Steph  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 11/11/2014 09:00 Central Standard Time

Questionnaire	Tue 11/11/2014 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Immunizations and Med D outreach to reach goals	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	Rx Sales up but GP is down. SFHP is now on Outcomes for MTM Chargebacks 1,606, collections 800: good job, keep on top of expenses Good job on Rx Inv: track order and passport. Focus on Daily Smart court.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Pharmacy Delight ,Flu Immunizations , Non-Flu Immunizations	Needs to be done daily, without exception Rx Delight Get more surveys and ECC for staff Immunizations to goal: not on track as of October.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Rx Delight: ECC Immunizations Daily Smart Count		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES	off sites and med d presentations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes	no hires needed at this time	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				

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	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES		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 profitability?				
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
	Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) Execution	FTF, NTT Med D	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.		Rx script volume		
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Outreach programs	0.00/0.00	0.00
	Team Member Engagement			0.00/0.00	0.00
	Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	no new hires	0.00/0.00	0.00
	Ask a few team members			0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	remind RxM to complete	0.00/0.00	0.00
	Extraordinary Customer Care (ECC)			0.00/0.00	0.00
	ECC			0.00/0.00	0.00
	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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00	0.00
	Indicators of a strong plan include at least 3 of the following:				
	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> </ul>				
Q239	<ul style="list-style-type: none"> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and</li> </ul>	YES		0.00/0.00	0.00

Customer Comments reports.				
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	keep cross training techs develop staff rph	0.00/0.00	0.00
Have you documented the challenges with your low performers?				
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES no issues	0.00/0.00	0.00
Document your conversation in the comment box below.				
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
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdated</li> </ul>				
Q275	Pharmacy waiting area condition *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPH records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>				
Q265	Pharmacy condition *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>Actively promoting immunization</li> </ul>				

		ons during peak seasons		
		<ul style="list-style-type: none"> <li>• Making adherence calls and completing consultations on a regular basis</li> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>		
	Building RX Sales			
Q276	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback	Daily Smart Counts		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Completion of Compass on time	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 2015

03869 - Eugene Wong,MGR

Participant : Ronda Lowe, Luog, Anthony  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Tue 11/11/2014 11:00 Central Standard Time

Questionnaire	Tue 11/11/2014 11:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Off sites	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
			0.00/0.00	0.00
		increase in Rx script count good job		
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	Focus on : Rx Delight Rx Inventory Flu	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Pharmacy Delight ,Rx Inventory Management (Composite) ,Flu Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	More surveys and ECC Rx Inv; focus on Off sites for Flu		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	working on tech 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 staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>	YES		0.00/0.00	0.00

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- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00  
 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B), Immunization 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Outreach programs Med D and immunizations offsites: 3 by end of Nov 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES explain to staff the whys 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? NA no new hires 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00  
 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 • Is a Five Minute Meeting taking place every day? YES increase communication with staff 0.00/0.00 0.00  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES review goals with staff, hold staff accountable 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes accountability 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. Involve techs on chargebacks keep developing 0.00/0.00 0.00  
 • What is being done to help develop, make them feel challenged and grow their careers?  
 • What are you doing to cross train and develop other team members for future roles?  
 • Verify that these are the correct processes.

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

Document your conversation in the comment box below.

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

Theme

staff rph: willing and able

YES

accountability of techs

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultation

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	remind of accountability of staff staff rph: mtm, returns, chargebacks	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 2015

02866 - Bonnie Wong, MGR

**Participant :** Ronda Lowe, Mr Tse  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 11/19/2014 15:00 Central Standard Time

Questionnaire	Wed 11/19/2014 15:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Daily task list/notes	Med D, outreach, off sites	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts , Non-Flu Immunizations		0.00/0.00	0.00
Q96			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	outreach, off sites, focus on new customers and medicare d customers		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES	sif codes	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume target is growing Outreach programs need to retain customers and build new customers	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	train and develop staff RPH for	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

future RxM

YES

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

Pharmacy waiting area condition

- Q275
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

Pharmacy condition

- Q285
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultation

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership						
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety				0.00/0.00	0.00
People Leadership						
Q160	• 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
Strategic Leadership						
Q161	• 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
Customer Leadership						
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.				0.00/0.00	0.00
Healthy, Happy, and Creating Value Together						
Q163	• 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
Functional Competency						
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?						
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools						
Pick 1-2 of the following:						
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Yes	Build Trust		0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback						
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?		scorecard composites		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 2015

03475 - Gordon Fung,MGR

**Participant :** Ronda Lowe, Patti, Garland  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 12/11/2014 10:00 Central Standard Time

Questionnaire	Thu 12/11/2014 10:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Med D	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Average 90-day Adjusted Scripts , Pharmacy Delight ,Non-Flu Immunizations		
Q96			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63	Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> </ul>				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> </ul>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Workflow	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179		YES	0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	staff RPH to management development	0.00/0.00	0.00

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Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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

Pharmacy waiting area condition

Q275 \*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

Pharmacy condition

Q265 \*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

Building RX Sales

Q276 \*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular

0.00/0.00

0.00

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		basis		
		<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>		
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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	develop team members tech development and accountability	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	team development and accountability	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 2015

03869 - Eugene Wong,MGR

**Participant :** Ronda Lowe, Luong, Anthony  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 12/05/2014 14:00 Central Standard Time

Questionnaire	Fri 12/05/2014 14:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Immunizations to target Rx Delight to target Med D	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Pharmacy Delight Flu Immunizations , Non-Flu Immunizations	300 Flu shots to goal	0.00/0.00	0.00
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	more off sites		0.00/0.00	0.00
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES		0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	new tech schedule is working	0.00/0.00	0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES		0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>	YES		0.00/0.00	0.00
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>	YES		0.00/0.00	0.00

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- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00  
 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B), Immunization 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Outreach programs, some CNO, Pharmacy condition 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? NA retraining of techs and staff 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00  
 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"  
 Q272 • Is a Five Minute Meeting taking place every day? YES 0.00/0.00 0.00  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Did not cover 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES branded salutations needed 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Talk about your high performers.

Q273 • 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.  
 • Document your conversation in the comment box below.

involve in daily weekly duties  
 MTM, returns 0.00/0.00 0.00

Have you documented the challenges with your low performers?

Q274 • Do you have a record of discussion on file?  
 • If you have started the discipline process, has it been documented in the Talent Management Portal?  
 • Verify that these are the correct processes  
 • If not, use GROW to coach them in the right direction of where they should focus.

NO 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdated

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

some CNO needed 0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and

Building RX Sales		completing consultations on a regular basis		
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	delegate and empower staff	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Waigreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	iron mountain	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 2015

04570 - Kenneth Phung,MGR

**Participant :** Ronda Lowe, Apple and Kenneth  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 12/31/2014 09:38 Central Standard Time

Questionnaire	Wed 12/31/2014 09:38 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Med D immunizations	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Pharmacy Delight ,Non-Flu Immunizations	0.00/0.00	0.00
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.		immunizations and Rx avg	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES		0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES		0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>	YES		0.00/0.00	0.00
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES		0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183	<p>Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.</p> <ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00
Q238	<p>Select one strength and one opportunity with regards to pharmacy operations to discuss.</p> <ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume, MD and community outreach for 2015, Outreach programs	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q269	<p>Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?</p> <ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	Tony's gathering of staff	0.00/0.00
Q270	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00
Q271	<p>Is the manager following the company's on-boarding program?</p> <ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00
Ask a few team members			0.00/0.00	0.00
Q272	<p>Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"</p> <ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00
Q254	<p>Are at least two team members, including one in pharmacy, able to discuss their goals for the day?</p> <ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00
Q255	<p>Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?</p> <ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	outreach to MDs	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> <p>Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?</p> <p>Indicators of a strong plan include at least 3 of the following:</p> <ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00
Q239	<ul style="list-style-type: none"> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q273	<p>Talk about your high performers.</p> <ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	involve all techs for cross training	0.00/0.00	0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00

0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	encourage staff to take on projects	0.00/0.00	0.00
Cultural Beliefs				
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			0.00/0.00	0.00
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Be One: Tony	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		New direction of company and new W/BA	0.00/0.00
Overall Visit Notes:				
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

07150 - Mengwah Chai,MGR

**Participant :** Ronda Lowe, Susan, Mr Chai  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 12/23/2014 14:00 Central Standard Time

Questionnaire	Tue 12/23/2014 14:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?		YES	Rx Avg Rx Delight	0.00/0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Pharmacy Delight ,Flu Immunizations , Non-Flu Immunizations	Plan for ECC and rx delight	0.00/0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		Rx Delight		0.00/0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES		0.00/0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated filter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>		Yes	look at intern or externs for Saturday coverage	0.00/0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>		YES		0.00/0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>		YES		0.00/0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>		YES		0.00/0.00

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	<ul style="list-style-type: none"> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediate!</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>			
LP Dashboard	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			0.00/0.00 0.00
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00 0.00
Pharmacy Operations	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00 0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)		0.00/0.00 0.00
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume ; Outreach programs		0.00/0.00 0.00
Team Member Engagement	Team member engagement			0.00/0.00 0.00
Q269	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?	YES		0.00/0.00 0.00
Q270	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul> <p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00 0.00
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00 0.00
Ask a few team members	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			0.00/0.00 0.00
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00 0.00
Q254	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?	YES		0.00/0.00 0.00
Q255	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul> <p>Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?</p> <ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		0.00/0.00 0.00
Extraordinary Customer Care (ECC)	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
Q239	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			0.00/0.00 0.00
Q239	Indicators of a strong plan include at least 3 of the following:			0.00/0.00 0.00
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00 0.00
Performance Management	Performance management			0.00/0.00 0.00
Q273	Talk about your high performers.			0.00/0.00 0.00
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	ECC Chargebacks		0.00/0.00 0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00

0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>	0.00/0.00	0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	0.00/0.00	0.00
Strategic Leadership	Medicare D Playbook		
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
Customer Leadership	Welcome to all new customers		
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together	Interact with each Gift bag		
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback	Did not cover		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	0.00/0.00	0.00
Overall Visit Notes:	lprx report		
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:	Mr Chai to add shelf to remove large Rx bags off the floor	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01241 - Emily Ma,MGR

Participant : Ronda Lowe, Te-Yun  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Thu 12/18/2014 09:00 Central Standard Time

Questionnaire	Thu 12/18/2014 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Med D	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96		Average 90-day Adjusted Scripts , Pharmacy Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		More receipt surveys Rx Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediate
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES Review and investigate from the report 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) Immunizations are yellow now  
 , Immunization Review playbook with staff 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity. Outreach programs outreach for new customers 0.00/0.00 0.00

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? YES new hires on track learning need to hire one more will find ccsf externs 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Q272 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?" YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. training staff on new functions since experience 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

techs are gone

YES

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal stools in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultatio

0.00/0.00

0.00

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Saies

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

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	improved, same or worse).	ns on a regular basis		
		<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>		
	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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>	new customers growth	0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	training new staff	0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	ECC and receipt survey	0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	rxquality website info	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 2015

13670 - Levi Santiago,MGR

**Participant :** Ronda Lowe, Christina, Rae, John Chiu  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 12/10/2014 09:00 Central Standard Time

Questionnaire	Wed 12/10/2014 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.	Average 90-day Adjusted Scripts Pharmacy Delight	ECC, follow up with customers prevent customer complaints	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Proactive steps to prevent customer complaints		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes	FE help with IC3 work on workflow with Rx	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desklop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Q138 Are the proper quality assurance controls in place for pharmacy?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183	<p>Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.</p> <ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00
Q238	<p>Select one strength and one opportunity with regards to pharmacy operations to discuss.</p> <ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Outreach programs	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q269	<p>Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?</p> <ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Q270	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Q271	<p>Is the manager following the company's on-boarding program?</p> <ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q272	<p>Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"</p> <ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	Engage team and hold team building events	0.00/0.00
Q254	<p>Are at least two team members, including one in pharmacy, able to discuss their goals for the day?</p> <ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Q255	<p>Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?</p> <ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	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	<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> <p>Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?</p> <p>Indicators of a strong plan include at least 3 of the following:</p> <ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Q239	<ul style="list-style-type: none"> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q273	<p>Talk about your high performers.</p> <ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	inventory control third party reject resolution	0.00/0.00	0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

YES 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

- Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00 0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Arelene: ECC	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	rx quality		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.	ECC with RxM and customers and staff Customer complaints on lack of follow through on Rx		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 2015

01109 - Ming Fang,MGR

**Participant :** Ronda Lowe, Mr Tse, Jen  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 12/24/2014 09:00 Central Standard Time

Questionnaire	Wed 12/24/2014 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Immunizations, Med D, ready for Jan	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Average 90-day Adjusted Scripts , outreach for new customers Pharmacy Delight	0.00/0.00	0.00
Q96			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		Rx Delight	0.00/0.00	0.00
Q63			0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	FE, BA and CSA to Rx cross train	0.00/0.00	0.00
Q170			0.00/0.00	0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?				
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00	0.00
Q279			0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			0.00/0.00	0.00
Q167			0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES		0.00/0.00	0.00
Q138			0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume down 2 rxs/day November Outreach for new customers	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	engagement dinner with Rx staff: great idea	0.00/0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	no new hires, but start cross training CSA and BA who have Rx licenses	0.00/0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	cross train		0.00/0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	0.00/0.00	0.00
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Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
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**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q285	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
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**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultation

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety		0.00/0.00	0.00
People Leadership				
Q160	• 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
Strategic Leadership				
Q161	• 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
Customer Leadership				
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Rx Delight Plan to wow customers, retain customers, grown new customers	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	• 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
Functional Competency				
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcement gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?	Rx count down last month Plan to increase	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 2015

02866 - Bonnie Wong, MGR

**Participant :** Ronda Lowe, Angie, Wendel  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 12/09/2014 09:00 Central Standard Time

Questionnaire	Tue 12/09/2014 09:00 Central Standard Time	Comments	Points/Total	Score(%)	
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>	
Question					
Follow Up			0.00/0.00	0.00	
Follow-Up Questions			0.00/0.00	0.00	
Q240	Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Flu and Rx avg	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00	
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?					
Q147	YES		0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>					
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.					
Q96	<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Average 90-day Adjusted Scripts , Flu Immunizations , Non-Flu Immunizations	Target growing Outreach to community	0.00/0.00	0.00
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.					
<ul style="list-style-type: none"> <li>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</li> </ul>					
Q63	<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>if this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	community outreach, off sites		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.					
Planning Process			0.00/0.00	0.00	
-			0.00/0.00	0.00	
Are the daily tasks lists being effectively written and do they include Pharmacy items?					
Q169	<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>	YES		0.00/0.00	0.00
Discuss workforce planning. Are they progressing with workforce planning?					
Q170	<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltner?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	two techs going on leave co op student hired tech from southern ca transferring, please follow up	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 staff properly utilizing the EHR for clinical services?					
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> </ul>					
Q279	<ul style="list-style-type: none"> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?					
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>					
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> </ul>					
Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?					
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>					
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES		0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), immunization	0.00/0.00	0.00	
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Outreach programs	0.00/0.00	0.00	
Team Member Engagement			0.00/0.00	0.00	
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	we will be getting two new hires next month	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00	
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00	
Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
ECC					
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00	
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management					
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	training new team of techs	0.00/0.00	0.00	

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

interns

YES

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

Pharmacy waiting area condition

- Q275
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

Pharmacy condition

- Q285
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultation

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Med D playbook	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 2015

09886 - Jesus Jimenez,MGR

Participant : Ronda Lowe, Calvin  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Fri 12/26/2014 09:00 Central Standard Time

Questionnaire	Fri 12/26/2014 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	Rx Delight	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96		Average 90-day Adjusted Scripts , Pharmacy Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		outreach to community medi-sets	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	techs to help 2005, 1126	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279	YES		0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES	write up all events, even if not taken	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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WAG-MDL-03101.00290

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff NO 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) Execution 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity. Outreach programs

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? NA 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Q272 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?" YES review ECC and rc delight 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. cross train other techs 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Building RX Sales

Q276

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

need 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

Operations/Business Leadership

Q159

- Analyzes work-related problems and identifies sustainable solutions in a timely manner
- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

0.00/0.00

0.00

People Leadership

Q160

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empower

0.00/0.00

0.00

	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	train and develop		
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	ecc review with staff	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	revisited ecc importance	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 2015

01126 - ,MGR

Participant : Ronda Lowe, Joel  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Wed 12/24/2014 11:00 Central Standard Time

Questionnaire	Wed 12/24/2014 11:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings		0.00/0.00	0.00
	ECC behaviors			
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>	NO	Need to review with store manager monthly	0.00/0.00	0.00
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Average 90-day Adjusted Scripts Pharmacy Delight Flu Immunizations		0.00/0.00	0.00
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Focus on RAISE and new customers		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?				
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>	YES		0.00/0.00	0.00
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	Need coverage sat, sun, mon	0.00/0.00	0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality</li> </ul>				

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WAG-MDL-03101.00294

Q138	<p>Assurance.</p> <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	reminder to create events for all errors	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	NO		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>		Acquisitions (Med D & Med B) Execution	0.00/0.00	0.00
Rx script volume					
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Workflow	0.00/0.00	0.00
Pharmacy condition					
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	need to hire	0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	NO		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	NO		0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
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.					
Q179		YES		0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?					
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
<i>Confidential</i>					

Performance management		0.00/0.00	0.00	
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul> Have you documented the challenges with your low performers?	cross train	0.00/0.00	0.00
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> Document your conversation in the comment box below.	YES	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	
Pharmacy waiting area condition				
Q275	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(3) Achieving Expectations <ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>	0.00/0.00	0.00
Pharmacy condition				
Q265	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(3) Achieving Expectations <ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>	0.00/0.00	0.00
Building RX Sales				
Q276	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(2)	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 Leadership				

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Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00	
	People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	lead by example	0.00/0.00	0.00	
	Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	new customers, Med D	0.00/0.00	0.00	
	Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	ECC	0.00/0.00	0.00	
	Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00	
	Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00	
	Cultural Beliefs		0.00/0.00	0.00	
	Cultural Beliefs		0.00/0.00	0.00	
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
	Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00	
	Ask the RXM and/or store manager to provide you (the RXS) feedback	Review op statements, RAISE and explain to staff			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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 2015

11385 - zafeer fazelbhoy,MGR

**Participant :** Ronda Lowe, Jeff  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 12/24/2014 13:00 Central Standard Time

Questionnaire	Wed 12/24/2014 13:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Daily task list/notes		0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts , Non-Flu Immunizations		0.00/0.00	0.00
Q96			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Specialty		0.00/0.00	0.00
Q63			0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	NO	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Specialty at retail ,Execution	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume  Outreach programs	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	cross train	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

0.00/0.00 0.00  
0.00/0.00 0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

rxm on FE

YES tech attendance 0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	specialty	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	specialty sales focus	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 2015

06557 - Janet Shaw, MGR

Participant : Ronda Lowe< Ryan  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Sat 12/06/2014 21:00 Central Standard Time

Questionnaire	Sat 12/06/2014 21:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Daily task list/notes	Immunizations	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	GP, Rx avg	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q36		Pharmacy Delight ,Flu Immunizations, Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63	off sites		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>if this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	NO	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow Outreach programs	new techs for bsd wt	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	new techs in training	0.00/0.00 0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	more bsd and wt	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

0.00/0.00 0.00  
0.00/0.00 0.00

involvement

YES new tech grow 0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Q275
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Q265
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	lead team, daily 5 MM	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	WT data, new tech training	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team				
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

04231 - Jan Louie Gavieres,MGR

**Participant :** Ronda Lowe, Lynda  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 12/16/2014 11:00 Central Standard Time

Questionnaire	Tue 12/16/2014 11:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		scorecard, off sites, raise	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96		Average 90-day Adjusted Scripts , Pharmacy Delight ,Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		Immunizations new customers, Med D	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 • Employee Metrics (including Cash Handling) for RX staff NO review and drill down 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B), Immunization 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume, Outreach programs 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? NA no new hires 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00  
 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 • Is a Five Minute Meeting taking place every day? YES 0.00/0.00 0.00  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes engagement of team 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. returns, inventory, rejects 0.00/0.00 0.00  
 • What is being done to help develop, make them feel challenged and grow their careers?  
 • What are you doing to cross train and develop other team members for future roles?  
 • Verify that these are the correct processes.

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00

0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>	0.00/0.00	0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	0.00/0.00	0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	0.00/0.00	0.00
team engagement team communications			
customer outreach			
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 2015

01393 - Xin Cai, MGR

Participant : Ronda Lowe, Chi  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Tue 12/23/2014 11:19 Central Standard Time

Questionnaire	Tue 12/23/2014 11:19 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Med D	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96	Average 90-day Adjusted Scripts , Pharmacy Delight		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	Rx Delight and new customers		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Did not cover		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00  
 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 • Employee Metrics (including Cash Handling) for RX staff NO 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) , Immunization 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume , Outreach programs 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? NA no new hires 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00  
 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"  
 Q272 • Is a Five Minute Meeting taking place every day? YES 0.00/0.00 0.00  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. keep on top of cross training all techs and FE 0.00/0.00 0.00  
 • What is being done to help develop, make them feel challenged and grow their careers?  
 • What are you doing to cross train and develop other team members for future roles?  
 • Verify that these are the correct processes.

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

employees

YES

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outlets in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultatio

0.00/0.00

0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Saies

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

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	improved, same or worse).	ns on a regular basis		
		<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>		
	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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	community outreach for new Med D customers ECC Med D customers in Jan for retention	0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	ECC for Rx Delight	0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Engagement for team	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

01626 - Marvin Manabat,MGR

**Participant :** Ronda Lowe, Qi and Jeremy  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 12/09/2014 15:00 Central Standard Time

Questionnaire	Tue 12/09/2014 15:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240	Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings workflow, interns to help ECC behaviors	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q147	Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM? <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>	YES	0.00/0.00	0.00
Q96	Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard. <ul style="list-style-type: none"> <li>if the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. <ul style="list-style-type: none"> <li>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</li> </ul>	Pharmacy Delight Flu Immunizations Non-Flu Immunizations	Immunizations to goal Rx Delight Workflow and interns to help with process	0.00/0.00 0.00
Q63	<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	Efficiency	0.00/0.00	0.00
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q169	Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operallon?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES	0.00/0.00	0.00
Q170	<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes FE desinated hitter in place No turnover	0.00/0.00	0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279	Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES	0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality</li> </ul>	YES	0.00/0.00	0.00

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Q138	Assurance. <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES		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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>		Immunization , Execution	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Workflow Pharmacy condition	CNO needed	0.00/0.00 0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
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.					
Q179		YES		0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?					
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					

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Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p>	Involve techs and staff in challenging tasks	0.00/0.00 0.00
Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	YES	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	
	<p><b>(3) Achieving Expectations</b></p> <ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>		
Pharmacy waiting area condition	Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00 0.00
Pharmacy condition	Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2) needs some cleaning	0.00/0.00 0.00
		<p><b>(3) Achieving Expectations</b></p> <ul style="list-style-type: none"> <li>• Actively promoting immunizations during peak seasons</li> <li>• Making adherence calls and completing consultations on a regular basis</li> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>	
Building RX Sales	Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	Med D customers and senior outreach	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	
	Operations/Business Leadership	0.00/0.00 0.00	
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul> <p>People Leadership</p>		0.00/0.00 0.00
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul> <p>Strategic Leadership</p>		0.00/0.00 0.00
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul> <p>Customer Leadership</p>		0.00/0.00 0.00

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Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul> <p>Healthy, Happy, and Creating Value Together</p>		0.00/0.00	0.00
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul> <p>Functional Competency</p>		0.00/0.00	0.00
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul> <p>Cultural Beliefs</p>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul> <p>Ask the RXM and/or store manager to provide you (the RXS) feedback</p>	Yes	0.00/0.00	0.00
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	New direction of company Store to bubble up issues Removing tasks from 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.	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 2015

04529 - Mark Bengco,MGR

Participant : Ronda Lowe, Sam  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Wed 12/24/2014 15:00 Central Standard Time

Questionnaire	Wed 12/24/2014 15:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		new customer outreach	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	new customers, Rx avg	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.		Average 90-day Adjusted Scripts , Operations Management (Composite)		
Q96		Rx Sold, RTS 44%, 1% away from goal	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>		Track Order Changes		
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Q63		new strategy for track order changes	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operallon?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality</li> </ul>				

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Q138	<p>Assurance.</p> <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxB, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES		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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>		Acquisitions (Med D & Med B) Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Rx script volume New customers, Med D Outreach programs Review playbook with entire staff	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RxB and/or MGR introduce you to them.</li> </ul>	NA	no new hires	0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Discuss the RxB's personal development goals with the store manager, unless RxB is available. Is the RxB progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
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.					
Q179		YES		0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?					
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					

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Q273

- 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.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

cross train all 0.00/0.00 0.00

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- 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.

YES 0.00/0.00 0.00

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

Theme 0.00/0.00 0.00

0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence

Building RX Sales		calls and completing consultations on a regular basis		
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	• Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety		0.00/0.00	0.00
People Leadership				
Q160	• 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
Strategic Leadership				
Q161	• 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
Customer Leadership				
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	• 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
Functional Competency				
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?	Competition, Target growing in rx count community outreach	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 2015

03711 - Kingman Kwok,MGR

**Participant :** Ronda Lowe, Ronald, Ken  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 12/30/2014 12:00 Central Standard Time

Questionnaire	Tue 12/30/2014 12:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	Rx Delight	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Pharmacy Delight Flu Immunizations		0.00/0.00	0.00
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	Prep for January Rx Delight Immunizations		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169 <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES		0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		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 staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES		0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?	YES		0.00/0.00	0.00
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES	Review sig codes with all techs weekly need to reduce events	0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	NO	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Workflow Outreach programs	0.00/0.00	0.00
workflow improvement to reduce eav hrs				
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				

Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	cross train all techs	0.00/0.00	0.00
Have you documented the challenges with your low performers?				
Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	0.00/0.00	0.00
Document your conversation in the comment box below.				
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
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>				
Pharmacy waiting area condition	Q275 *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
<b>(3) Achieving Expectations</b>				
<ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>				
Pharmacy condition	Q265 *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
Building RX Sales	Q276 *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> </ul>		0.00/0.00	0.00

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	• Managing Compliance, Risk, & Safety		
	People Leadership		
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00 0.00
	Strategic Leadership		
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00 0.00
	Customer Leadership		
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00 0.00
	Healthy, Happy, and Creating Value Together		
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00 0.00
	Functional Competency		
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?		
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools		
	Pick 1-2 of the following:		
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00 0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	stars, rxquality website review	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 2015

02244 - ,MGR

**Participant :** Ronda , Richard, Geraldo  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Mon 12/29/2014 13:00 Central Standard Time

Questionnaire	Mon 12/29/2014 13:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		New customers	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Average 90-day Adjusted Scripts , Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Prepare for Med D		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES		0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	NO	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) , Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume , prepare for Med D and new insurance plans for January	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	cross train	0.00/0.00	0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Building RX Sales

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

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 Leadership

- Analyzes work-related problems and identifies sustainable solutions in a timely manner
- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

0.00/0.00

0.00

People Leadership

Q160

0.00/0.00

0.00

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- Encourages an atmosphere of open two-way communication.
- Shows mutual respect while promoting and developing a diverse and inclusive team.

Strategic Leadership

Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
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Customer Leadership

Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
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Prepare for new customers, Med D and new insurance issues for January Call before deletes

Healthy, Happy, and Creating Value Together

Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
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Functional Competency

Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
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Cultural Beliefs		0.00/0.00	0.00
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Cultural Beliefs		0.00/0.00	0.00
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Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?

Wainel> Our Walgreens Culture (under company information)> Resources> Accelerator Tools

Pick 1-2 of the following:

Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Techs and ECC	0.00/0.00	0.00
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Ask the RXM and/or store manager to provide you (the RXS) feedback

Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Prep for Med D and new customers in January		0.00/0.00	0.00
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Overall Visit Notes:		0.00/0.00	0.00
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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
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Q173	List any follow-up items for the CL follow-up visit.	none		0.00/0.00	0.00
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Q166	Additional comments:	none		0.00/0.00	0.00
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Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

05487 - Haydee Hwang,MGR

**Participant :** Ronda Lowe, Mr Lee, Alvin  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 12/17/2014 12:00 Central Standard Time

Questionnaire	Wed 12/17/2014 12:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Average 90-day Adjusted Scripts , Pharmacy Delight ,Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>if this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		off site for immunizations to get to target	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated filter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>		Yes	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>		YES	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>		YES	0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00	
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Outreach programs	0.00/0.00	0.00	
Team Member Engagement			0.00/0.00	0.00	
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	new RxM to start	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00	
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	0.00/0.00	0.00	
Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
ECC					
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00	
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management					
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	chargebacks	0.00/0.00	0.00	

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	0.00/0.00	0.00
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Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
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**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q285	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
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**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultation

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	tech extern	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 2015

03849 - Qiaoying Ye,MGR

**Participant :** Ronda Lowe, Ken, Leslie, Wendy, Albert  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 12/31/2014 13:00 Central Standard Time

Questionnaire	Wed 12/31/2014 13:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Daily task list/notes	CNO and engagement	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts , Flu Immunizations , Non-Flu Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	focus on scorecard: immunizations, inventory, rx avg		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	No	No designated hitter when called No IC3 help to cover	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES	review rxquality website	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>				

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- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 | 0.00  
 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 0.00/0.00 | 0.00  
 • Employee Metrics (including Cash Handling) for RX staff YES  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 | 0.00  
0.00/0.00 | 0.00

Q183 0.00/0.00 | 0.00  
 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B), Immunization  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 0.00/0.00 | 0.00  
 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume, Pharmacy condition  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

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

Q269 0.00/0.00 | 0.00  
 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 0.00/0.00 | 0.00  
 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 0.00/0.00 | 0.00  
 Is the manager following the company's on-boarding program? NA  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 | 0.00

Q272 0.00/0.00 | 0.00  
 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?" YES  
 • Is a Five Minute Meeting taking place every day?  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 0.00/0.00 | 0.00  
 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 0.00/0.00 | 0.00  
 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Did not cover  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 | 0.00  
 ECC 0.00/0.00 | 0.00

Q179 0.00/0.00 | 0.00  
 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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 0.00/0.00 | 0.00  
 Indicators of a strong plan include at least 3 of the following: YES  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

- Talk about your high performers.
- What is being done to help develop, make them feel challenged and grow their careers?

Q273 • 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.  
 • Document your conversation in the comment box below.  
 Have you documented the challenges with your low performers?

did not cover 0.00/0.00 0.00

Q274 • Do you have a record of discussion on file?  
 • If you have started the discipline process, has it been documented in the Talent Management Portal?  
 • 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.

YES 0.00/0.00 0.00

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

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walmart> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Rx Quality website	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.	please work with Rx team for back up IC3 and designated hitter. Jan will be busy with Med D and new customers with new insurance issues.	0.00/0.00	0.00
Q166	Additional comments:	none	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

06625 - Quyen Trinh,MGR

**Participant :** Shawn, Carmen, store manager on vacation  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Wed 10/29/2014 00:00 Central Daylight Time

Questionnaire	Wed 10/29/2014 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	working on overall score, track order changes and ABC usage.	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	monthly reviews: trying to balance the front end and the pharmacy. Driving the front end employees to introduce customers to pharmacy so pharmacy staff can do more recommendations and promote flu shots.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Rx Inventory Management (Composite)	track order changes and ABC usage	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Look at OOS daily to make the system sweeps and order the items. stil have problems with expensive items (especially the brand name items like Abilify 30 mg)			
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	new products: track order changes, one way to help with this is to put in that item into OOS right before the anticipated need for it so it will be swept by the system and ordered for the next day.		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>if the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES	small staff - so many things are done via 5 minute meeting, daily tasks includes: NTT calls, and general tasks for the pharmacy tech.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes	what about weekly tasks? ex: increase flu shots, MPD, etc Currently, no issues with staffing. tech avgs 7 hr days. Budget was adjusted already for November. RXM should remember to check to see this change.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated filter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?		highly used. there are patients pending for next week for immunizations. Not quite at the 20% (non-flu immunizations) but close. will work on. if patients		
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> </ul>				
Check the number of open encounters currently on the EHR (Desktop). Encounters should				

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Q279	<ul style="list-style-type: none"> <li>be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES	getting flu shots are not patients of walgreens, then eHR may not have recommendations so RPH should still assess them during encounter.	0.00/0.00	0.00
<p>Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?</p> <p><b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b></p>					
Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure ail policies and producers are being monitored.</li> </ul> <p>Are the proper quality assurance controls in place for pharmacy?</p> <ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>	YES	have not refused any. no issues currently, even if pharmacy needs to call to verify.	0.00/0.00	0.00
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediatel</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	peer reviews are done monthly by Phuong. She includes tech opinions on what the pharmacy can do to improve. If mistakes occured, includes it into the peer review.	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	NO	Forgets. RXM will review.	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	Adherence: doing good. some patients do not like getting NTT calls or just calls in general so this is noted into patients profile already.	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				0.00/0.00	0.00
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Deletes ,Others	Can improve upon outreach programs: try to go out with the pharmacist next week to go to senior homes/centers to increase MPD enrollment. Wants to have more offsites to help increase flu shots.	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	NO	will work on this. include into daily tasks?	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	recognize staff by name	0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or</li> </ul>	NA	no new staff	0.00/0.00	0.00

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MGR introduce you to them.				
Ask a few team members				
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	not yet because of store walk.	0.00/0.00 0.00
Q254	<p>Are at least two team members, including one in pharmacy, able to discuss their goals for the day?</p> <ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	1) to promote more MPD. goal is to offer to all customers eligible.	0.00/0.00 0.00
Q255	<p>Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?</p> <ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	store manager on vacation	0.00/0.00 0.00
<b>Extraordinary Customer Care (ECC)</b>				
ECC				
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> <p>Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?</p> <p>Indicators of a strong plan include at least 3 of the following:</p> <ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	posted but would like them to be more aware of it	0.00/0.00 0.00
Q239	<ul style="list-style-type: none"> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	store manager on vacation	0.00/0.00 0.00
<b>Performance Management</b>				
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>		give her more tasks/responsibilities	0.00/0.00 0.00
Q274	<p>Have you documented the challenges with your low performers?</p> <ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	working through performance management of low performer. Need to be more consistent with this.	0.00/0.00 0.00
Document your conversation in the comment box below.				
<b>Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)</b>				
Theme				
Pharmacy waiting area condition				
Q275	<ul style="list-style-type: none"> <li>• Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(4)	still RCR	0.00/0.00 0.00

**(3) Achieving Expectations**

Q265	<p>Pharmacy condition</p> <ul style="list-style-type: none"> <li>• Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>		<ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put</li> </ul>	0.00/0.00 0.00
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away and secured properly  
 • Drive thru area is CNO

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 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

Operations/Business Leadership

Q159 • Analyzes work-related problems and identifies sustainable solutions in a timely manner  
 • Takes accountability for self and others actions to achieve business results.  
 • Managing Compliance, Risk, & Safety 0.00/0.00 0.00

People Leadership

Q160 • 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

Strategic Leadership

Q161 • 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

Customer Leadership

Q162 • Anticipates and responds to customer needs.  
 • Maintains ethical boundaries and confidentiality in all internal and external customer interactions. 0.00/0.00 0.00

Healthy, Happy, and Creating Value Together

Q163 • 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

Functional Competency

Q164 • Empowers others  
 • Promotes pharmacy 0.00/0.00 0.00

Cultural Beliefs

Cultural Beliefs 0.00/0.00 0.00

Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?

Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools

Pick 1-2 of the following:

Q277 • Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors  
 • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done  
 • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs  
 • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap) Did not cover 0.00/0.00 0.00

Ask the RXM and/or store manager to provide you (the RXS) feedback

thinks that this store walk is valuable. Reviewed: LPxRx and CSO.

Q278 • What value did you (MGR/RXM) gain from the visit today?  
 • What can I do to make this walk better or more beneficial?  
 • Are there any other topics that were not covered today that you would like to discuss? 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.	Check again to see if we can combine registers.	0.00/0.00	0.00
Q166 Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

02088 - Siu-Pang Lee,MGR

**Participant :** Shawn, Ms. May  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Fri 10/31/2014 00:00 Central Daylight Time

Questionnaire	Fri 10/31/2014 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>				
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
		Delight is one of the only red on improve scorecard.		
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	Please work to improving this, 11.5% off the target. With the 65% you will be having to make that up with a few 90's%	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>				
			0.00/0.00	0.00
			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	Q147	YES	90 day script focus	0.00/0.00 0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96		Average 90-day Adjusted Scripts , Pharmacy Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		90 days- asking all customers - making sure the inventory is correct - grow plans that allow for 90 days. esp med 9	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
		pharmacy items are on the list, not every day. - remember to use these to remind the rx staff of where they need to improve on the scorecard and OS. - during 5 min meetings involve the FE and RX members to create teamwork. - RXM/RXA to help coach and develop FE team to be comfortable with MED D and Immunizations.. on the spot coaching is a great way to help with this		
Are the daily tasks lists being effectively written and do they include Pharmacy items?	Q169	YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
		Need to make sure we are developing all employees in ECC/med D/ Flu.. Especially when one or 2 employees carry this. we need to think ahead that if/when that person leaves.. do we have our people ready to step up and fill in, without additional training/coaching.. should see no dips in service level KPI or key initiatives/programs		
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES	Slow EHR- but able to work through it.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring</li> </ul>				

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follow ups).

Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?

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

Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES	reviewed 2 to 3 rx's done correctly	0.00/0.00	0.00
Q138	<p>Are the proper quality assurance controls in place for pharmacy?</p> <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RXM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediate!</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	NA		0.00/0.00	0.00
LP Dashboard	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			0.00/0.00	0.00
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLs.</li> </ul>	YES	are we using the COB vs SDL	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Q183	<p>Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	med D-- ashian is doing AWESOME.. need to get the rest to do as well as she. immunizations- always top of the district. please work on one additional shot per patient	0.00/0.00	0.00
Q238	<p>Select one strength and one opportunity with regards to pharmacy operations to discuss.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs, Others	Your outreach programs have driven your immunization and part d. Great work, please make sure we try to maintain these relationships throughout the year.	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Q269	<p>Team member engagement</p> <p>Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?</p> <ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	please work on these plans on a monthly basis	0.00/0.00	0.00
Q270	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	yes. Ashian for med D/immunizations Chris- customer service. please start to use the cards again. The employees really love this	0.00/0.00	0.00
Q271	<p>Is the manager following the company's on-boarding program?</p> <ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Q272	<p>Ask a few team members</p> <p>Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"</p> <ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	-none to follow up. CL store - explaining to the employees. be one.. etc	0.00/0.00	0.00

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Q254	day? <ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul> <p>Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?</p>	YES	- they align .. i.e. immunizations, and suggestive sell	0.00/0.00	0.00
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	due this month, please make sure you have a regular cadance of how you are doing on your IDP with the MGR	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.  Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?  Indicators of a strong plan include at least 3 of the following: <ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> </ul>	YES	RX.. knows they have to get things going.. 65% too low	0.00/0.00	0.00
Q239	<ul style="list-style-type: none"> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	RXM has one- need to let the rx staff know how they are doing, and give more feedback	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p>		all are high performers. just in different ways.	0.00/0.00	0.00
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	NO	no low performers	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
Pharmacy waiting area condition					
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(4)		0.00/0.00	0.00
Pharmacy condition					
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(4)		0.00/0.00	0.00
<b>(5) Outstanding</b>					
<ul style="list-style-type: none"> <li>Routinely meeting or exceeding immunization goals including actively seeking off sites</li> <li>Adherence calls (7-day and NTT) made on a daily basis</li> <li>Consistent quality execution of NTT face to face consultation</li> <li>Sell 45% or more RX return stock list</li> <li>Aggressively seeks and effectively completes off site programs</li> </ul>					
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		awsome job	0.00/0.00	0.00

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	(Med D and immunizations, etc.) • Specifically targets and offers secondary services effectively		
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 Leadership			
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>	0.00/0.00	0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	0.00/0.00	0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Wainet> Our Waigreens Culture (under company information)> Resources> Acceerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	- needs to learn the accelerator tools - need to remind everyone about LPxRx reports - focused recognition cards are impactful.. need to use more. -more time.. not always be in a rush - try not to cover so much.. easy to forget - more time with training and teaching the mgr or CL	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.	sdl's	0.00/0.00	0.00
Q166 Additional comments:		0.00/0.00	0.00

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Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

04609 - Wing Cheung,MGR

Participant : Shawn  
 Auditor Role : Floater Pharmacist,Pharmacist  
 Auditor Department : Area  
 Response Date : Tue 11/04/2014 00:00 Central Standard Time

Questionnaire	Tue 11/04/2014 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	overall delight and RX delight both less than 55% for Sept	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Rx inventory Management (Composite)	they have had some errors in the system lately that were issues with corp. They opened tickets and has been resolved. (track order changes and ABC were increased	0.00/0.00	0.00
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	open ticket to resolve issues		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES	RXM and RXA have been working together	0.00/0.00	0.00
Q169 <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?	Yes	having issues with Nov budget. only down 8 rxs however lost 10 hours..	0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltner?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?	YES	yes. however slow response times. working on compass task now for prescriber calls	0.00/0.00	0.00
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES	Reviewed GFD, asked them to move liquid bottles out of line of site with the pt. that way they wont see it and put rx at risk for counter jumper.	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality</li> </ul>				

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Q138	<p>Assurance.</p> <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	one reject stars event .. please complete and resubmit	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	please review the lpxrx report, need to monitor on a monthly basis.	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Others	They have great opportunity with the psyc patients for adherence and mtm services thought sfhp and sfmh	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				0.00/0.00	0.00
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Quality , Deletes	Quality- stars event low, and great peer reviews Deletes- many psych patients. need to review how we are calling and auto fills	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	working with rxm and mgr	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	-new rx goals for flu and part d -calling on prescriber compass tasks	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	RXM not here	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 <u>and</u> monthly Delight scores? Answer "yes", if the pharmacy team members know the store's Delight score <u>and</u> target.</p> <p>Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?</p> <p>Indicators of a strong plan include at least 3 of the following:</p> <ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	They are disappointed with their score. will work on this	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00

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Talk about your high performers.

Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	giving more responsibility	0.00/0.00	0.00
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Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	working with rxa to hold accountable	0.00/0.00	0.00
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Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	0.00/0.00	0.00
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**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	0.00/0.00	0.00
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**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making

Building RX Sales			
Q276	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00 0.00
		adherence calls and completing consultations on a regular basis	
		<ul style="list-style-type: none"> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>	
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 Leadership			
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00 0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00 0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00 0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00 0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00 0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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.	outcomes and SFHP	0.00/0.00 0.00
Q166	Additional comments:		0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

13668 - Russell Kubota,MGR

**Participant :** Shawn, Dorn and Rosanna  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Tue 11/11/2014 00:00 Central Standard Time

Questionnaire	Tue 11/11/2014 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.0/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Daily task list/notes	ecc in pharmacy.. please use branded salutations daily task- please make sure we have one so that the new RXM can keep up with issues and tasks	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	yes, decrease in rx count due to sfph patients switching to acc	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96	Average 90-day Adjusted Scripts , Pharmacy Delight ,Non-Flu Immunizations	please work with new rxm when in place to make sure we have a plan for this pt type is changing to more private ins, so new opportunity exists	0.00/0.00	0.00
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	New rxm/mgr and CL to come up with action plan before next visit		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Q169	YES	based on schedule and time employee works- please include mgt tasks for the next few months, utalitze blue card for the new rxm and MGR should place on the task list	0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279	YES	still think that it is slow	0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES	please check on rxs that have been same high dose for long time to see if new plan	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for Identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				

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Are the proper quality assurance controls in place for pharmacy?				
	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>			
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	yes. need to work on all employees signing off on peer review including mgr	0.00/0.00 0.00
LP Dashboard				
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?		reviewed new sdl procedure and what makes an E.	0.00/0.00 0.00
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	please review lpxrx drug report on an every other week basis	0.00/0.00 0.00
Pharmacy Operations				
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		please use EHR to gain non flu immunizations	0.00/0.00 0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Immunization	HIV COE- doing great with adherence	0.00/0.00 0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.		decreasing- need to detail new buildings	0.00/0.00 0.00
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume 340B		0.00/0.00 0.00
Team Member Engagement				
	Team member engagement			0.00/0.00 0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?		3.87 engagement score. need to go over with the rx staff	0.00/0.00 0.00
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00 0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?		needs to start giving out more cultural belief cards? they have run out.. please reorder	0.00/0.00 0.00
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00 0.00
	Is the manager following the company's on-boarding program?			0.00/0.00 0.00
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00 0.00
Ask a few team members				
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"		need to make consistent with MGR participation once a week, and RXM participation in FE once a week to go over key initiatives	0.00/0.00 0.00
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00 0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?		however they all know to go after immunizations	0.00/0.00 0.00
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	NO		0.00/0.00 0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			0.00/0.00 0.00
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00 0.00
Extraordinary Customer Care (ECC)				
	ECC			0.00/0.00 0.00
	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.		was 100% in September 85.7 in oct.. doing very well..	0.00/0.00 0.00
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			0.00/0.00 0.00
	Indicators of a strong plan include at least 3 of the following:			0.00/0.00 0.00
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job</li> </ul>	YES		0.00/0.00 0.00

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at consistently providing ECC.

- Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

**Performance Management**

Performance management

0.00/0.00 0.00  
0.00/0.00 0.00

Talk about your high performers.

- Q273
- 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.
  - Document your conversation in the comment box below.

give more opportunity with tasks, cross train

0.00/0.00 0.00

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

NO

0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist!" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Q275
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Q265
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively

		promoting immunizations during peak seasons		
		<ul style="list-style-type: none"> <li>• Making adherence calls and completing consultations on a regular basis</li> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>		
	Building RX Sales			
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	No	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback	gained- lpxrx beneficial- schedule it		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	still would like the evaluation of the RXM to be looked at.	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.	eco in pharmacy how to detail new buildings in the area	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01403 - VI Nguyen,MGR

**Participant :** Shawn, Mike  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Thu 11/13/2014 00:00 Central Standard Time

Questionnaire	Thu 11/13/2014 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings	PLease ensure 5 mm are occurring with all rx staff	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts Pharmacy Delight	average 90 day at +0.4% . goal is 4% RX delight 69.9 goal is 75.6%	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	90 day- beginning of the year plans will change. this will be your opportunity to et 90 day supply. CABS is one of them- commercial RX delight - focus on asking your regular customer to give you 9's		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES	regular tasks are listed- please start to use task list to get projects done or push goals i.e. 90 days	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 Does the store have a flexible workforce to meet the store needs?	Yes	GY is stepping down. In the process of looking for another one	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES	using the EHR- comment is that the site is slow	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> </ul>		about 3 stars a month.		

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Q138	<ul style="list-style-type: none"> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediate!</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	please make sure all staff is reviewing the Peer review including the MGR. looking back over the last few months only 2 to 3 people have reviewed .. need 100%	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	they are reviewing on a monthly basis. please keep an eye on the LPxRX report for medications that have an overbuy and a negative adjustment	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Specialty at retail immunization	immunizations- below goal. need to start to promote more reg. Techs and ss should be asking everyone. Fertility- keep it up.. you are doing well.	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Pharmacy condition 90 day efficiency	Rx condition. still looks good 90 day- please get everyone educated on how this works. be ready for january	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	engagement over 4. goal is 4.17 for pharmacy. please make sure we have a plan in place to get to this # for this coming year	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	individual basis. Could do better in the rx.	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	flu shots	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		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	they know they need to work on this	0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?					
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
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Performance management		0.00/0.00	0.00		
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul> Have you documented the challenges with your low performers?	give more high level tasks	0.00/0.00	0.00	
Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> Document your conversation in the comment box below.	NO	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		
	<b>(3) Achieving Expectations</b> <ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>				
Pharmacy waiting area condition					
Q275	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00	
	<b>(3) Achieving Expectations</b> <ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>				
Pharmacy condition					
Q265	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00	
Building RX Sales					
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	Need to promote throughout store	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 Leadership					

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Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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.	immunizations - game plan that is consistent and is executed	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

02125 - Terra Dunlap,MGR

Participant : Shawn, Helen  
 Auditor Role : Floater Pharmacist,Pharmacist  
 Auditor Department : Area  
 Response Date : Thu 11/13/2014 00:00 Central Standard Time

Questionnaire	Thu 11/13/2014 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings	New MGR, make sure all parts of 5mm are hapening in pharmacy	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct oportunities with the RXM?	NO	please go over with Bill. with 3 business days of it coming out	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96	Flu Immunizations , Non-Flu Immunizations	September.. not very good. However, I am assured that in October the #'s are good!!	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	action steps-ss asking more signage anouncements		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>if the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>if this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	NO		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Did not cover		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES	at 100%	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES	must review one a month-peer review	0.00/0.00	0.00

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WAG-MDL-03101.00359

- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Adherence , adherence- good with NTT  
 Immunization calcs  
 Immunizations- need to get more of a team effort 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Rx script volume rx volume going down.. need  
 90 day efficiency to find new busines  
 CABS will be 90 days in Jauary for commercial plans 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity.

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES knows the score.. need to impliment 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 NA 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 NO everyone needs a goal 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 No need to put into the system 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES much better this month 0.00/0.00 0.00  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES coaching cards peer to peer recognition 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q273 more tasks 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

NO new mgr 0.00/0.00 0.00

Document your conversation in the comment box below.

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

0.00/0.00 0.00  
0.00/0.00 0.00

Theme

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultatio

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety		0.00/0.00	0.00
People Leadership				
Q160	• 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
Strategic Leadership				
Q161	• 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
Customer Leadership				
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	• 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
Functional Competency				
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?	- learned alot-stars, and scheduling - time with both of them together	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.	none	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

00893 - Mary Chu,MGR

**Participant :** Shawn, Ms. Chu  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Wed 11/19/2014 00:00 Central Standard Time

Questionnaire	Wed 11/19/2014 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Please reeval your MTM procedures for Outcomes. everyone should have a signon and that we are working the claims. This is the first time that a local health plan has specifically reached out to Walgreens for help with their patients and allow us to get paid. They will be looking at each store individually, please remember it is not one of our signature programs, but we use it to leverage our signature programs.	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>	0.00/0.00	0.00
Q96	Average 90-day Adjusted Scripts, Pharmacy Delight	Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard. <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	0.00/0.00	0.00
Q63	will continue to monitor to see if plans are moving		0.00/0.00	0.00
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q169	YES	Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	0.00/0.00	0.00
Q170	Yes	Does the store have a flexible workforce to meet the store needs? <ul style="list-style-type: none"> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	0.00/0.00	0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279	YES	Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	0.00/0.00	0.00

**Answer "yes", if the pharmacy is compliant with ALL off the bullets below:**

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Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> <p>Are the proper quality assurance controls in place for pharmacy?</p>	YES	reviewed file and its location	0.00/0.00	0.00
Q138	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	peer review must be signed off by all staff by end of month	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	be aware of new procedure for scanning the bar code	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Specialty at retail	immunization- always # 1 Specialty at retail- need to have a game plan that we play by. need to have a conversation with Trasa	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Competition/Buy out Opportunities	outreach within the community for SRO --BP and flu shots.	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	- will be havin annual one on ones with employees, outside of the normal review times. -overall engagement is excellent so they are just adjusting what they currently do	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	Gift cards- picture and during 5 min meetings use over all shifts and try to use the receipt surveys to identify those that are doing ecc	0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	going through cashier training. - working on game plan now to continue training/crosstraining etc	0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	yes. done in groups, go over compass etc	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	goal for receipt surveys and immunizations. Team effort	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	work on engagement- please make sure we are reviewing with MGR on a monthly EOM basis	0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00

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		clean.		
		<ul style="list-style-type: none"> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>		
	Building RX Sales		keep up the immunizations, work towards helping the whole customer on each interaction, do this at the appropriate times, not rush hour	
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(4)		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 0.00/0.00 0.00
	Operations/Business Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		Continually uses the information at hand, i.e. OS to adjust her business practice and initiate conversations with her store manager. She owns it.	0.00/0.00 0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			0.00/0.00 0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>			0.00/0.00 0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			0.00/0.00 0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00 0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>			0.00/0.00 0.00
	Cultural Beliefs			0.00/0.00 0.00
	Cultural Beliefs			0.00/0.00 0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store? Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	MGR will review for next time	0.00/0.00 0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	- got to learn from RXS - likes it the way it is.		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.		- looking at the budgets. need to look at accelerator tools with MGR and see how to apply	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 2015

03624 - Joe Li,MGR

**Participant :** Shawn, Lillian  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Wed 11/19/2014 00:00 Central Standard Time

Questionnaire	Wed 11/19/2014 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings	1. Please continue to have 5 mins in the pharmacy sepcifically around training issues such as service recovery in the pharmacy.	0.00/0.00	0.00
	ECC behaviors	2. notice alot of new faces in the pharmacy, please continue to coach and model ECC behavior.		
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 and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96		Average 90-day Adjusted Scripts , Payroll Management (Composite) 90 days - continue to identify eligible patients and sign them up for 90 day fills. - explain benefits of 90 days scripts - california bs should be starting to allow 90 days by january 1st	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		Payroll - please make sure to review payroll budgets on a regular basis - offsites should be using EAVs to keep in budget ahead of time. However, this is only done when offsite cannot be done during pharmacist overlap period. -must notify Mr D. and Shawn 1 month in advance for EAVs	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES	1. Need to do these on a consistent basis, maybe weekly if having hard time keeping up.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning, Are they progressing with workforce planning?		2. Please make sure Mr. selor also adds a few items to the list to guide the pharmacy. 1. Have a Designated hitter for IC 3- Monica is designated hitter doing well		

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Q170	<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	and picking up fast 2. Please make sure you have coverage before approving vacation time, or have a back up plan	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 staff properly utilizing the EHR for clinical services?					
Q279	<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES	EHR adoptions are 50.3% however this is due to multiple offsites clinics so utilizing IC + to process immunizations faster. Discussed with staff in store.	0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?					
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>					
Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES	Good faith binder is kept in appropriate spot. Reviewed appropriate process in completing GFD. Made pharmacist aware of importance of completing GFD correctly.	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?					
Q138	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediate</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	Events in STARS queue are completed and submitted to QA in a timely manner.  No outstanding STARS events. One QA event in the last 6 months  Peer Reviews are focused on quality and team members have been reviewing them.	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLs.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Q183	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.	Acquisitions (Med D & Med B) Immunization	immunizations are excellent, one of the number 1 stores in district. continue to look for offsite clinics to promote flu vaccinations  pharmacy does not have a large elderly population over 65, thus it is difficult to attract medicare part D and B patients.	0.00/0.00	0.00
Q238	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Outreach programs  90 day efficiency	90 days- continue to identify and promote 90 day fills for eligible patients.  outreach programs- continue to reach out for immunizations and flu shots	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Q269	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?	YES	store manager was not here so not able to discuss	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					

Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	NO	Pharmacist was offsite and did individual updates.	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	please make sure manager is going over IDP with rxm at least every other manager and updating in the talent management portal	0.00/0.00	0.00
<b>Extraordinary Customer Care (ECC)</b>				0.00/0.00	0.00
<b>ECC</b>				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	do not know the exact score, however they know that they do need to improve	0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?					
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
<b>Performance Management</b>				0.00/0.00	0.00
<b>Performance management</b>				0.00/0.00	0.00
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	given more responsibility and tasks		0.00/0.00	0.00
Have you documented the challenges with your low performers?					
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	NO	none to document	0.00/0.00	0.00
Document your conversation in the comment box below.					
<b>Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)</b>				0.00/0.00	0.00
<b>Theme</b>				0.00/0.00	0.00
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>					
Pharmacy waiting area condition					
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
<b>(2)</b>					
Pharmacy condition					
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		I do see bays have been assigned, however they are not being cleaned/dusted, i.e. thats why you got a 2	0.00/0.00	0.00

Building RX Sales			
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(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 Leadership			
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00 0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00 0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00 0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00 0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00 0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Cultural Beliefs			0.00/0.00 0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback		please make sure that you have accessed the accerlerator tools prior to next visit.	
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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 coordinate with RXM about EAVs for flu shots. Need to notify pharmacy supervisor 1 month in advance for approval.	0.00/0.00 0.00
Q166	Additional comments:		0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01297 - Ana Carias,MGR

**Participant :** JACK SHAWN HOUGHTALING  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Thu 11/20/2014 13:30 Central Standard Time

Questionnaire	Thu 11/20/2014 13:30 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	although not at goal, slowly improving flu shots by having front end announce flu shots over intercom and having front end techs ask for flu shots	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM? <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	NO	1. Reviwed pharmacy sales and 90 days adjustments with rxm on operating statements. 2. reviewed SG/A 3. reviewed Rx volume	0.00/0.00	0.00
Q96 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	for 90 days it is difficult to achieve because population at store is younger vs elderly.	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. <ul style="list-style-type: none"> <li>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</li> <li>if the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.		plan mix is a challenge, there largest plans do not accept 90 days.  improving on medicare D prescriptions for 90 days,  california bs will allow patients to have 90 days on january 1st. have a game plan together to achieve 90 days	0.00/0.00	0.00
<b>Planning Process</b>			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	NO	pharmacy should have own daily task list to help development and one offs. 1. designated hitter for pharmacy is Ramon 2. discussing plans to have Cashier in pharmacy during peak hours. 3. designated hitters should be planned for and given opportunity to train in pharmacy during non busy times	0.00/0.00	0.00
Q170 Does the store have a flexible workforce to meet the store needs? <ul style="list-style-type: none"> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
<b>Pharmacy</b>			0.00/0.00	0.00
<b>Pharmacy checklist items</b>			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> <li>Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?</li> </ul>	YES	1. wait for EHR to recommend the additional vaccines needed for patient after reviewing profiles.	0.00/0.00	0.00

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Answer "yes", if the pharmacy is compliant with ALL of the bullets below:

Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	NO	1. reviewed appropriate storage of GFD.	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?					
Q138	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediate</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	1. 2 outstanding STARS reports within last 6 months to be submitted to QA. 2. Peer reviews are focused on quality assurance. 3. please make sure everybody reviews and signs off at the end including store manager.	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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	please make sure to review LPx dashboard, make sure techs are aware of new SDL procedures	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Specialty at retail immunization	1. Doing good synching Rx's 2. improve on getting immunizations for flu (have tech ask, front end announcements).	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Deletes	1. Rx script volume is increasing 2. improve on deletes	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	NO	1. please review with store manager a plan to increase team engagement	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	1. recognizing team members for doing great work	0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	NO	work with store manager to develop 5 minute meetings. please integrate rxm, rxa with store manager meetings	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Individual development is covering MTM. look back IDP and see if there is something you want to actually develop in personally such as HIV market.	0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
1. have a goal on how many					

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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	surveys they should have a day. 2. develop a game plan to increase the delight scores.	0.00/0.00	0.00
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
	Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	NO	please go over plan with rxm to sustain ECC. rxm knows the principles but not aware of a written plan other than regular training.	0.00/0.00	0.00
	<b>Performance Management</b>			0.00/0.00	0.00
	Performance management			0.00/0.00	0.00
	Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>		have complicated tasks to have them more engaged.	0.00/0.00	0.00
	Have you documented the challenges with your low performers?				
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	NO	N/A	0.00/0.00	0.00
	Document your conversation in the comment box below.				
	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
		<b>(3) Achieving Expectations</b>			
		<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist!" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>			
Q275	Pharmacy waiting area condition *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
Q265	Pharmacy condition *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	get rid of taped up signs on pharmacy door	0.00/0.00	0.00
		<b>(3) Achieving Expectations</b>			
		<ul style="list-style-type: none"> <li>Actively promoting immunizations during peak seasons</li> <li>Making adherence calls and completing consultations on a regular basis</li> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers</li> </ul>			
Q276	Building RX Sales *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		Improved on script count, rx volume has increased.	0.00/0.00	0.00

		secondary services		
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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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.	1. improve IC + effecinecy	0.00/0.00	0.00
Q173	List any follow-up items for the CL follow-up visit.	1. program for cross training employees	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

04558 - Rosanna Kwong,MGR

**Participant :** Shawn Turmy and Ballow  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Wed 11/26/2014 00:00 Central Standard Time

Questionnaire	Wed 11/26/2014 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.0/0.0</b>	<b>0.0</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
		ECC-- all employees following ecc 100% of the time --Service recovery needs to be 100% in rx		
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors .Others	team members- coach team members to take initiatives and to hold them accountable for sop's without micromanaging them - set expectations will all staff within next 2 weeks - be very upfront about growing/coaching/discipline	0.00/0.00	0.00
<b>Operating Statements and IMPROVE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	Q147	NO	- 90 days - new hours of operations -rx delight	0.00/0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.	Q96	Average 90-day Adjusted Scripts , Pharmacy Delight	needs to focus and have action plans for this	0.00/0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	Q63	need to develop action plan for items above and be able to talk about it		0.00/0.00
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
		i.e: - redo fast rack for most appropriate drugs - go through excess inventory list- intersore - delete list being worked regularly and using ecc to sell the rx. - orhands are off. do more than just smart count - need more express pay to make lines go faster - emails and autorefills		
Are the daily tasks lists being effectively written and do they include Pharmacy items?	Q169	NO		0.00/0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul> Pharmacy	Q170	Yes	work on appropriately using a designated hitter... smoke before the fire. Time for training	0.00/0.00
Pharmacy checklist items				0.00/0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				0.00/0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith	Q279	YES	make sure we are using the ehr to our advantage.. not just to process	0.00/0.00

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Dispensing (TD-GFD) dispensing policy?

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

Q167	<ul style="list-style-type: none"> <li>is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Q138	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	NA	need every staff member to sign off including MGR	0.00/0.00	0.00
LP Dashboard	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			0.00/0.00	0.00
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	monthly review of sdi and lpxrx reports	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Q183	<p>Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Immunization	new rxm.. look forward to seeing a strength rise to the top travel immunizations--	0.00/0.00	0.00
Q238	<p>Select one strength and one opportunity with regards to pharmacy operations to discuss.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume , Pharmacy condition	- to get out in the area and promote.. see what services are needed - rx condition is good.. needs to be maintained	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Q269	<p>Team member engagement</p> <p>Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?</p> <ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	- keep up engagement	0.00/0.00	0.00
Q270	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	service bucks employee of the month pizza party	0.00/0.00	0.00
Q271	<p>Is the manager following the company's on-boarding program?</p> <ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	- if transfers still need onboarding for this store. follow up	0.00/0.00	0.00
Q272	<p>Ask a few team members</p> <p>Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"</p> <ul style="list-style-type: none"> <li>is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Q254	<p>Are at least two team members, including one in pharmacy, able to discuss their goals for the day?</p> <ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	-goals need to be specific	0.00/0.00	0.00
Q255	<p>Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?</p> <ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	please discuss once a month or qom and update on line	0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00

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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. Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)? Indicators of a strong plan include at least 3 of the following: <ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> </ul>	YES	need to increase	0.00/0.00	0.00
Q239	<ul style="list-style-type: none"> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	please work on coaching cards with all team members including rx memebers	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	more difficult/important tasks		0.00/0.00	0.00
Have you documented the challenges with your low performers?					
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES		0.00/0.00	0.00
Document your conversation in the comment box below.					
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
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdated</li> </ul>					
Pharmacy waiting area condition					
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI</li> </ul>					
Pharmacy condition					
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00

records are put away and secured properly  
 • Drive thru area is CNO

Building RX Sales				
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	needs to login and review accelerators	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		- looking at reports - spend time with me -more frequent visits from rxs	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 2015

02088 - Siu-Pang Lee,MGR

Participant : Shawn, Melissa  
 Auditor Role : Floater Pharmacist, Pharmacist  
 Auditor Department : Area  
 Response Date : Mon 12/01/2014 00:00 Central Standard Time

Questionnaire	Mon 12/01/2014 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	Please start coaching cards for all rx staff, to do every month	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96	Pharmacy Delight	coaching cards.. will be back on top next month	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63	good action plan. work with ASM etc to have whole store program		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>if the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>if this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	No		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES	reviewed controlled transfers between stores	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	NA		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>				

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- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES all procedures being followed 0.00/0.00 0.00

- Pharmacy Price Modify
- LPxRx
- Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Acquisitions (Med D & Med B) Immunization immunization- going strong consistently in the top 2 in the district Part D- working on new patients, senior days in full swing 0.00/0.00 0.00

- Examples include but are not limited to the following:
- Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Workflow Others great use of workflow cards (gems) 0.00/0.00 0.00

- Examples include but are not limited to the following:
- Utilize comments box to document strengths and areas of opportunity.

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES 0.00/0.00 0.00

- Did you receive results from the most recent survey?
- Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES rx, techs and cashiers are being recognized in receipt surveys by NAME! great job 0.00/0.00 0.00

- Did pharmacy manager and or store manager recognize at least two team members by name?
- Is either of the employees on different shifts?
- How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 NA 0.00/0.00 0.00

- How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00

- Is a Five Minute Meeting taking place every day?
- From the CL Walk summary, were there any specific follow-up items to address?
- Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00

- Are there action steps towards the goals?
- Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Did not cover 0.00/0.00 0.00

- Are they documented in the Talent Management Portal?
- Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES yes yes yes.. they know they need to work on this.. they will be on top again 0.00/0.00 0.00

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES please model ecc recovery in the pharmacy. bring examples on the 5 min meeting. finding a solution for the pt. not triaging to RPH 0.00/0.00 0.00

- Actively monitoring team member interactions with customers on the floor.
- Using the coaching card to deliver feedback around service.
- Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)
- On a daily basis, using 5-minute meetings to reinforce the importance of service.
- Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.
- Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q239 YES given more duties, complex duties and 0.00/0.00 0.00

- What is being done to help develop, make them feel challenged and grow their careers?

Q273	<ul style="list-style-type: none"> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p> <ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> </ul>	empowered to help make decisions in daily operations	0.00/0.00	0.00	
Q274	<ul style="list-style-type: none"> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	NO	some attendance issues,	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	
Pharmacy waiting area condition					
Q275	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(4)	0.00/0.00	0.00	
Pharmacy condition					
Q265	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(4)	0.00/0.00	0.00	
Building RX Sales					
Q276	<ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(4)	remember mtm is not the priority, it is a nice to do, not a must do. However, you can see value in promoting other priority services when doing mtm	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 Leadership					
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00	
People Leadership					
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00	
Strategic Leadership					
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00	
Customer Leadership					
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00	
Healthy, Happy, and Creating Value Together					
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00	
Functional Competency					
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00	
Cultural Beliefs			0.00/0.00	0.00	
Cultural Beliefs			0.00/0.00	0.00	
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?					
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools					
Pick 1-2 of the following:					
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00	
Ask the RXM and/or store manager to provide you (the RXS) feedback			- using coaching cards in RX		
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	-	- accelerator tool on walnet	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.	not at this time	0.00/0.00	0.00	
			Holiday season is in full swing, I can feel the		

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Q166 Additional comments:	energy in the store and rx staff. Please keep ECC at top of mind with each customer interaction	0.00/0.00	0.00
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Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

05599 - Hieu-Ngoc Huynh,MGR

**Participant :** Shawn, George, Ryan  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Wed 12/03/2014 00:00 Central Standard Time

Questionnaire	Wed 12/03/2014 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	rx delight.. need to work on getting enough surveys ..	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96	Pharmacy Delight	working on rx delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	ask all customers promote to those that have a great experience		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES	IC3 in pharmacy, cross training employees plan to get them caught up	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	continue with training.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul> Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES	went over error prevention	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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	appropriate.			
	<ul style="list-style-type: none"> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>			
	LP Dashboard			0.00/0.00   0.00
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	continue to review lpxrx report on regular basis .. every week would be ideal	0.00/0.00   0.00
	Pharmacy Operations			0.00/0.00   0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00   0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Execution	Part D.. doing great job.. keep up reports execution- focus on workflow- ask Jimmy new ASM to help	0.00/0.00   0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Workflow	please work on workflow with goal of having majority of rx;s filled so that when 2 rphs are they they can verify asap	
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	-working on outreach .. please work with Jimmy on hitting up local businesses for flu shots	0.00/0.00   0.00
	Team Member Engagement			0.00/0.00   0.00
	Team member engagement			0.00/0.00   0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00   0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00   0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	please make sure we set expectations with new rx employees. need to monitor onboarding, training and fit with pharmacy	0.00/0.00   0.00
	Ask a few team members			0.00/0.00   0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00   0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00   0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00   0.00
	Extraordinary Customer Care (ECC)			0.00/0.00   0.00
	ECC			0.00/0.00   0.00
	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	very low.. they all agree they need to work on this	0.00/0.00   0.00
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00   0.00
	Performance Management			0.00/0.00   0.00
	Performance management			0.00/0.00   0.00

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Talk about your high performers.

Q273

- 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.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

more training and responsibility, opportunity to work outside of store to help district

0.00/0.00 0.00

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- 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.

YES 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

**(3) Achieving Expectations**

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

- Waiting area clean
  - In/Out-window clutter free
  - Immunization area is clean and sterile
  - Minimal outs in the "Ask your Pharmacist" section
  - All required signs are in place with no damage or wear and no outdates
- 0.00/0.00 0.00

**(3) Achieving Expectations**

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

- Department is generally organized
  - Product off of floor
  - Clear path to all fire exits
  - No additional stock bottles in the fill area
  - No product in prohibited areas
  - Refrigerator is free of unauthorized product (food/drink) and is clean.
  - DPI records are put away and secured properly
  - Drive thru area is CNO
- 0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making

Building RX Sales				
Q276	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	adherence calls and completing consultations on a regular basis <ul style="list-style-type: none"> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>	focus on workflow	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00 0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			0.00/0.00 0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>			0.00/0.00 0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			0.00/0.00 0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00 0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>			0.00/0.00 0.00
Cultural Beliefs				0.00/0.00 0.00
Cultural Beliefs				0.00/0.00 0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	please login and look at accelerator tools Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>			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.	Workflow and scheduling- is jimmy helping learning to focus on the must do's vs. like to do's getting techs to identify issues before they become problems working to set standards for flomometer (i.e. 10labels means the 2nd person helps fill)		0.00/0.00 0.00

work with Mr.  
Kern to be  
comfortable with  
workflow  
diagrams

Q166 Additional comments:

0.00/0.00 0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01054 - Gerald Martinez,MGR

**Participant :** Ronda Lowe, Alvin, Jesus  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 01/02/2015 16:00 Central Standard Time

Questionnaire	Fri 01/02/2015 16:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		New RxM	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Average 90-day Adjusted Scripts , Pharmacy Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Rx Delight		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES		0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) Specialty at retail Rx script volume	0.00/0.00	0.00	
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	0.00/0.00	0.00	
Team Member Engagement			0.00/0.00	0.00	
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00	
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00	
Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
ECC					
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00	
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management					
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	train the entire team, cross train	0.00/0.00	0.00	

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00

0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	Slow changes if needed in operations to start. Watch and see the current operations and discuss with store manager prior to change	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	Engage and encourage team to take the initiative.	0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Techs: Be One with new RxM	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	People management		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 2015

13667 - Turny Mao,MGR

**Participant :** Ronda Lowe, Mr Lee, Rose  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 02/27/2015 13:00 Central Standard Time

Questionnaire	Fri 02/27/2015 13:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147				
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96	Average 90-day Adjusted Scripts , Pharmacy Delight		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	Avg 90 days Rx Delight Inventory		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
Q169				
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediate!
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00
Q238	<p>Select one strength and one opportunity with regards to pharmacy operations to discuss.</p> <ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs 90 day efficiency	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q269	<p>Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?</p> <ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Q270	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Q271	<p>Is the manager following the company's on-boarding program?</p> <ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Q272	<p>Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"</p> <ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Q254	<p>Are at least two team members, including one in pharmacy, able to discuss their goals for the day?</p> <ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Q255	<p>Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?</p> <ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	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	<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> <p>Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?</p> <p>Indicators of a strong plan include at least 3 of the following:</p> <ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Q239	<ul style="list-style-type: none"> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q273	<p>Talk about your high performers.</p> <ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	new projects to challenge	0.00/0.00	0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274 YES n/a 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). (2) community outreach to grow new customers 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 Leadership

Q159 • Analyzes work-related problems and identifies sustainable solutions in a timely manner 0.00/0.00 0.00

- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

People Leadership

Q160 0.00/0.00 0.00

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- Encourages an atmosphere of open two-way communication.
- Shows mutual respect while promoting and developing a diverse and inclusive team.

Strategic Leadership

Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
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Customer Leadership

Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
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ECC  
Remind staff for receipt survey

Healthy, Happy, and Creating Value Together

Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
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Functional Competency

Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
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Cultural Beliefs

0.00/0.00 0.00

Cultural Beliefs

0.00/0.00 0.00

Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?

Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools

Pick 1-2 of the following:

Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
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Ask the RXM and/or store manager to provide you (the RXS) feedback

Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	field transformation	0.00/0.00	0.00
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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
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Q173	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
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Q166	Additional comments:	none	0.00/0.00	0.00
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Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

03849 - Qiaoying Ye,MGR

Participant : Ronda Lowe, Ken Taw  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Fri 02/27/2015 11:00 Central Standard Time

Questionnaire	Fri 02/27/2015 11:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	Rx Inventory Chargebacks Immunizations Med D	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96	Flu Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	Non Flu and Flu Focus on inventory: passport and track order changes complete a total on hands count in the Rx		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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WAG-MDL-03101.00396

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 • Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Immunization , Execution 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Rx script volume , community outreach to acquire new customers 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 YES 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00  
 • Is a Five Minute Meeting taking place every day?  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Yes 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES 0.00/0.00 0.00

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q273 training other staff members 0.00/0.00 0.00  
 • What is being done to help develop, make them feel challenged and grow their careers?  
 • What are you doing to cross train and develop other team members for future roles?  
 • Verify that these are the correct processes.

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274 YES n/a 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). (2) look for outreach opportunities in the area 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 Leadership

Q159 • Analyzes work-related problems and identifies sustainable solutions in a timely manner 0.00/0.00 0.00

- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

People Leadership

Q160 0.00/0.00 0.00

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- Encourages an atmosphere of open two-way communication.
- Shows mutual respect while promoting and developing a diverse and inclusive team.

Strategic Leadership

Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
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Customer Leadership

Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
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Healthy, Happy, and Creating Value Together

Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
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Functional Competency

Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
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Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00

Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?

Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools

Pick 1-2 of the following:

Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Thanks Lelle for taking care of chargebacks	0.00/0.00	0.00
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Ask the RXM and/or store manager to provide you (the RXS) feedback

Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		field transformation Diabetes Month in March Senior Day March 3, coming up	0.00/0.00	0.00
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Overall Visit Notes:		0.00/0.00	0.00
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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
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Q173	List any follow-up items for the CL follow-up visit.	none		0.00/0.00	0.00
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Q166	Additional comments:	none		0.00/0.00	0.00
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Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

00896 - Tedman Woo,MGR

**Participant :** Ronda Lowe, Lillian, Ted  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 02/20/2015 08:00 Central Standard Time

Questionnaire	Fri 02/20/2015 08:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	ECC, Rx Delight	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM? <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>	YES	New customers, Script growth Immunizations to goal	0.00/0.00	0.00
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard. <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>		Average 90-day Adjusted Scripts , Flu Immunizations , Non-Flu Immunizations	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. <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		Plan for community outreach to grow new customers, Med D customer and regular customers	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>	YES		0.00/0.00	0.00
Q170 Discuss workforce planning. Are they progressing with workforce planning? <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	Designated hitter in place, another on in training no turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy? <b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Q138 Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>	YES		0.00/0.00	0.00
Q138 Access the Quality Assurance website (type "rxquality" in the web browser). <ul style="list-style-type: none"> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES		0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00	
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Outreach programs	0.00/0.00	0.00	
Team Member Engagement			0.00/0.00	0.00	
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	no new hires	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00	
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00	
Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
ECC					
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00	
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management					
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	keep teach and	0.00/0.00	0.00	

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

developing team

YES no low performers, but continue to elevate and give more responsibilities 0.00/0.00 0.00

0.00/0.00 0.00  
0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	Plan for new growth, new outreach plan	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	New budgets, new efficiency	0.00/0.00	0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team				
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

02866 - Bonnie Wong, MGR

**Participant :** Ronda Lowe, Mr Tse, Angie  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 02/04/2015 09:00 Central Standard Time

Questionnaire	Wed 02/04/2015 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Senior Day	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?	YES	Immunizations to target New Customers, New Med D customers	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Average 90-day Adjusted Scripts Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>		Keep Rx avg up with new customers		
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		off sites, reach out for Prevnar	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	new tech in progress of being hired transfer intern to st 3707	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desklop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES	review sig codes with techs	0.00/0.00	0.00

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WAG-MDL-03101.00404

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) focus on immunization goals 0.00/0.00 0.00  
 Immunization  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume reachout to senior groups and schools for off sites 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity. Outreach programs

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? YES new tech in progress of hire 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Q272 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?" YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. keep developing tech since head tech is on leave 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

keep developing team

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Building RX Sales

Q276

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

keep looking for outreach opportunities

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 Leadership

Q159

- Analyzes work-related problems and identifies sustainable solutions in a timely manner
- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

St mgr and Rxm to work on business plan

0.00/0.00

0.00

continue to develop rph and

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People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	techs for next leave staff rph in training for Rx Management	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	community outreach for new business	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	ECC, Rx Dellight	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	techs for stepping up since head tech is on leave	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	NTT Med D outreach with immunizations	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 2015

01393 - Xin Cai,MGR

**Participant :** Ronda Lowe, Chi  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 02/04/2015 13:00 Central Standard Time

Questionnaire	Wed 02/04/2015 13:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Med D	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM? <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>	YES	RxM: noted gp decreasing, some transfers to CVS due to plan copays for preferred provider	0.00/0.00	0.00
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard. <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Pharmacy Delight	Rx Delight Plan to green Flu immunizations; try private school across the street community outreach to library and schools	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. <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>if this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		RxM will reach out to community groups for off site immunizations and new customers	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>	YES		0.00/0.00	0.00
Q170 Discuss workforce planning. Are they progressing with workforce planning? <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltler?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	need to replace staff RPH as current staff is going on leave	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff? <ul style="list-style-type: none"> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Q138 Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>	YES		0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RXM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Immunization , Execution	Operations and Execution are strengths Focus on Immunizations to goal	0.00/0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume		0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	Always thanking staff for good work completed	0.00/0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	staff development new business opportunities	0.00/0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	rotate tasks and		0.00/0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

0.00/0.00 0.00  
0.00/0.00 0.00

involve all techs

YES

working on training all techs for all functions

0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	work on plan for new business opportunities	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	ECC and Rx Delight Review with staff	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Chi for mentoring tech externs and interns	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		Immunizations at schools across the street	0.00/0.00
Overall Visit Notes:			0.00/0.00	0.00
Issues to share with District Team				
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	List any follow-up items for the CL follow-up visit.	none	0.00/0.00	0.00
Q166	Additional comments:	noen	0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

05487 - Haydee Hwang,MGR

**Participant :** Ronda Lowe, Lynda  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Mon 02/23/2015 15:00 Central Standard Time

Questionnaire	Mon 02/23/2015 15:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings	Med D, delight	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96		Average 90-day Adjusted Scripts, Pharmacy Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Q63		Plan for ECC/Rx Delight Plan for outreach to gain new customers	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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	appropriate.			
	<ul style="list-style-type: none"> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>			
	LP Dashboard		0.00/0.00	0.00
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
	Pharmacy Operations		0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.	Acquisitions (Med D & Med B), Execution	0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>			
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Rx script volume		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow	0.00/0.00	0.00
	Team Member Engagement		0.00/0.00	0.00
	Team member engagement		0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
	Ask a few team members		0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover	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
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
	Performance Management		0.00/0.00	0.00
	Performance management		0.00/0.00	0.00
	Talk about your high performers.			
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	cross train and develop techs	0.00/0.00	0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

n/a

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

Q276

•Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00

0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>	0.00/0.00	0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	0.00/0.00	0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	senior outreach senior day Pneumo	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 2015

02244 - ,MGR

**Participant :** Ronda Lowe, Richard  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 02/19/2015 13:00 Central Standard Time

Questionnaire	Thu 02/19/2015 13:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	Flu and Med D	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96		Average 90-day Adjusted Scripts , Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Q63		immunizations to target Acquire and grow new customers	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Quality Outreach programs	visit local community	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	assign new task	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	n/a	0.00/0.00	0.00
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Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
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**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q285	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
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**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultatio

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety		0.00/0.00	0.00
People Leadership				
Q160	• 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
Strategic Leadership				
Q161	• 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
Customer Leadership				
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	• 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
Functional Competency				
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?	Keep community outreach to acquire new customers	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 2015

13670 - Levi Santiago,MGR

**Participant :** Ronda Lowe, Rae, Christina  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 02/24/2015 00:00 Central Standard Time

Questionnaire	Tue 02/24/2015 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.		Average 90-day Adjusted Scripts , Pharmacy Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		Engagement, workflow, Rx Delight, customer complaints	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>		Yes	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>		YES	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>		YES	0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Immunization , Execution	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume : Workflow	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179		YES	0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	assign new task	0.00/0.00	0.00

Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

n/a

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

\*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

\*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Building RX Sales

Q276

\*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

Rx Delight, service

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 Leadership

Q159

- Analyzes work-related problems and identifies sustainable solutions in a timely manner
- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

0.00/0.00

0.00

People Leadership

Q160

- Encourages an atmosphere of open two-way communication.

0.00/0.00

0.00

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	<ul style="list-style-type: none"> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Engagement of team	0.00/0.00	0.00
	Overall Visit Notes:		0.00/0.00	0.00
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

01109 - Ming Fang,MGR

**Participant :** Ronda Lowe, Brian  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 02/20/2015 15:00 Central Standard Time

Questionnaire	Fri 02/20/2015 15:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES	GP down Rx increase	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96	Pharmacy Delight ,Flu Immunizations	Focus on Rx Delight Almost at Flu and non Flu goal	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63	Prevnar 10/90		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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WAG-MDL-03101.00424

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) Execution Community outreach to acquire new customer, Med D customers 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Workflow Outreach programs improved on workflow and organization of pharmacy: great job 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity.

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES review with each member coming up soon 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? NA 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Q272 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?" YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES Make a plan for Rx Delight ECC plan 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. cross training 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

n/a

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

great job in organizing

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

Q276

•Utilize the comment box below the rating to compare this visit with previous walks (e.g.

community outreach for new

0.00/0.00

0.00

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	improved, same or worse).		customers		
			regular basis		
			• Calling return to stock daily		
			• Completing outreach program		
			• Consistently offers secondary services		
	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00	0.00
	People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			0.00/0.00	0.00
	Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		Plan for outreach Plan for Rx Delight—ECC	0.00/0.00	0.00
	Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00	0.00
	Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
	Walnet> Our WaiGreens Culture (under company information)> Resources> Accelerator Tools				
	Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Thanks Brian for cleaning up and organizing the Rx	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		MTM, GP on HIV meds	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 2015

02705 - Danny Kwan,MGR

Participant : Ronda Lowe, Helen  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Wed 02/04/2015 15:00 Central Standard Time

Questionnaire	Wed 02/04/2015 15:00 Central Standard Time	Comments	Points/Total	Score(%)	
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>	
Question					
Follow Up			0.00/0.00	0.00	
Follow-Up Questions			0.00/0.00	0.00	
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Med D, Senior Days	0.00/0.00	0.00	
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 and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.					
Q96		Pharmacy Delight ,Flu Immunizations	Need to Focus on : Rx Delight Immunizations : Look into Senior Centers for Pevnar	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.					
Q63		Rx Delight ECC Plan, review with entire staff		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.					
Planning Process			0.00/0.00	0.00	
-			0.00/0.00	0.00	
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?					
Q170	Yes	No turnover Staff RPH going on leave soon Help develop new staff rph whill she is covering for the next 3 months	0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul> Pharmacy			0.00/0.00	0.00	
Pharmacy checklist items			0.00/0.00	0.00	
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?					
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>					
Q167	YES		0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?					
Q138	YES		0.00/0.00	0.00	
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>					

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WAG-MDL-03101.00428

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediate!
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	Detail Senior Centers for new Med D Customers as well as new immunizations	0.00/0.00 0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	Look for local organizations to visit Review ECC with staff for improvement in Rx Delight	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	no new hires train new staff rph covering for leave	0.00/0.00 0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC			0.00/0.00	0.00
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.				
Q179		YES	0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	Open us in window during overlap times to improve service as the lines get longer during busy times	0.00/0.00 0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	develop and train new staff rph on all operations	0.00/0.00 0.00	

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Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

none

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing outreach to community for new opportunities for immunization off-sites and regular

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

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3

		new Med Dcustomers		
		basis		
		<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>		
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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	continue to develop team	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	find new ways to increase new customers	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	ECC, review plan with staff	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	allow staff to take on more projects and responsibilities	0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Community outreach for Pevnar	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 2015

07150 - Mengwah Chai,MGR

**Participant :** Ronda Lowe, James, Susan  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 02/25/2015 15:00 Central Standard Time

Questionnaire	Wed 02/25/2015 15:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	Rx Delight	0.00/0.00	0.00
<b>Operating Statements and IMPROVE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM? <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>	YES	Chargeback One Rx, we might be able to collect on it, so keep follow up	0.00/0.00	0.00
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard. <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Pharmacy Delight	Nice increase in Rx count Focus on Rx Delight Plan to increase surveys Focus on immunizations, we can still get to non flu goal with Prevnar	0.00/0.00	0.00
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>if this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Rx Delight		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>	YES		0.00/0.00	0.00
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltner?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	Just Hired new CCSF tech Get her trained and developed	0.00/0.00	0.00
<b>Pharmacy</b>			0.00/0.00	0.00
<b>Pharmacy checklist items</b>			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> </ul>				
Q279 <ul style="list-style-type: none"> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES	GFD folder in place	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES		0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) Med D rx sold Immunization	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Outreach programs Outreach to acquire, grow new customers	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES new CCSF hired	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	Focus on ECC Rx Delight scores are red	0.00/0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	cross training	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	n/a	0.00/0.00	0.00
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Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
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**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q285	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
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**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing community outreach to

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	acquire and grow new customers	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 Leadership					
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety			0.00/0.00	0.00
People Leadership					
Q160	• 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
Strategic Leadership					
Q161	• Adjusts behavior in response to new information or changing circumstances. • Works effectively in unstructured or dynamic environments. • Identifies areas where future change initiatives are required.		plan for future growth	0.00/0.00	0.00
Customer Leadership					
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		rx delight, ECC plan	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together					
Q163	• 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
Functional Competency					
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?					
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools					
Pick 1-2 of the following:					
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Did not cover		0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback					
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?	new field transformation		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 2015

01120 - Kevin Thach,MGR

**Participant :** Ronda , Manuel  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 02/06/2015 09:00 Central Standard Time

Questionnaire	Fri 02/06/2015 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors ,Others	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	\$1,200 in chargebacks needs to be addressed	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Rx Inventory Management (Composite) , Non-Flu Immunizations	0.00/0.00	0.00
Q36				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		MTM opportunities	0.00/0.00	0.00
Q63				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES	CNO, asap	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	staff rph to be replaced	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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WAG-MDL-03101.00436

- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	Focus on NTT	0.00/0.00 0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow , Outreach programs	outreach for new customers, , seniors focus on workflow with staff	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	new tech extern in training	0.00/0.00 0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	involve all staff on all areas of	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

operations

YES tech on performance improvement 0.00/0.00 0.00

0.00/0.00 0.00  
0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

Q285 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultatio

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership					
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety			0.00/0.00	0.00
People Leadership					
Q160	• 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
Strategic Leadership					
Q161	• 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
Customer Leadership					
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Healthy, Happy, and Creating Value Together					
Q163	• 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
Functional Competency					
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?					
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools					
Pick 1-2 of the following:					
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Yes		0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback					
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?		NTT refocus community outreach	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 2015

01626 - Marvin Manabat,MGR

Participant : Ronda Lowe, Qi  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Fri 02/20/2015 12:00 Central Standard Time

Questionnaire	Fri 02/20/2015 12:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES	Rx Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96		Average 90-day Adjusted Scripts , Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		action plan for Rx Delight and immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00  
 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) Execution 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume Pharmacy condition Start plan for CNO 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? YES 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00  
 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"  
 Q272 • Is a Five Minute Meeting taking place every day? YES 0.00/0.00 0.00  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. help cross train techs with other duties 0.00/0.00 0.00  
 • What is being done to help develop, make them feel challenged and grow their careers?  
 • What are you doing to cross train and develop other team members for future roles?  
 • Verify that these are the correct processes.

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2

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

YES

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00

0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>	0.00/0.00	0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	0.00/0.00	0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	field transformation	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 2015

03711 - Kingman Kwok,MGR

**Participant :** Ronda Lowe, Wilson, Ken  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 01/13/2015 10:00 Central Standard Time

Questionnaire	Tue 01/13/2015 10:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings	5MM: 500 BR points explain program, Med D Aetna now working	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96	Average 90-day Adjusted Scripts , Pharmacy Delight	rx count decreasing adj tech hours	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	community outreach 500 BR points		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES	review events with entire staff	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>				

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	<ul style="list-style-type: none"> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	monthly peer review		
LP Dashboard	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?		0.00/0.00	0.00
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Rx script volume		
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	prepare for less eav hours since rx count decreasing Workflow	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?		0.00/0.00	0.00
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"		0.00/0.00	0.00
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC	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.		0.00/0.00	0.00
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management	Talk about your high performers.	customer and people leadership development for	0.00/0.00	0.00

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Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	staff rph workflow and operations development of staff rph for future rxm role	0.00/0.00	0.00	
Have you documented the challenges with your low performers?					
Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	0.00/0.00	0.00	
Document your conversation in the comment box below.					
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
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>					
Pharmacy waiting area condition	Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00	
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>					
Pharmacy condition	Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00	
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>• Actively promoting immunizations during peak seasons</li> <li>• Making</li> </ul>					

		adherence calls and completing consultations on a regular basis		
Building RX Sales				
Q276	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
		<ul style="list-style-type: none"> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>		
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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	prep for efficiency staff development for future rxms	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 2015

04231 - Jan Louie Gavieres, MGR

Participant : Ronda Lowe, Bryon  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Thu 02/19/2015 14:00 Central Standard Time

Questionnaire	Thu 02/19/2015 14:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?		YES	Rx Avg Rx Delight	0.00/0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.		Average 90-day Adjusted Scripts , Flu Immunizations		0.00/0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		outreach to acquire new customers		0.00/0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES		0.00/0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>		Yes		0.00/0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?		YES		0.00/0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>		YES		0.00/0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>		YES		0.00/0.00

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WAG-MDL-03101.00448

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 YES file tabs in order for ease of location 0.00/0.00 0.00

- Employee Metrics (including Cash Handling) for RX staff
- Pharmacy Price Modify
- LPxRx
- Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Immunization , Execution 0.00/0.00 0.00

- Examples include but are not limited to the following:
- Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Rx script volume ; Outreach programs 0.00/0.00 0.00

- Examples include but are not limited to the following:
- Utilize comments box to document strengths and areas of opportunity.

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES 0.00/0.00 0.00

- Did you receive results from the most recent survey?
- Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES 0.00/0.00 0.00

- Did pharmacy manager and or store manager recognize at least two team members by name?
- Is either of the employees on different shifts?
- How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 YES 0.00/0.00 0.00

- How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00

- Is a Five Minute Meeting taking place every day?
- From the CL Walk summary, were there any specific follow-up items to address?
- Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00

- Are there action steps towards the goals?
- Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Yes 0.00/0.00 0.00

- Are they documented in the Talent Management Portal?
- Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES 0.00/0.00 0.00

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES 0.00/0.00 0.00

- Actively monitoring team member interactions with customers on the floor.
- Using the coaching card to deliver feedback around service.
- Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)
- On a daily basis, using 5-minute meetings to reinforce the importance of service.
- Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.
- Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q273 cross train techs 0.00/0.00 0.00

- What is being done to help develop, make them feel challenged and grow their careers?
- What are you doing to cross train and develop other team members for future roles?
- Verify that these are the correct processes.

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

YES n/a 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Sales

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2) 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 Leadership

- Analyzes work-related problems and identifies sustainable solutions in a timely manner
- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

0.00/0.00 0.00

People Leadership

Q160

0.00/0.00 0.00

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- Encourages an atmosphere of open two-way communication.
- Shows mutual respect while promoting and developing a diverse and inclusive team.

Strategic Leadership

Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
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Customer Leadership

Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
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Healthy, Happy, and Creating Value Together

Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
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Functional Competency

Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
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Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00

Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?

Walmart> Our Walgreens Culture (under company information)> Resources> Accelerator Tools

Pick 1-2 of the following:

Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Brian ECC, taking care of each customer	0.00/0.00	0.00
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Ask the RXM and/or store manager to provide you (the RXS) feedback

Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		outreach, Rx delight plan	0.00/0.00	0.00
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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
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Q173	List any follow-up items for the CL follow-up visit.	none		0.00/0.00	0.00
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Q166	Additional comments:	none		0.00/0.00	0.00
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Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01126 - ,MGR

Participant : Ronda Lowe, Joel  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Wed 02/25/2015 12:00 Central Standard Time

Questionnaire	Wed 02/25/2015 12:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		CNO, RAISE	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96	Pharmacy Delight Flu Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63	Rx Delight Plan for ECC immunizations: Flu to goal plan		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> </ul>				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> </ul>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Adherence , Immunization 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Workflow need to improve on workflow, complete work before the end of the day. Outreach programs 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity.

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 YES 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Yes 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES 0.00/0.00 0.00  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q273 challenge and cross train 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

NO develop staff rph 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Sales

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2) 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 Leadership

- Analyzes work-related problems and identifies sustainable solutions in a timely manner
- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

0.00/0.00 0.00

People Leadership

communications with staff needs

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Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	Improvement cascade info to staff	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes happy 30 yrs !	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	refocus on NTT, ECC	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 2015

04570 - Kenneth Phung, MGR

**Participant :** Ronda Lowe, Tony, Kenneth Phung  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 02/03/2015 09:00 Central Standard Time

Questionnaire	Tue 02/03/2015 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)			0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES	NTT Med D rx sold and new customers	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96	Non-Flu Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63	NTT to goal Med D customers new customers		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	New tech in place and training	0.00/0.00	0.00
Q170				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Q167	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES	review sig codes with techs on a regular basis	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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	<ul style="list-style-type: none"> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>			0.00/0.00	0.00
LP Dashboard	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	store manager to review	0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Q183	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.	Acquisitions (Med D & Med B) Immunization	new outreach to community for Med D customers	0.00/0.00	0.00
Q238	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Outreach programs ,Others	Focus on NTT daily, call different time of the day	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Q269	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?	YES		0.00/0.00	0.00
Q270	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?	YES		0.00/0.00	0.00
Q271	Is the manager following the company's on-boarding program?	YES		0.00/0.00	0.00
Ask a few team members	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			0.00/0.00	0.00
Q272	Is a Five Minute Meeting taking place every day?	YES	Yes, 5MM are occurring	0.00/0.00	0.00
Q254	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?	YES		0.00/0.00	0.00
Q255	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?	Yes		0.00/0.00	0.00
Extraordinary Customer Care (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
Q239	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Q273	Talk about your high performers.	engage in all responsibilities in the rx		0.00/0.00	0.00

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Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	no low performers. new tech in training	0.00/0.00	0.00
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Document your conversation in the comment box below.

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

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).				0.00/0.00	0.00
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**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).				0.00/0.00	0.00
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**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular basis

Building RX Sales Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).				0.00/0.00	0.00
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- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>	new Med D customers, via community outreach	0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	keep communications open with staff engage team	0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	outreach for new customers	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes Tony taking on NTT daily	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	importance of NTT	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 2015

01241 - Emily Ma,MGR

**Participant :** Ronda Lowe, Donna  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 02/24/2015 12:00 Central Standard Time

Questionnaire	Tue 02/24/2015 12:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>		Increase in Rx count, but not at Med D goal GP down in both FE and Rx increase customer count		
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Average 90-day Adjusted Scripts , Pharmacy Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>		Focus on Rx Delight ECC plan		
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.		ECC, survey, Rx Delight focus	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?		Yes	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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WAG-MDL-03101.00460

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Adherence , Immunization NTT to goal Immunizations on track 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Outreach programs Good CNO in Rx Look for outreach opportunities in neighborhood to acquire new customers 0.00/0.00 0.00  
 Pharmacy condition  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity.

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES coming soon review questions with staff, make sure they understand 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 NA no new hires 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Yes 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES 0.00/0.00 0.00

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q273 keep developing techs, have staff 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?

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	<ul style="list-style-type: none"> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	rph help develop		
	Have you documented the challenges with your low performers?			
Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	0.00/0.00	0.00
	Document your conversation in the comment box below.			
	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
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>		
Q275	<p>Pharmacy waiting area condition</p> <ul style="list-style-type: none"> <li>• Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>		0.00/0.00	0.00
Q265	<p>Pharmacy condition</p> <ul style="list-style-type: none"> <li>• Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	<b>(4)</b>	0.00/0.00	0.00
Q276	<p>Building RX Sales</p> <ul style="list-style-type: none"> <li>• Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	<b>(2)</b> need more 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
	Operations/Business Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> </ul>	Yes	0.00/0.00	0.00

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- Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs
- Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)

Ask the RXM and/or store manager to provide you (the RXS) feedback

		thanks for MTM \$209		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	refocus on Rx Delight	0.00/0.00	0.00
		CAP blocks procedrues		
	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 2015

03869 - Eugene Wong,MGR

**Participant :** Ronda Lowe, Luong, Anthony  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 02/26/2015 09:00 Central Standard Time

Questionnaire	Thu 02/26/2015 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?		YES Rx Avg	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.		Average 90-day Adjusted Scripts , Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		off sites for immunizations community outreach	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>		Yes	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>		YES	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>		YES	0.00/0.00	0.00

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WAG-MDL-03101.00464

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Q183	<p>Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.</p> <ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Immunization , Execution	0.00/0.00	0.00
Q238	<p>Select one strength and one opportunity with regards to pharmacy operations to discuss.</p> <ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume ; Outreach programs	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
Q269	<p>Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?</p> <ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	go for the 9, give more than the customer would expect	0.00/0.00
Q270	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00
Q271	<p>Is the manager following the company's on-boarding program?</p> <ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00
Ask a few team members			0.00/0.00	0.00
Q272	<p>Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"</p> <ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00
Q254	<p>Are at least two team members, including one in pharmacy, able to discuss their goals for the day?</p> <ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00
Q255	<p>Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?</p> <ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		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> <p>Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?</p> <p>Indicators of a strong plan include at least 3 of the following:</p> <ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00
Q239	<p>Indicators of a strong plan include at least 3 of the following:</p> <ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	wow the customer for a 9	0.00/0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
Q273	<p>Talk about your high performers.</p> <ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	cross train and development		0.00/0.00

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2

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

YES keep documentation 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Sales

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2) 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 Leadership

- Analyzes work-related problems and identifies sustainable solutions in a timely manner
- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

0.00/0.00 0.00

People Leadership

Q160

0.00/0.00 0.00

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	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	make a plan for acquiring new customers	0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Simpson: Thanks for MTM	0.00/0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback	filed		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	transformation diabetes month senior day	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 2015

01054 - Gerald Martinez,MGR

**Participant :** Ronda Lowe, Alvin, Jesus  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 02/25/2015 13:00 Central Standard Time

Questionnaire	Wed 02/25/2015 13:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	Rx Delight	0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96	Pharmacy Delight ,Flu Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	Rx Delight and immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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WAG-MDL-03101.00468

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Adherence , Immunization 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Workflow , Outreach programs Plan to acquire and grow new customers visit local senior center 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity.

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 NA 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Yes New RxM in place, learning and growing, on track 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES 0.00/0.00 0.00

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q273 continue to give new projects 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

YES n/a 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

visit local senior centers for 0.00/0.00 0.00

Building RX Sales

- Utilize the comment box below the rating to compare this visit with previous walks (e.g.

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improved, same or worse).				
		immunizations and Med D		
		regular basis		
		• Calling return to stock daily		
		• Completing outreach program		
		• Consistently offers secondary services		
<b>Pharmacy Manager Core Competencies:</b>			0.00/0.00	0.00
Please comment on the core competency areas as appropriate.			0.00/0.00	0.00
Operations/Business Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	new field transformation and restructure questions answered	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 2015

06557 - Janet Shaw, MGR

**Participant :** Ronda Lowe, Justin, Ryan  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 02/17/2015 08:00 Central Standard Time

Questionnaire	Tue 02/17/2015 08:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.0/0.0</b>	<b>0.0</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Bedside Delivery: Increasing WT and BSD Working with hospital for a better workflow to capture more WT/BSO patients.	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM? <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>	YES	RAISE, P/L statement and scorecard are being reviewed together with SL and RXM. Weekly and monthly goals are being created and follow-up.	0.00/0.00	0.00
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard. <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Pharmacy Delight ,Non-Flu Immunizations . Community Events	ECC needs to promoted daily. RXM needs to address and hold team accountable.	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. <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	GROW session was performed with Ryan (RXM) for his transition from RX Staff to RXM.		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the RX Operation?</li> </ul>	YES	Daily tasks include CNO, driving for RAISE and ECC.	0.00/0.00	0.00
Q170 Discuss workforce planning. Are they progressing with workforce planning? <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hifter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	With Med D, senior discount, bedside, etc. designated hifter is being use effectively. Hire within the next week for our back-up bedside.	0.00/0.00	0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES	EHR is being used with all immunizations	0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy? <b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff? <ul style="list-style-type: none"> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES	GFD folder is being use.	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy? <ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective</li> </ul>				

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Q138	<ul style="list-style-type: none"> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	Review STARS queue with staff and store manager every month. Make sure all team members in RX is reviewing the STARS queue.	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 profitability?						
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	All metrics are being reviewed and save in binder	0.00/0.00	0.00	
Pharmacy Operations					0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.						
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Immunization , Others	Great team with bedside and WT, Danny and Erica are our bedside runners. Our goal is to get Erica up to speed by end of May in preparation of Danny going to pharmacy school.	0.00/0.00	0.00	
Select one strength and one opportunity with regards to pharmacy operations to discuss.						
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume , Pharmacy condition	Continue to perform daily CNO. Nice Rx growth with BSDF/WT	0.00/0.00	0.00	
Team Member Engagement					0.00/0.00	0.00
Team member engagement						
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?						
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	Review each questions with all Team members and daily engagement.	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?						
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	Employee of the month.	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?						
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	Holding new members accountable with standards. New hire tech on track with training	0.00/0.00	0.00	
Ask a few team members					0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"						
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	Review daily goals and ECC.	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?						
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	Delight score and ECC.	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?						
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Development goals are being updated.	0.00/0.00	0.00	
Extraordinary Customer Care (ECC)					0.00/0.00	0.00
ECC						
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	Monthly report is being posted and reviewed with all team members. Holding them accountable in promoting ECC and driving results.	0.00/0.00	0.00	
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?						
Indicators of a strong plan include at least 3 of the following:						
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> </ul>	YES	Being huddle in all 5min meetings.	0.00/0.00	0.00	

- Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.
- Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Talk about your high performers.

Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	Key is our high performer. Great engagement with team and customers.	0.00/0.00	0.00
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Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	NO	We will continue to monitor low performers and hold them accountable. All team members are on track, no low performers currently.	0.00/0.00	0.00
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Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	CNO can improve	0.00/0.00	0.00
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**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q285	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		0.00/0.00	0.00
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**(3) Achieving Expectations**

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Building RX Sales	<ul style="list-style-type: none"> <li>Actively promoting immunizations during peak seasons</li> <li>Making adherence calls and completing consultations on a regular basis</li> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>	0.00/0.00	0.00
Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			
Pharmacy Manager Core Competencies: Please comment on the core competency areas as appropriate.		0.00/0.00 0.00/0.00	0.00 0.00
Operations/Business Leadership			
Q159 <ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>	RXM has been working closely with store manager in business and overall operation. Understanding the daily metrics and being able to explain these numbers to his team members; drive these metrics with his team.	0.00/0.00	0.00
People Leadership			
Q160 <ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	Ryan has great communication skill, being open with his team and conducting 5mins meeting. Ryan can continue to improve is holding his team accountable when a goal is being set. Continue to promote our bedside delivery, med D patients and well transition. Cross training our RX team members to drive these services.	0.00/0.00	0.00
Strategic Leadership			
Q161 <ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	Get new WT/BSD trained, then focus on collaboration with St Mary's hospital, having Ryan take time out to go to the hospital to develop the relationships with the doctors and nurses.	0.00/0.00	0.00
Customer Leadership			
Q162 <ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	Promote ECC and understand our customers' needs. Continue to adjust workflow to meet our patients demand. Open line of communication and listen to our team. We are constantly engagement with	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			

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Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		all team members to ensure they understand our vision as a company. Crosstraining all team to perform at the same rate.	0.00/0.00	0.00
	Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		Holding team accountable when there are projects that were assigned.	0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
	Waine> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
	Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Build trust with our new bedside program with St. Mary. Expanding our patients and be able to provide our well-transition service.	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback		Hire new bedside tech and fully train by may 15. Continue to train and hold team accountable.		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>			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.		follow up on hiring for new BSD tech follow up on training of tech on BSD prior to other BSD leaving for pharmacy school	0.00/0.00	0.00
Q166	Additional comments:	none		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

03475 - Gordon Fung,MGR

Participant : Ronda Lowe, Patti  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Fri 02/20/2015 10:00 Central Standard Time

Questionnaire	Fri 02/20/2015 10:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings	Medicare D	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?		Areas of Improvement needed	0.00/0.00	0.00
Q147	YES	Avg 90 Day Med D sold	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts	Focus on immunizations to get to goal	0.00/0.00	0.00
Q96	Flu Immunizations	New customers: community outreach	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Community outreach: New Customers	90 Days: convert customers	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?		No turnover		
Q170	Yes	IC3 calls, ASM	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>		Need to improve to send back help when needed and get designated hitter in place other than ASMs		
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Services Immunization	Immunizations to goal	0.00/0.00 0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Outreach programs	outreach to community for new Med D customers	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	please conduct consistently	0.00/0.00 0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	Rx Delight, Immunizations, ECC	0.00/0.00 0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		0.00/0.00 0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00 0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00 0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	keep developing		0.00/0.00 0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

0.00/0.00 0.00  
0.00/0.00 0.00

staff rph for RxM

YES started documentation on low performers 0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety		0.00/0.00	0.00
People Leadership				
Q160	• 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
Strategic Leadership				
Q161	• Adjusts behavior in response to new information or changing circumstances. • Works effectively in unstructured or dynamic environments. • Identifies areas where future change initiatives are required.	make a plan for outreach for gain new customers and Med D customers	0.00/0.00	0.00
Customer Leadership				
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	• Is fully engaged and inspires engagement in others. • Promotes wellness in the workplace. • Demonstrates commitment to creating value for the Company.	engage and empower team	0.00/0.00	0.00
Functional Competency				
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?	Focus on outreach, Medicare D growth Developing staff RPH for future RxM position	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 2015

02005 - Shu B Guan,MGR

**Participant :** Ronda Lowe, Pure  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Sun 02/01/2015 14:00 Central Standard Time

Questionnaire	Sun 02/01/2015 14:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Med D ECC service new customers	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Average 90-day Adjusted Scripts , Flu Immunizations , Non-Flu Immunizations	0.00/0.00	0.00
Q96		Keep up the increase in Rxs Pevnar promo with stickers to help with non flu immunizations to goal	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		Immunizations: promo stickers and conversations w/ patients on Pevnar	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	working on finding a tech as current techs will be decreasing hours	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Is the pharmacy staff properly utilizing the EHR for clinical services?			0.00/0.00	0.00
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES	Keep focus on Tech sig codes and drug codes % to	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>				

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	<ul style="list-style-type: none"> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>		help reduce external events			
	LP Dashboard			0.00/0.00	0.00	
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00	
	Pharmacy Operations			0.00/0.00	0.00	
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00	0.00	
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>		Acquisitions (Med D & Med B), Immunization	RAISE NTT and Med D to goal	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.		Rx script volume			
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Outreach programs	Outreach to help increase new Med D customers and new customers	0.00/0.00	0.00
	Team Member Engagement			0.00/0.00	0.00	
	Team member engagement			0.00/0.00	0.00	
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00	
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	Maryanne for quick warehouse setups	0.00/0.00	0.00	
	Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	new rph for 1 day a week, on track just started	0.00/0.00	0.00	
	Ask a few team members			0.00/0.00	0.00	
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	5MM held daily	0.00/0.00	0.00	
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES	RAISE goals and immunization goals	0.00/0.00	0.00	
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	people leadership and development	0.00/0.00	0.00	
	Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
	ECC			0.00/0.00	0.00	
	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	
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?					
	Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00	
	Performance Management			0.00/0.00	0.00	
	Performance management			0.00/0.00	0.00	
	Talk about your high performers.					
	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> </ul>		have tech help			

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Q273	<ul style="list-style-type: none"> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>	train and develop other techs/interns	0.00/0.00	0.00	
Have you documented the challenges with your low performers?					
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	competencies workflow follow through multi task	0.00/0.00	0.00
Document your conversation in the comment box below.					
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
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>					
Pharmacy waiting area condition	Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>					
Pharmacy condition	Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>Actively promoting immunizations during peak seasons</li> <li>Making adherence calls and</li> </ul>					

Building RX Sales					
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	completing consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services		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 Leadership					
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety			0.00/0.00	0.00
People Leadership					
Q160	• Encourages an atmosphere of open two-way communication. • Shows mutual respect while promoting and developing a diverse and inclusive team.	keep developing team review and follow up with team members on a regular basis		0.00/0.00	0.00
Strategic Leadership					
Q161	• 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
Customer Leadership					
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.			0.00/0.00	0.00
Healthy, Happy, and Creating Value Together					
Q163	• 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
Functional Competency					
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?					
Walnet> Our Waigreens Culture (under company information)> Resources> Accelerator Tools					
Pick 1-2 of the following:					
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Yes	Be One: Pure	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback					
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?		Keep on to of daily deletes, don't wait too long for pick up MTM on Occupancy Report	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.	tech discipline		0.00/0.00	0.00
Q166	Additional comments:	none		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

13671 - ,MGR

**Participant :** Ronda Lowe, Johnson, Anita  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 02/27/2015 09:00 Central Standard Time

Questionnaire	Fri 02/27/2015 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	90 days, immunizations	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES	90 days immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96		Average 90-day Adjusted Scripts Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		community outreach to grow and acquire new customers please make an action plan	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES	90 days and immunization plan	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
Q170				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Q167	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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	<ul style="list-style-type: none"> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>			
LP Dashboard	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?		0.00/0.00	0.00
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.	Acquisitions (Med D & Med B) ,Execution	0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>		0.00/0.00	0.00
Q238	Select one strength and one opportunity with regards to pharmacy operations to discuss. <ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume ,Others	Need more outreach to increase new customers	0.00/0.00 0.00
Team Member Engagement	Team member engagement		0.00/0.00	0.00
Q269	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? <ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Q270	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? <ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Q271	Is the manager following the company's on-boarding program? <ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"		0.00/0.00	0.00
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Q254	Are at least two team members, including one in pharmacy, able to discuss their goals for the day? <ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Q255	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? <ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC	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
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			
Q239	Indicators of a strong plan include at least 3 of the following: <ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management	Performance management		0.00/0.00	0.00
Q273	Talk about your high performers. <ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	challenge them to help reach our targets	0.00/0.00	0.00

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Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	n/a	0.00/0.00	0.00
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Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist!" section
- All required signs are in place with no damage or wear and no outdates

Q275	Pharmacy waiting area condition *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
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**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Q285	Pharmacy condition *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
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Building RX Sales

Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)		0.00/0.00	0.00
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Pharmacy Manager Core Competencies: Please comment on the core competency areas as appropriate.				0.00/0.00	0.00
Operations/Business Leadership				0.00/0.00	0.00

Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00	0.00
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People Leadership

Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	increase communications with staff		0.00/0.00	0.00
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Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	make action plan to acquire new FE and Rx customers	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	ECC	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Clarence: ECC and patient positive comments on surveys	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	diabetes month		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 2015

04529 - Mark Bengco,MGR

**Participant :** Ronda J Lowe, David, Shirley  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 02/24/2015 08:00 Central Standard Time

Questionnaire	Tue 02/24/2015 08:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Average 90-day Adjusted Scripts , Flu Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	immunizations and Rx count		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	will be hiring an intern soon	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES		0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 • Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Adherence , Immunization 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Rx script volume 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity. Workflow

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 NA 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00  
 • Is a Five Minute Meeting taking place every day?  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Yes RxM career development 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES 0.00/0.00 0.00

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q273 cross train 0.00/0.00 0.00  
 • What is being done to help develop, make them feel challenged and grow their careers?  
 • What are you doing to cross train and develop other team members for future roles?  
 • Verify that these are the correct processes.  
 • If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

n/a

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

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 Leadership

Q159 • Analyzes work-related problems and identifies sustainable solutions in a timely manner  
• Takes accountability for self and others actions to achieve business results.  
• Managing Compliance, Risk, & Safety

0.00/0.00

0.00

People Leadership

Q160 • Encourages an atmosphere of open two-way communication.

0.00/0.00

0.00

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	<ul style="list-style-type: none"> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>				
	Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>			0.00/0.00	0.00
	Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00	0.00
	Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
	Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Congrats Sam on 10 years	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	diabetes and senior days		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 2015

09886 - Jesus Jimenez,MGR

**Participant :** Ronda J Lowe, Calvin  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 02/03/2015 15:00 Central Standard Time

Questionnaire	Tue 02/03/2015 15:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240	Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.	YES  Large chargeback, we resubmitted and pending review	0.00/0.00	0.00
Q96	<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Average 90-day Adjusted Scripts , Pharmacy Delight Rx Delight New Customers, increase Rx avg	0.00/0.00	0.00
Q63	<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	Community outreach ECC and ask customers to fill out survey	0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169	Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES	0.00/0.00	0.00
Q170	<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes  Reduced hours allowed them to share techs with other stores. Need the eav hrs for about 15 patients on medi-sets	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 staff properly utilizing the EHR for clinical services?				
Q279	<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES  Almost a Flu goal, about 100 short of goal	0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?	YES	0.00/0.00	0.00
Q138	<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES  review sig codes with techs for more accuracy	0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		0.00/0.00	0.00	
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Specialty at retail	NTT to goal Specialty cash out rate to goal	0.00/0.00	0.00
Q238	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Rx script volume	Keep working on new outreach for new customers	0.00/0.00	0.00
	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>				
Team Member Engagement			0.00/0.00	0.00	
Team member engagement			0.00/0.00	0.00	
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	no new hires moving techs to other stores since budget is decreasing with decreasing rx count	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00	
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	developing team and engaging team for self development	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	
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
	Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management			0.00/0.00	0.00	
	Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	keep developing staff rph for management	0.00/0.00	0.00	

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Have you documented the challenges with your low performers?

Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	0.00/0.00	0.00
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Document your conversation in the comment box below.

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

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Q275	Pharmacy waiting area condition *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(3)	0.00/0.00	0.00
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Q265	Pharmacy condition *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	needs some CNO	0.00/0.00	0.00
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**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

Q276	Building RX Sales *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(3)	0.00/0.00	0.00
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Pharmacy Manager Core Competencies:	Please comment on the core competency areas as appropriate.	0.00/0.00	0.00
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Operations/Business Leadership

Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>	(3)	0.00/0.00	0.00
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People Leadership

Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	(3)	0.00/0.00	0.00
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Strategic Leadership

Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	(3)	0.00/0.00	0.00
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outreach to community:  
Becky Senior centers or schools

Customer Leadership

Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	(3)	Rx Delight, ECC focus	0.00/0.00	0.00
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Healthy, Happy, and Creating Value Together

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Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00	0.00
	Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Cultural Beliefs			0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
	Walmart> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
	Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	techs	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		outreach to area organizations for new customers	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 2015

03711 - Kingman Kwok,MGR

**Participant :** Ronda Lowe, Mr Tu, Wilson Kwok  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 02/17/2015 12:00 Central Standard Time

Questionnaire	Tue 02/17/2015 12:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings		0.00/0.00	0.00
	ECC behaviors		0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			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 and identified correct opportunities with the RXM?	YES	Focus on Rx Delight Avg 90 days	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts , Pharmacy Delight	Workflow for efficiency	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	workflow, multitasking, staff development		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	no turnover of techs	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality</li> </ul>				

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Q138	<ul style="list-style-type: none"> <li>Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES		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 profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	NTT daily get to goal Med D, new customers	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume , Workflow	workflow for efficiency and elimination of eavs	0.00/0.00	0.00
Team Member Engagement				0.00/0.00	0.00
Team member engagement				0.00/0.00	0.00
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	tech with expired license has been disciplined	0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC				0.00/0.00	0.00
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Talk about your high performers.				develop staff rph for future RxM	

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Q273 • 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.  
 • Document your conversation in the comment box below.

position asked, last month, not yet started, please start this week the conversation

0.00/0.00 0.00

Have you documented the challenges with your low performers?

Q274 • Do you have a record of discussion on file?  
 • If you have started the discipline process, has it been documented in the Talent Management Portal?  
 • Verify that these are the correct processes  
 • If not, use GROW to coach them in the right direction of where they should focus.

YES

0.00/0.00 0.00

Document your conversation in the comment box below.

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

Theme 0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence

Building RX Sales		calls and completing consultations on a regular basis		
Q276	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	<ul style="list-style-type: none"> <li>Calling return to stock daily</li> <li>Completing outreach program</li> <li>Consistently offers secondary services</li> </ul>	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	plan for community outreach	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Store Managers: focus on Rx knowledge development	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 2015

13666 - Alfred Morales,MGR

Participant : Shawn, Johnson, Jimmy  
 Auditor Role : Floater Pharmacist,Pharmacist  
 Auditor Department : Area  
 Response Date : Wed 02/11/2015 14:00 Central Standard Time

Questionnaire	Wed 02/11/2015 14:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Daily task list/notes	Task list -This week they are working on diabetic test strips	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?	YES	<b>operating statement came out today, however, they have not had a chance to look over it together.</b>	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96	Pharmacy Delight .Flu Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	Pharmacy delight -use of coaching cards -cross train staff to help out in pharmacy -obtain more surveys		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	Flu Immunizations -All staff should be offering immunizations -Bull eyes on bags for flu shots			
Planning Process			0.00/0.00	0.00
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	FE staff cross trained to help out at the pharmacy. Line management: fill everything in the morning before the patients come in, express pay, automatic refill	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul> Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	NO		0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> </ul>				

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	<ul style="list-style-type: none"> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES		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 profitability?				
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
	Pharmacy Operations			0.00/0.00	0.00
				0.00/0.00	0.00
			Opportunity NTT goal is 80%. Actual is around 40-50%. Not all patients have phone numbers. Only trying to call patients once per day. Action Plan: -Call more than once (have second shift pharmacist call again) -Check profile for alternative numbers		
Q183	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.	Adherence , Others		0.00/0.00	0.00
	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>		Strength 44% of revenue from the 73 HIV patients. HIV calls prioritized before NTT calls. Action plan: -Let providers know that you are helping to take care of the HIV patients (look into it before returning to stock)		
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	340B ,Others	Opportunity Immunizations	0.00/0.00	0.00
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>		Strength 340B		
	Team Member Engagement			0.00/0.00	0.00
	Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	Uses recognition cards Gives verbal recognition	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
	Ask a few team members			0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	NO		0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		0.00/0.00	0.00
	Extraordinary Customer Care (ECC)			0.00/0.00	0.00

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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	Rx Delight 54%; goal is 77%	0.00/0.00	0.00
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?		Action plan: -get more surveys		
	Indicators of a strong plan include at least 3 of the following:		Sustaining ECC		
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	-Focused recognition cards -Coaching cards (all employee must have 1 coaching card per month) -Find out if ASMT can do coaching cards	0.00/0.00	0.00
	Performance Management			0.00/0.00	0.00
	Performance management			0.00/0.00	0.00
	Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>		Have a family atmosphere here.	0.00/0.00	0.00
	Have you documented the challenges with your low performers?				
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	NO	none to speak about	0.00/0.00	0.00
	Document your conversation in the comment box below.				
	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
	Pharmacy waiting area condition				
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(4)		0.00/0.00	0.00

**(3) Achieving Expectations**

			<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>		
Q265	Pharmacy condition *Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
	Building RX Sales				
Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)		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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> </ul>			0.00/0.00	0.00

	<ul style="list-style-type: none"> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>			
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	No	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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.	-Consultation room (RCR)	0.00/0.00	0.00
Q173	List any follow-up items for the CL follow-up visit.	No topic to follow up on	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01297 - Ana Carias,MGR

**Participant :** Shawn, Sherri, and Gloria  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Thu 02/12/2015 00:00 Central Standard Time

Questionnaire	Thu 02/12/2015 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors		0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	PNL just available to be printed today. Pending review with RxM.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.				
Q96	Pharmacy Delight Flu Immunizations , Others		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Delight score -5 min meetings -Recognizes staffs for good services (entered for employee of the month)			
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Track order changes -Work with pharmacist on duty to monitor			
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	-Find balance between taking care of patient vs meeting goals  Flu immunization -500 more shots to go to reach YTD target -Business to business detailing (local business association)		0.00/0.00	0.00
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES	Complete daily task lists	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes	Hired a typist -Has tech license so developing her to work alone with pharmacist Cross-trained staffs to help out at the pharmacy when busy -Leadership staffs help out at the pharmacy -2 to 3 FE staffs cross trained Utilizing all budgeted hours for pharmacy	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated filter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES	EHR usage: 100% Every immunization was through EHR	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				

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WAG-MDL-03101.00505

**Answer "yes", if the pharmacy is compliant with ALL off the bullets below:**

Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?					
Q138	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	Make sure everyone signs off on the peer reviews.	0.00/0.00	0.00
LP Dashboard					
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLs.</li> </ul>	YES	Reviewing store LP weekly; need to review pharmacy LP reports as well	0.00/0.00	0.00
Pharmacy Operations					
0.00/0.00					
0.00/0.00					
Q183	<p>Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Immunization , Health care Clinics	<p>Opportunity Travel Health Clinic - advertisement</p> <p>Strength Immunizations -doing really well non-flu immunizations</p> <p>Opportunity Workflow -Better management during busy hours -Anticipate issues before patient arrives</p>	0.00/0.00	0.00
Q238	<p>Select one strength and one opportunity with regards to pharmacy operations to discuss.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume , Workflow	<p>Opportunity Workflow -Train and develop staff</p> <p>Strength Rx script volume -Continuing to grow</p>	0.00/0.00	0.00
Team Member Engagement					
Team member engagement					
0.00/0.00					
0.00/0.00					
Q269	<p>Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?</p> <ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	Computer problem so can't access the store's action plan	0.00/0.00	0.00
Q270	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	Recognition through 5 min meeting One-on-one recognition when their name mentioned in surveys	0.00/0.00	0.00
Q271	<p>Is the manager following the company's on-boarding program?</p> <ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	Action Plan: -Utilize recognition cards Hired a new typist recently -Learns quickly and very enthusiastic -Developing her to become a tech (setting expectations) -No pharmacy experience; slowly completing training	0.00/0.00	0.00
Ask a few team members					
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	5 minute meetings daily -Tries to incorporate pharmacy staff into meetings	0.00/0.00	0.00
Q254	<p>Are at least two team members, including one in pharmacy, able to discuss their goals for the day?</p>	YES	RxM knows the goal of the day which is discussed daily Can use whiteboard to	0.00/0.00	0.00

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	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>		remind staffs the goal of the day		
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	Follow up with one of the pharmacy manager that has not been here	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	Actual for Jan 2015 is 86%; thought it was lower Target is 76%; thought it was lower	0.00/0.00	0.00
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
	Indicators of a strong plan include at least 3 of the following:		Reiterating it at 5 min meetings Quiz staffs on new programs/policies Train new employees appropriately		
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	Do coaching cards at least once a month for everyone Have team members rate themselves so they understand what is expected Utilize recognition cards!	0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
	Talk about your high performers.		New transfer (senior technician) -Only been here for 2 weeks; already very impressed -Looking for opportunities to help her grow; possibly bedside delivery with hospitals being built around the area		
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>			0.00/0.00	0.00
	Have you documented the challenges with your low performers?				
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	NO	No low performers	0.00/0.00	0.00
	Document your conversation in the comment box below.				
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
Pharmacy waiting area condition					
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(4)		0.00/0.00	0.00

**(3) Achieving Expectations**

	<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records</li> </ul>				
	Pharmacy condition				
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00

are put away and secured properly  
 • Drive thru area is CNO

Building RX Sales				
Q276	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	No	Reviewed instructions on how to get there. Will talk about it next time.	0.00/0.00
Ask the RXM and/or store manager to provide you (the RKS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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.	Develop action plan with RxM on opportunities in the pharmacy	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

05599 - Hieu-Ngoc Huynh,MGR

**Participant :** Shawn and George  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Thu 02/12/2015 03:00 Central Standard Time

Questionnaire	Thu 02/12/2015 03:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors ,Others	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM? <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	NO	PNL just available yesterday. Will go over with RxM. from last month they were working on --rx count, which was down	0.00/0.00	0.00
Q96 If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.		Pharmacy Delight ,Others	0.00/0.00	0.00
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve. <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.		Pharmacy Delight -Increase the number of surveys  ABC passport -Ensure accurate smart counts -Follow up with RxM to see why usage so high; figure out underlying cause - We may not be able to promise next day, before we do any passport ordering I would make sure the rph approves it just to see what is happening	0.00/0.00	0.00
Q63			0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES	Store manager hasn't been able to participate but will start again  Pharmacy hours -Sometimes would go over but generally right on budget Staff cross-trained to help out at pharmacy as well Designated register for pick ups when line gets long -Find out underlying cause of lines stopping -if insurance problem; leave rx in TPR so system will call the patient	0.00/0.00	0.00
Q170	Yes		0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services? <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES	EHR adoption rate: 100%	0.00/0.00	0.00

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**Answer "yes", if the pharmacy is compliant with ALL off the bullets below:**

Q167	<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES	please continue to work the rx's and question unusual rxs	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?					
Q138	<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediately</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES	Phrasing of peer review should be related to quality assurance Make sure everyone initials peer review, including store management	0.00/0.00	0.00
LP Dashboard					
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				0.00/0.00	0.00
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	Review weekly to catch mistakes on smart count and/or theft. Need to ensure on-hands for cil	0.00/0.00	0.00
Pharmacy Operations					
				0.00/0.00	0.00
				0.00/0.00	0.00
Q183	<p>Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Others	Opportunity Acquisition -Losing MPD patients -Follow-up to see what may be the cause - please roll out the red carpet for the seniors!	0.00/0.00	0.00
Q238	<p>Select one strength and one opportunity with regards to pharmacy operations to discuss.</p> <ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume , Pharmacy condition	Strength Adherence -Sell over 50% of rx on RTS list Strength Pharmacy condition -Has improved since CL visit Opportunity RX script volume -Rx script volume decreased compared to last year -Target the seniors who are only using the FE and not the Rx	0.00/0.00	0.00
Team Member Engagement					
Team member engagement				0.00/0.00	0.00
Q269	<p>Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?</p> <ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	Follow up on action plan discussion	0.00/0.00	0.00
Q270	<p>Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?</p> <ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	Ryan is often recognized Recognitions through employee of the month, one on one appraisals Try to utilize recognition cards more often	0.00/0.00	0.00
Q271	<p>Is the manager following the company's on-boarding program?</p> <ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	please check with RX staff to make sure Thomas has had expectations given to him	0.00/0.00	0.00
Ask a few team members				0.00/0.00	0.00
Q272	<p>Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"</p> <ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	5 minute meetings held daily (sometimes one-on-one instead of group meetings)	0.00/0.00	0.00

Q254	Are at least two team members, including one in pharmacy, able to discuss their goals for the day? • Are there action steps towards the goals? • Do they align with the company goals?	NO	Did not have 5 minute meeting yet so techs did not know the goals for the day. Consider using a white board so they can see it when they come in	0.00/0.00	0.00
Q255	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? • Are they documented in the Talent Management Portal? • Is there a goal you are finding to be more challenging and may need some assistance with?	No	Follow up with Rx team to complete personal development 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 and monthly Delight scores? Answer "yes", if the pharmacy team members know the store's Delight score and target. Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)? Indicators of a strong plan include at least 3 of the following: • Actively monitoring team member interactions with customers on the floor. • Using the coaching card to deliver feedback around service. • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file) • On a daily basis, using 5-minute meetings to reinforce the importance of service. • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC. • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.	YES	Actual is 69% Target is 64.5%	0.00/0.00	0.00
Q239	On the spot feedbacks Record incidents in performance log Do coaching cards with every employee once a month Recognize team members with recognition cards and at the 5 min meetings	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management				0.00/0.00	0.00
Q273	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. • Document your conversation in the comment box below.		Ryan is a high performer Gives him more challenges and get him to be more proactively involved in the operations of the pharmacy	0.00/0.00	0.00
Q274	Have you documented the challenges with your low performers? • Do you have a record of discussion on file? • If you have started the discipline process, has it been documented in the Talent Management Portal? • 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.	YES	A few staffs have to be more focused and organized, especially with their ECC. Working with them but not to the point of starting a discipline process.	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
Q275	Pharmacy waiting area condition •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(4)		0.00/0.00	0.00
<b>(3) Achieving Expectations</b>					
Q265	Pharmacy condition •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		• Department is generally organized • Product off of floor • Clear path to all fire exits • No additional stock bottles in the fill area • No product in prohibited areas • Refrigerator is free of unauthorized product (food/drink) and is clean. • DPI records are put away and secured properly	0.00/0.00	0.00

	<ul style="list-style-type: none"> <li>• Drive thru area is CNO</li> </ul>		
	<b>(3) Achieving Expectations</b>		
	<ul style="list-style-type: none"> <li>• Actively promoting immunizations during peak seasons</li> <li>• Making adherence calls and completing consultations on a regular basis</li> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>		
Building RX Sales			
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>	0.00/0.00	0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	0.00/0.00	0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	No	Learn about the accelerator tool; will talk about it next visit.
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	- go over and ask question.	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
	Ms. May to go over rx coaching cards to give feedback on use.		

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Q166 Additional comments:

0.00/0.00

0.00

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5

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WAG-MDL-03101.00513

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

00893 - Mary Chu,MGR

**Participant :** Shawn and Mary  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Fri 02/13/2015 00:00 Central Standard Time

Questionnaire	Fri 02/13/2015 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.0/0.0</b>	<b>0.0</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others	Not on the walk, but is on district plan to improve for the month of January	0.00/0.00	0.00
<b>Operating Statements and IMPROVe Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	Rx doing very well; sales and script counts all went up. Gross profit went down though, possibly due to changes in reimbursement rates	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Pharmacy Delight ,Non-Flu Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Pharmacy Delight -Cultural barrier (chinese patients thinking 1 is best, teaching patients that 9 is best) -Setting daily goals (3 surveys/day)		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Non-flu immunization -Ask every customer -Community event and outreach programs (target senior homes)			
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES	Freedra does daily task lists and reviews them with Manager. - MGR adds to list prn	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>		All staff cross-trained to help with pick up line 2 staffs trained to type as well		
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes	Pharmacy using all budgeted hours - tech looking for full time -externs did not work out. - need to work on plan to get hired	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES	EHR adoption rate: 87.5% 14 out of 16 vaccinations through EHR	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES	rxs have proper documentation	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist,</li> </ul>				

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PDMP printout (state specific).

- Review GFD opportunities report for each target drug to monitor trends.
- Did you have any pharmacists on the opportunity report?
- Review 2-3 targeted drugs to ensure all policies and producers are being monitored.

Are the proper quality assurance controls in place for pharmacy?

- Review the STARS queue
- Events in the STARS queue are completed and submitted to QA in a timely and objective manner
- STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.
- Access the Quality Assurance website (type "rxquality" in the web browser).
- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

Freeda does very well with peer reviews. Everyone in the pharmacy initials. Manager also reviews the peer reviews to ensure appropriate phrasing.

LP Dashboard

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

- Q138
- Employee Metrics (including Cash Handling) for RX staff
  - Pharmacy Price Modify
  - LPxRx
  - Correct procedures for processing SDLS.

YES

0.00/0.00

0.00

Review with Freeda weekly and would investigate any discrepancies. Usually it's the on hands that are not right.

Pharmacy Operations

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

- Q183
- Examples include but are not limited to the following:
  - Utilize comment box below to provide details

Immunization , Execution

0.00/0.00

0.00

Opportunity  
Non-flu immunizations  
-Outreach programs and community events

Strength  
Execution: ABC passport and track order changes at goal

Select one strength and one opportunity with regards to pharmacy operations to discuss.

- Q238
- Examples include but are not limited to the following:
  - Utilize comments box to document strengths and areas of opportunity.

Rx script volume , Workflow

0.00/0.00

0.00

Opportunity  
Workflow  
-Working with a new pharmacist on workflow (need time for adaptation)

Strength  
Rx script volume went up (for the month of Jan compared to last year, up 468 scripts)

Team Member Engagement

Team member engagement

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

- Q269
- Did you receive results from the most recent survey?
  - Did you participate in the store's action planning?

YES

0.00/0.00

0.00

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

- Q270
- Did pharmacy manager and or store manager recognize at least two team members by name?
  - Is either of the employees on different shifts?
  - How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

YES

0.00/0.00

0.00

Recognition through service bucks and gift cards. Utilizing recognition cards and coaching cards. Recognizing staff at 5 min meetings.

Is the manager following the company's on-boarding program?

- Q271
- How are the new hires or recently promoted team members 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.

YES

0.00/0.00

0.00

Training new pharmacist; helping him adapt to new environment

Ask a few team members

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

- Q272
- Is a Five Minute Meeting taking place every day?
  - From the CL Walk summary, were there any specific follow-up items to address?
  - Are we using this opportunity to use forward storytelling to drive the culture?

YES

0.00/0.00

0.00

5 min meeting daily (with morning crew and afternoon crew)  
Reviews daily tasks and assign goals to everyone  
Manager attends Rx's 5 min meetings

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

- Q254
- Are there action steps towards the goals?
  - Do they align with the company goals?

YES

0.00/0.00

0.00

Have a to do list near the time clock station. Staff initials task before leaving.

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

- Q255
- Are they documented in the Talent Management Portal?
  - Is there a goal you are finding to be more challenging and may need some assistance with?

Yes

0.00/0.00

0.00

Personal development goals completed.

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Extraordinary Customer Care (ECC)		0.00/0.00	0.00
ECC			
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. Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	Delight score: 33% for Jan 2015 Delight target: 76.6%
Q239	Indicators of a strong plan include at least 3 of the following: <ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	Actively monitors staff interactions. Utilizing coaching cards for everyone at least once per month. Uses recognition cards to recognize exceptional services. Gift cards given to staff for outstanding ECC.
Performance Management		0.00/0.00	0.00
Performance management			
Talk about your high performers.			
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul>		High performers: Freeda (RxM) -Goes above and beyond -Manages her team
Q274	Have you documented the challenges with your low performers? <ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	Rx cashier is new transfer so having difficulty keeping up with everyone. Assigned someone to work with her closely. Close follow up with her progression.
Document your conversation in the comment box below.			
Please Rate the Following on a 1-5 Scale (with 5 being Outstanding)		0.00/0.00	0.00
Theme			
Q275	Pharmacy waiting area condition <ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(4)	

**(3) Achieving Expectations**

Q265	Pharmacy condition <ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>		<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>	0.00/0.00	0.00
Q276	Building RX Sales <ul style="list-style-type: none"> <li>Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</li> </ul>	(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 Leadership					
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> </ul>			0.00/0.00	0.00

	<ul style="list-style-type: none"> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>			
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	No	Learn about the accelerator tool; will discuss at next visit	0.00/0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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.	coaching cards.	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

02244 - ,MGR

**Participant :** Ronda Lowe, Tamara, Mr Flores  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 03/06/2015 09:00 Central Standard Time

Questionnaire	Fri 03/06/2015 09:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors		0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts , Store Team Member Engagement	Charbacks \$5,800 in Feb Please check if it was double billed and if one was paid claim	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Focus on New Customers, Avg 90 days adj Rx Delight FE Sales Immunizations		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			<b>0.00/0.00</b>	<b>0.00</b>
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	NA		0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediate!
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume : Workflow	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179		YES	0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	help train staff	0.00/0.00	0.00

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Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

n/a

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

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 Leadership

Q159 • Analyzes work-related problems and identifies sustainable solutions in a timely manner  
• Takes accountability for self and others actions to achieve business results.  
• Managing Compliance, Risk, & Safety

0.00/0.00

0.00

People Leadership

Q160 • Encourages an atmosphere of open two-way communication.

0.00/0.00

0.00

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3

	<ul style="list-style-type: none"> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Need Plan for reaching targets	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 2015

04231 - Jan Louie Gavieres, MGR

**Participant :** Ronda Lowe, Byron, George  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 03/06/2015 12:00 Central Standard Time

Questionnaire	Fri 03/06/2015 12:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors		0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Average 90-day Adjusted Scripts Pharmacy Delight	Rx Delight: Focus on ECC Shrink: 1506 needs improvement Resets and Revisions	0.00/0.00	0.00
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	Resets/Revision: Behind due to attendance Engagement Plan		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items? <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES		0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	FE to help in Rx with hours of tech lost in budget	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 staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES		0.00/0.00	0.00
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?	YES		0.00/0.00	0.00
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES		0.00/0.00	0.00

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WAG-MDL-03101.00522

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Immunization Execution Immunizations to goal 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Rx script volume Pharmacy condition 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity.

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

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 NA 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Yes 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00  
 ECC 0.00/0.00 0.00

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.

Q179 YES 0.00/0.00 0.00

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Talk about your high performers.

Q273 help cross train all techs 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274 YES n/a 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

Pharmacy condition

Q285 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). (4) 0.00/0.00 0.00

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). (2) need 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

Operations/Business Leadership

Q159 • Analyzes work-related problems and identifies sustainable solutions in a timely manner  
• Takes accountability for self and others actions to achieve business results.  
• Managing Compliance, Risk, & Safety 0.00/0.00 0.00

People Leadership

Q160 • 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

Strategic Leadership

Q161 • 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

Customer Leadership

Q162 • Anticipates and responds to customer needs.  
• Maintains ethical boundaries and confidentiality in all internal and external customer interactions. 0.00/0.00 0.00

Healthy, Happy, and Creating Value Together

Q163 • 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

Functional Competency

Q164 • 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

Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?

Wainet> Our WaiGreens Culture (under company information)> Resources> Accelerator Tools

Pick 1-2 of the following:

Q277 • Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors  
• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done  
• Focused Recognition: Positive reinforcements gesture to get people to focus on what is Did not cover 0.00/0.00 0.00

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working well when it comes to living the cultural beliefs

- Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)

Ask the RXM and/or store manager to provide you (the RKS) feedback

Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	use Blue totes to reduce errors	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 2015

03475 - Gordon Fung,MGR

**Participant :** Ronda Lowe, Rose, Gordon  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 03/18/2015 09:00 Central Daylight Time

Questionnaire	Wed 03/18/2015 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	5 Minute Meetings		0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts Pharmacy Delight	Focus on outreach for new customer, new Med D customers	0.00/0.00	0.00
Q96			0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63	Plan for outreach		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	no turnover	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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	appropriate.			
	<ul style="list-style-type: none"> <li>• Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>• Review Quality Audits queue and ensure no outstanding audits are present</li> <li>• All outstanding audits must be resolved immediately</li> <li>• Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>• Review Internal Event Reports, as time permits.</li> </ul>			
	LP Dashboard			0.00/0.00   0.00
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00   0.00
	Pharmacy Operations			0.00/0.00   0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00   0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B), Immunization		0.00/0.00   0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Rx script volume	Focus on workflow, efficiency, and training of techs	
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow	Delegate duties and responsibilities to techs and rphs	0.00/0.00   0.00
	Team Member Engagement			0.00/0.00   0.00
	Team member engagement			0.00/0.00   0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00   0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00   0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00   0.00
	Ask a few team members			0.00/0.00   0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00   0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00   0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		0.00/0.00   0.00
	Extraordinary Customer Care (ECC)			0.00/0.00   0.00
	ECC			0.00/0.00   0.00
	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.			
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES		0.00/0.00   0.00
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00   0.00
	Performance Management			0.00/0.00   0.00
	Performance management			0.00/0.00   0.00
	Talk about your high performers.			

Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul> <p>Have you documented the challenges with your low performers?</p>	have staff rph help train and develop techs	0.00/0.00	0.00	
Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> <p>Document your conversation in the comment box below.</p>	YES	work one on one with each tech delegate duties to tech and let them be responsible and let them learn	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	
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>					
Q275	<p>Pharmacy waiting area condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00	
<b>(3) Achieving Expectations</b>					
<ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>					
Q265	<p>Pharmacy condition</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>		0.00/0.00	0.00	
Q276	<p>Building RX Sales</p> <p>*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).</p>	(2)	need outreach for new customers	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 Leadership					
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> </ul>		0.00/0.00	0.00	

	<ul style="list-style-type: none"> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		
	People Leadership		
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00 0.00
	Strategic Leadership		
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00 0.00
	Customer Leadership		
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00 0.00
	Healthy, Happy, and Creating Value Together		
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00 0.00
	Functional Competency		
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Cultural Beliefs		0.00/0.00 0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?		
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools		
	Pick 1-2 of the following:		
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00 0.00
	Ask the RXM and/or store manager to provide you (the RKS) feedback	workflow and staff development set expectations with new staff RPH	
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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 2015

01241 - Emily Ma,MGR

**Participant :** Ronda Lowe, Te-Yun, Levi  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 03/25/2015 09:00 Central Daylight Time

Questionnaire	Wed 03/25/2015 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)			0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96	Pharmacy Delight ,Non-Flu Immunizations	Focus on Rx Delight and Med D customers	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Store manger to make plan to increase Med D and plan to improve Rx Deligt and Overall Delight.		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	No	no designated hitter in place no tech 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 staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00  
 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 • Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.  
 Q183 Adherence , Immunization 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.  
 Q238 Rx script volume , Look for outreach opportunities 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

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

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?  
 Q269 YES 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?  
 Q270 YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?  
 Q271 NA 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"  
 Q272 YES 0.00/0.00 0.00  
 • Is a Five Minute Meeting taking place every day?  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?  
 Q254 YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?  
 Q255 Yes 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00  
 ECC 0.00/0.00 0.00

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.  
 Q179 YES 0.00/0.00 0.00  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:  
 Q239 YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Talk about your high performers.  
 Q273 have techs and rph teach the low performers 0.00/0.00 0.00  
 • What is being done to help develop, make them feel challenged and grow their careers?  
 • What are you doing to cross train and develop other team members for future roles?  
 • Verify that these are the correct processes.

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

new techs

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

Q276

•Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00

0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	tech is now teaching PTCB class for the district	0.00/0.00 0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		ECC: 4 Es: Focus on Service and Customer Experience.	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 2015

13670 - Levi Santiago,MGR

**Participant :** Ronda Lowe, Christina, Rae  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 03/19/2015 14:00 Central Daylight Time

Questionnaire	Thu 03/19/2015 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors		0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.	Average 90-day Adjusted Scripts , Store Team Member Engagement	Team Engagement	0.00/0.00	0.00
Q96				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63		Communications with Team Team Engagement	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> </ul>				
Q170	Did not cover		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Are they appropriately using a designated hiltter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> </ul>				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> </ul>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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WAG-MDL-03101.00534

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 • Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Adherence , Execution 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Workflow Pharmacy condition 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 NO not recently 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 NO 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 NA 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00  
 • Is a Five Minute Meeting taking place every day?  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?  
 Pull staff aside to make it a formal meeting rather than just talking to the staff during verification/filling process

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Did not cover 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES 0.00/0.00 0.00

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q273 take the time to retrain other peers 0.00/0.00 0.00  
 • What is being done to help develop, make them feel challenged and grow their careers?  
 • What are you doing to cross train and develop other team members for future roles?  
 • Verify that these are the correct processes.

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

staff GROW process on staff 0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Building RX Sales

Q276

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

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 Leadership

Q159

- Analyzes work-related problems and identifies sustainable solutions in a timely manner
- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

0.00/0.00

0.00

People Leadership

open

communications

0.00/0.00

0.00

Q160

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	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	with staff		
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs			
			0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?		0.00/0.00	0.00
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback	GROW and hold accountability of under performing staff		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		0.00/0.00	0.00
	Overall Visit Notes:			
	Issues to share with District Team		0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

01054 - Gerald Martinez,MGR

**Participant :** Ronda , Alfred, Alvin  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 03/20/2015 16:00 Central Daylight Time

Questionnaire	Fri 03/20/2015 16:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>		New customers, Med D customers: Outreach		
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Pharmacy Delight ,Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>		Good improvement on Rx Delight Focus on Non Flu		
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.		Outreach date set for next week	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?		Yes	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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WAG-MDL-03101.00538

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		0.00/0.00	0.00	
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) Execution	outreach in area next week scheduled	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Workflow	focus on workflow to be able to run at budget without eav hours		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs		0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00	
Team member engagement			0.00/0.00	0.00	
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00	
Ask a few team members			0.00/0.00	0.00	
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	new RxM	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	
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
	Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management			0.00/0.00	0.00	
	Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	help train others	0.00/0.00	0.00	

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2

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

workflow and efficiency

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

Q276

•Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00

0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	outreach to build new customers	0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback		plan for new customer outreach plan now for offsite immunizations		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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 2015

04529 - Mark Bengco,MGR

Participant : Ronda Lowe, Sam  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Mon 03/16/2015 17:00 Central Daylight Time

Questionnaire	Mon 03/16/2015 17:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Others		0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES	GP New Med D customers	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Pharmacy Delight Rx Inventory Management (Composite)	Great scorecard month Keep focus on Rx Inv, NTT, Med D	0.00/0.00	0.00
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	NTT Med D		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul> Pharmacy	Yes	Tech going in April on maternity Plans to hire intern	0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES	Place RPH license in immunization Room	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?			0.00/0.00	0.00
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul> Confidential	YES		0.00/0.00	0.00

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WAGCASF00606810

WAG-MDL-03101.00542

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediate!
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Adherence , Execution 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Rx script volume , Excellent grow in medi-sets 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity.

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 NA 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Yes 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES 0.00/0.00 0.00

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q273 challenge cross train on medi-sets other 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

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2

- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

techs and rph

YES keep cross training 0.00/0.00 0.00

0.00/0.00 0.00

0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal stools in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultatio

0.00/0.00 0.00

Pharmacy waiting area condition

- Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Pharmacy condition

- Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Saies

- Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

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improved, same or worse).

- ns on a regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Johnny for excellent customer feedback	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		grad interns to cover for techs	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 2015

07150 - Mengwah Chai,MGR

**Participant :** Ronda Lowe, Susan  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 03/13/2015 10:00 Central Daylight Time

Questionnaire	Fri 03/13/2015 10:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.		Average 90-day Adjusted Scripts , Pharmacy Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		Nice increase in Rx Need to focus on Rx Delight	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>		Yes	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>		YES	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>		YES	0.00/0.00	0.00

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WAG-MDL-03101.00546

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Immunization , Execution	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Rx script volume		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	new tech hired	0.00/0.00
Ask a few team members			0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	No	Not yet, but will enter in asap	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
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
	Talk about your high performers.			
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	new duties	0.00/0.00	0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274 YES new hires in training 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). 0.00/0.00 0.00

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse). (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 Leadership

Q159 • Analyzes work-related problems and identifies sustainable solutions in a timely manner 0.00/0.00 0.00

- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

People Leadership

Q160 Keep developing staff RPH and 0.00/0.00 0.00

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	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	techs		
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walmart> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	March: Diabetes Month	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 2015

13667 - Turny Mac,MGR

Participant : Ronda Lowe, Lynda, Mr. Lee  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Tue 03/17/2015 15:00 Central Daylight Time

Questionnaire	Tue 03/17/2015 15:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	Rx Avg Med D	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147 <ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul> Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96 <ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul> Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	Average 90-day Adjusted Scripts	need to increase 90 days rx inv track order changes	0.00/0.00	0.00
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul> Document the areas of opportunity and action plan(s) in the comment box below.	rx inventory MD detailing when they call in to prescribe		0.00/0.00	0.00
Planning Process			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?			0.00/0.00	0.00
Q169 <ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul> Discuss workforce planning. Are they progressing with workforce planning?	YES		0.00/0.00	0.00
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	now fully staffed	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 staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul> Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?	YES		0.00/0.00	0.00
Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul> Are the proper quality assurance controls in place for pharmacy?			0.00/0.00	0.00
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES		0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard				0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES		0.00/0.00	0.00
Pharmacy Operations				0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Immunization	Promote Prevnar	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Competition/Buyout Opportunities	buyout coming next week	0.00/0.00	0.00
Rx script volume					
Team Member Engagement				0.00/0.00	0.00
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	new RxM	0.00/0.00	0.00
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Ask a few team members					
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		0.00/0.00	0.00
Extraordinary Customer Care (ECC)				0.00/0.00	0.00
ECC					
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	Richard with name on survey	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00
Performance Management				0.00/0.00	0.00
Performance management					
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	new RxM will discuss with St		0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

Mgr

YES New RxM will discuss with St Mgr 0.00/0.00 0.00

0.00/0.00 0.00  
0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

Q285 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2) 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  
0.00/0.00 0.00

Operations/Business Leadership

Q159 • Analyzes work-related problems and identifies sustainable solutions in a timely manner  
• Takes accountability for self and others actions to achieve business results.  
• Managing Compliance, Risk, & Safety

0.00/0.00 0.00

People Leadership

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Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul> Strategic Leadership		0.00/0.00	0.00
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul> Customer Leadership		0.00/0.00	0.00
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul> Healthy, Happy, and Creating Value Together		0.00/0.00	0.00
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul> Functional Competency		0.00/0.00	0.00
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul> Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walne!> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul> Ask the RXM and/or store manager to provide you (the RXS) feedback	Yes	0.00/0.00	0.00
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul> 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 2015

03849 - Qiaoying Ye,MGR

**Participant :** Ronda Lowe, Ken  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 03/18/2015 00:00 Central Daylight Time

Questionnaire	Wed 03/18/2015 00:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors		0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Payroll Management (Composite) ,Rx Inventory Management (Composite)		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Q63 Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.	outreach for new customers Rx inventory, improving, keep it up on Passport %		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Q170 Discuss workforce planning. Are they progressing with workforce planning?	Yes	New CSA, tech Tommy	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltner?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Q138 Are the proper quality assurance controls in place for pharmacy?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) Execution	0.00/0.00	0.00	
Select one strength and one opportunity with regards to pharmacy operations to discuss.		Rx script volume			
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs	0.00/0.00	0.00	
Team Member Engagement			0.00/0.00	0.00	
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	follow up with tech applicant which RxS will refer to your store	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00	
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00	
Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
ECC					
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00	
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management					
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	train new	0.00/0.00	0.00	

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

0.00/0.00 0.00  
0.00/0.00 0.00

designated hitter

YES

keep on track of development path

0.00/0.00 0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing

Building RX Sales

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Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

02005 - Shu B Guan,MGR

**Participant :** Ronda Lowe, Hafez  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 03/13/2015 08:00 Central Daylight Time

Questionnaire	Fri 03/13/2015 08:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.0/0.0</b>	<b>0.0</b>
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		Performance management	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?		YES	0.00/0.00	0.00
Q147				
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Operations Management (Composite)	0.00/0.00	0.00
Q96		Flu Immunizations		
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		Operations/Execution	0.00/0.00	0.00
Q63				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES	0.00/0.00	0.00
Q169				
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?		Yes	0.00/0.00	0.00
Q170				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?		YES	0.00/0.00	0.00
Q279				
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>		YES	0.00/0.00	0.00
Q167				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138				
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> </ul>		YES	0.00/0.00	0.00

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- Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 | 0.00  
 Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 0.00/0.00 | 0.00  
 • Employee Metrics (including Cash Handling) for RX staff YES  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 | 0.00  
0.00/0.00 | 0.00

Q183 0.00/0.00 | 0.00  
 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.  
 Immunization , Execution  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 0.00/0.00 | 0.00  
 Select one strength and one opportunity with regards to pharmacy operations to discuss.  
 Rx script volume  
 Pharmacy condition  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity.

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

Q269 0.00/0.00 | 0.00  
 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?  
 YES  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 0.00/0.00 | 0.00  
 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?  
 YES  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 0.00/0.00 | 0.00  
 Is the manager following the company's on-boarding program?  
 YES  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 | 0.00

Q272 0.00/0.00 | 0.00  
 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"  
 YES  
 • Is a Five Minute Meeting taking place every day?  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 0.00/0.00 | 0.00  
 Are at least two team members, including one in pharmacy, able to discuss their goals for the day?  
 YES  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 0.00/0.00 | 0.00  
 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?  
 Yes  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 | 0.00  
 ECC 0.00/0.00 | 0.00

Q179 0.00/0.00 | 0.00  
 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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 0.00/0.00 | 0.00  
 Indicators of a strong plan include at least 3 of the following:  
 YES  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

- Talk about your high performers.
- What is being done to help develop, make them feel challenged and grow their careers?



Q276	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	consultations on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Diabetes March Month Focus	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 2015

13671 - ,MGR

**Participant :** Ronda Lowe, Johnson, Anita  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 03/19/2015 09:00 Central Daylight Time

Questionnaire	Thu 03/19/2015 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors		0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.	Average 90-day Adjusted Scripts , Rx Inventory Management (Composite)		0.00/0.00	0.00
Q96				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Focus on Scorecard Focus on Rx Delight, Avg 90 days NTT		0.00/0.00	0.00
Q63				
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltner?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
Q170				
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			0.00/0.00	0.00
Q167				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	Need to call NTT different times of the day, call several times to try to reach patient	0.00/0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Pharmacy condition	90 day efficiency	0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	great team of rph and techs have them develop new	0.00/0.00	0.00

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	<ul style="list-style-type: none"> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> <li>• Document your conversation in the comment box below.</li> </ul>	techs		
	Have you documented the challenges with your low performers?			
Q274	<ul style="list-style-type: none"> <li>• Do you have a record of discussion on file?</li> <li>• If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>• Verify that these are the correct processes</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	YES	n/a	0.00/0.00 0.00
	Document your conversation in the comment box below.			
	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
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>• Waiting area clean</li> <li>• In/Out-window clutter free</li> <li>• Immunization area is clean and sterile</li> <li>• Minimal outs in the "Ask your Pharmacist" section</li> <li>• All required signs are in place with no damage or wear and no outdates</li> </ul>		0.00/0.00 0.00
	Pharmacy waiting area condition			
Q275	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>• Department is generally organized</li> <li>• Product off of floor</li> <li>• Clear path to all fire exits</li> <li>• No additional stock bottles in the fill area</li> <li>• No product in prohibited areas</li> <li>• Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>• DPI records are put away and secured properly</li> <li>• Drive thru area is CNO</li> </ul>		0.00/0.00 0.00
	Pharmacy condition			
Q265	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			
	Building RX Sales			
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)		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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00 0.00
	People Leadership			
Q160		communicate daily with your		0.00/0.00 0.00
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	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	staff and engage them		
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>	make a plan to grow new customers	0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	make a plan to increase Rx Delight	0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store? Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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 2015

04570 - Kenneth Phung, MGR

**Participant :** Ronda Lowe, Apple, Ken  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 03/20/2015 23:00 Central Daylight Time

Questionnaire	Fri 03/20/2015 23:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors		0.00/0.00	0.00
Operating Statements and IMPROVe Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
Q147				
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.	Pharmacy Delight ,Payroll Management (Composite)	Focus on Rx Delight and Non Flu	0.00/0.00	0.00
Q96				
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63				
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	Start community outreach		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
Q169				
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	New tech in 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 staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
Q279				
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES		0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.		0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Immunization	focus on non flu Prenar 10/90 days	0.00/0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	Quality		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Outreach programs		0.00/0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?			
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?			
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?			
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?			
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	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
	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?			
	Indicators of a strong plan include at least 3 of the following:			
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management			0.00/0.00	0.00
	Talk about your high performers.			
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	have techs and rph help train the new tech	0.00/0.00	0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

YES n/a 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00 0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

- Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00 0.00

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	ECC	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs				
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			0.00/0.00	0.00
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Focus on outreach	0.00/0.00	0.00
Overall Visit Notes:				
Issues to share with District Team			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting? Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

02705 - Danny Kwan,MGR

**Participant :** Ronda Lowe, Helen, Quyen  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 03/19/2015 11:00 Central Daylight Time

Questionnaire	Thu 03/19/2015 11:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.0</b>	<b>0.0</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.		Average 90-day Adjusted Scripts , YTD: Rx Delight Pharmacy Delight	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		ECC, Rx Delight	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>		Yes  No turnover	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>			0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>		YES	0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) Execution	0.00/0.00	0.00
outreach next month for new Med D and regular customer				
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume 90 day efficiency	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
review questions with staff				
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179		YES	0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	help train new rph	0.00/0.00	0.00

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Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

n/a

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

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

Operations/Business Leadership

- Q159
- Analyzes work-related problems and identifies sustainable solutions in a timely manner
  - Takes accountability for self and others actions to achieve business results.
  - Managing Compliance, Risk, & Safety

0.00/0.00

0.00

People Leadership

- Q160
- Encourages an atmosphere of open two-way communication.

0.00/0.00

0.00

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	<ul style="list-style-type: none"> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes		
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		0.00/0.00	0.00
	Outreach to community and Rx Delight Plan for next month			
	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 2015

05487 - Haydee Hwang,MGR

**Participant :** Ronda Lowe, Brian, Mr Lee  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Tue 03/17/2015 09:00 Central Daylight Time

Questionnaire	Tue 03/17/2015 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	ECC, Rx Delight	0.00/0.00	0.00
Operating Statements and IMPROvE Scorecards			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Operations Management (Composite)		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>	Flu Immunizations			
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	New RxM in place today	Review KPIs and scorecard	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	new transferred tech on board	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES		0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Immunization , Execution	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow Pharmacy condition	0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	new RXM in place review with st mgr	0.00/0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	assign new task and	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

Q274

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

responsibilities

YES

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultatio

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership					
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00	0.00
People Leadership					
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>			0.00/0.00	0.00
Strategic Leadership					
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>			0.00/0.00	0.00
Customer Leadership					
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			0.00/0.00	0.00
Healthy, Happy, and Creating Value Together					
Q163	<ul style="list-style-type: none"> <li>is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00	0.00
Functional Competency					
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>			0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Cultural Beliefs				0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?					
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools					
Pick 1-2 of the following:					
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Thanks Lynda for prepping for inventory and being one	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback					
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		New RxM review of BOP procedures	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 2015

03711 - Kingman Kwok,MGR

**Participant :** Ronda Lowe, Wilson, Jackie  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 03/25/2015 16:00 Central Daylight Time

Questionnaire	Wed 03/25/2015 16:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors		0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES	New customers, Rx Avg	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96		Average 90-day Adjusted Scripts , Operations Management (Composite) Focus on Rx Delight and Avg 90 days adj	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>				
Q63		Rx Delight Plan for community outreach	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES	focus on sig codes with the techs	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Execution	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.		Rx script volume		
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow	Focus on efficiency, workflow We need to reduce EAVs	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> </ul>	have then help train the newer techs and rphs	0.00/0.00	0.00

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

n/a

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

Building RX Sales

Q276

•Utilize the comment box below the rating to compare this visit with previous walks (e.g.

0.00/0.00

0.00

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	improved, same or worse).	regular basis		
		<ul style="list-style-type: none"> <li>• Calling return to stock daily</li> <li>• Completing outreach program</li> <li>• Consistently offers secondary services</li> </ul>		
	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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
	People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	conduct one on one with each team member for performance improvement	0.00/0.00	0.00
	Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	plan for outreach	0.00/0.00	0.00
	Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	focus on Rx Delight Customer Experience Decrease wait times	0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Cultural Beliefs		0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	No	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	workflow, efficiency, eav reduction	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 2015

02866 - Bonnie Wong, MGR

**Participant :** Ronda Lowe, Mr Tse, Angie  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Wed 03/25/2015 12:00 Central Daylight Time

Questionnaire	Wed 03/25/2015 12:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors		0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96		Pharmacy Delight Operations Management (Composite)	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		continue relationship with senior housing for next season	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES	ASM to get PTCB and to start learning Rx Help as designated hitter	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	new tech in training having issues	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	NO		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>				

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) ,Execution	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Outreach programs	increase senior outreach	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	having new tech issues with attendance	0.00/0.00 0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	have them help train the new	0.00/0.00	0.00

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Q274
- Do you have a record of discussion on file?
  - If you have started the discipline process, has it been documented in the Talent Management Portal?
  - Verify that these are the correct processes
  - If not, use GROW to coach them in the right direction of where they should focus.

Document your conversation in the comment box below.

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

Theme

tech

YES

0.00/0.00

0.00

0.00/0.00

0.00

0.00/0.00

0.00

**(3) Achieving Expectations**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00

0.00

Pharmacy waiting area condition

- Q275
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00

0.00

Pharmacy condition

- Q285
- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultation

Building RX Sales

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Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	ns on a regular basis • Calling return to stock daily • Completing outreach program • Consistently offers secondary services	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 Leadership				
Q159	• Analyzes work-related problems and identifies sustainable solutions in a timely manner • Takes accountability for self and others actions to achieve business results. • Managing Compliance, Risk, & Safety		0.00/0.00	0.00
People Leadership				
Q160	• 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
Strategic Leadership				
Q161	• Adjusts behavior in response to new information or changing circumstances. • Works effectively in unstructured or dynamic environments. • Identifies areas where future change initiatives are required.	plan for outreach	0.00/0.00	0.00
Customer Leadership				
Q162	• Anticipates and responds to customer needs. • Maintains ethical boundaries and confidentiality in all internal and external customer interactions.	Rx Delight, increase surveys	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	• 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
Functional Competency				
Q164	• 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
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors • Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done • Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs • Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)	Yes	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	• What value did you (MGR/RXM) gain from the visit today? • What can I do to make this walk better or more beneficial? • Are there any other topics that were not covered today that you would like to discuss?	rx delight field transformation	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 2015

01393 - Xin Cai,MGR

Participant : Ronda Lowe, Chi  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Thu 03/26/2015 16:00 Central Daylight Time

Questionnaire	Thu 03/26/2015 16:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		new customers	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Average 90-day Adjusted Scripts , Community Events	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		community outreach new customers new Med D customers	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	new staff rph on board and training to be part of the team	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 staff properly utilizing the EHR for clinical services?				
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>	YES		0.00/0.00	0.00

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WAG-MDL-03101.00586

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 • Pharmacy Price Modify  
 • LPxRx  
 • Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Q183 Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit. Acquisitions (Med D & Med B) Execution 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comment box below to provide details

Q238 Select one strength and one opportunity with regards to pharmacy operations to discuss. Rx script volume 0.00/0.00 0.00  
 • Examples include but are not limited to the following:  
 • Utilize comments box to document strengths and areas of opportunity. Outreach programs focus on outreach focus on MTM

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

Q269 Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing? YES 0.00/0.00 0.00  
 • Did you receive results from the most recent survey?  
 • Did you participate in the store's action planning?

Q270 Is the pharmacy manager and/or store manager, recognizing team members for doing their best work? YES 0.00/0.00 0.00  
 • Did pharmacy manager and or store manager recognize at least two team members by name?  
 • Is either of the employees on different shifts?  
 • How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Q271 Is the manager following the company's on-boarding program? YES new staff rph on board 0.00/0.00 0.00  
 • How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Q272 Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?" YES 0.00/0.00 0.00  
 • Is a Five Minute Meeting taking place every day?  
 • From the CL Walk summary, were there any specific follow-up items to address?  
 • Are we using this opportunity to use forward storytelling to drive the culture?

Q254 Are at least two team members, including one in pharmacy, able to discuss their goals for the day? YES 0.00/0.00 0.00  
 • Are there action steps towards the goals?  
 • Do they align with the company goals?

Q255 Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them? Yes 0.00/0.00 0.00  
 • Are they documented in the Talent Management Portal?  
 • Is there a goal you are finding to be more challenging and may need some assistance with?

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  
 Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Q239 Indicators of a strong plan include at least 3 of the following: YES 0.00/0.00 0.00  
 • Actively monitoring team member interactions with customers on the floor.  
 • Using the coaching card to deliver feedback around service.  
 • Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 • On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 • Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 • Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

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

Q273 Talk about your high performers. techs to help new staff rph 0.00/0.00 0.00  
 • What is being done to help develop, make them feel challenged and grow their careers?  
 • What are you doing to cross train and develop other team members for future roles?  
 • Verify that these are the correct processes.

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

YES n/a 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

new staff rph for community 0.00/0.00 0.00

Building RX Sales

- Utilize the comment box below the rating to compare this visit with previous walks (e.g.

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	improved, same or worse).		regular basis	outreach		
			• Calling return to stock daily			
			• Completing outreach program			
			• Consistently offers secondary services			
	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 Leadership					
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>				0.00/0.00	0.00
	People Leadership					
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>				0.00/0.00	0.00
	Strategic Leadership					
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>				0.00/0.00	0.00
	Customer Leadership					
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>				0.00/0.00	0.00
	Healthy, Happy, and Creating Value Together					
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>				0.00/0.00	0.00
	Functional Competency					
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>				0.00/0.00	0.00
	Cultural Beliefs				0.00/0.00	0.00
	Cultural Beliefs				0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?					
	Walnet> Our WaiGreens Culture (under company information)> Resources> Accelerator Tools					
	Pick 1-2 of the following:					
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes		Thanks Garland for taking on MTM and outreach	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback					
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		focus on staff rph development		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 2015

01120 - Kevin Thach,MGR

**Participant :** Ronda Lowe, Steven, Manuel  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 03/26/2015 14:00 Central Daylight Time

Questionnaire	Thu 03/26/2015 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>				
Question			0.00/0.00	0.00
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	Daily task list/notes		0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>				
			0.00/0.00	0.00
Q147 Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.	Average 90-day Adjusted Scripts , Non-Flu Immunizations		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	outreach Med D customers		0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>				
			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes		0.00/0.00	0.00
<b>Pharmacy</b>				
Pharmacy checklist items			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?			0.00/0.00	0.00
Q279 <ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>	YES		0.00/0.00	0.00
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>	YES		0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138 <ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as</li> </ul>	YES		0.00/0.00	0.00

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- appropriate.
- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00	
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?					
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00	
Pharmacy Operations			0.00/0.00	0.00	
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.					
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Adherence , Acquisitions (Med D & Med B)	0.00/0.00	0.00	
Select one strength and one opportunity with regards to pharmacy operations to discuss.					
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Pharmacy condition	needs some CNO 0.00/0.00	0.00	
Team Member Engagement			0.00/0.00	0.00	
Team member engagement					
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?					
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00	
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?					
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00	
Is the manager following the company's on-boarding program?					
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	new staff RPH in training	0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00	
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"					
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00	
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?					
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00	
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?					
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00	
Extraordinary Customer Care (ECC)			0.00/0.00	0.00	
ECC					
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.					
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	YES	0.00/0.00	0.00	
Indicators of a strong plan include at least 3 of the following:					
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00	
Performance Management			0.00/0.00	0.00	
Performance management					
Talk about your high performers.					
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> </ul>	have techs help train other team	0.00/0.00	0.00	

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- Verify that these are the correct processes.
- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

members

YES

will be speaking to tech today

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

Pharmacy condition

Q285

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

(2)

need some CNO

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

Building RX Sales

Q276

•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

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

Operations/Business Leadership

0.00/0.00

0.00

Q159

- Analyzes work-related problems and identifies sustainable solutions in a timely manner
- Takes accountability for self and others actions to achieve business results.
- Managing Compliance, Risk, & Safety

0.00/0.00

0.00

People Leadership

Q160

- Encourages an atmosphere of open two-way communication.
- Shows mutual respect while promoting and developing a diverse and inclusive team.

staff

development

0.00/0.00

0.00

Strategic Leadership

Q161

- 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.

community outreach

0.00/0.00

0.00

Customer Leadership

Q162

- Anticipates and responds to customer needs.

0.00/0.00

0.00

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	<ul style="list-style-type: none"> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			
	Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
	Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
	Cultural Beliefs			
			0.00/0.00	0.00
			0.00/0.00	0.00
	Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
	Wainel> Our Waigreens Culture (under company information)> Resources> Accelerator Tools			
	Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
	Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	accountability of tech	0.00/0.00	0.00
	Overall Visit Notes:			
	Issues to share with District Team			
			0.00/0.00	0.00
Q128	Do you have anything to discuss with District Team at the next meeting?Use the comment box below to document.	none	0.00/0.00	0.00
Q173	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 2015

06557 - Janet Shaw, MGR

**Participant :** Ronda Lowe, Ryan, Justin  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Fri 03/27/2015 09:00 Central Daylight Time

Questionnaire	Fri 03/27/2015 09:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors		0.00/0.00	0.00
Operating Statements and IMPROVE Scorecards			0.00/0.00	0.00
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?				
Q147	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.				
Q96	Average 90-day Adjusted Scripts , Pharmacy Delight		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
<ul style="list-style-type: none"> <li>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</li> </ul>	focus on new customers, new Med D customer			
Q63	<ul style="list-style-type: none"> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>	focus on Rx Inv, good trend focus on immunizations	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>	Yes	start planning for new BSFD/WT tech to replace current 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 staff properly utilizing the EHR for clinical services?				
Q279	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with <u>ALL</u> off the bullets below:</b>				
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	YES		0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>				

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WAG-MDL-03101.00594

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediate
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Acquisitions (Med D & Med B) Execution	0.00/0.00	0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Rx script volume Workflow	focus on workflow to free up WT/BSD techs 0.00/0.00	0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	YES	0.00/0.00	0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES	0.00/0.00	0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES	WT tech in training 0.00/0.00	0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES	0.00/0.00	0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES	0.00/0.00	0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes	0.00/0.00	0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179		YES	0.00/0.00	0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES	0.00/0.00	0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	train new techs	0.00/0.00	0.00

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Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274

YES

n/a

0.00/0.00

0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

Pharmacy condition

Q265 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a regular

Building RX Sales

Q276 •Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

0.00/0.00

0.00

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3

- basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership				
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Yes	Thanks Danny and Erica for WT	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	New salutations		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 2015

01327 - Yong Li,MGR

**Participant :** Shawn Brett  
**Auditor Role :** Floater Pharmacist,Pharmacist  
**Auditor Department :** Area  
**Response Date :** Fri 02/20/2015 00:00 Central Standard Time

Questionnaire	Fri 02/20/2015 00:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)	ECC behaviors	please use branded salutations on all interactions. need to get this going before remodel.	0.00/0.00	0.00
<b>Operating Statements and IMPROvE Scorecards</b>			<b>0.00/0.00</b>	<b>0.00</b>
Has the store manager analyzed and reviewed their most recent operating statement and identified correct opportunities with the RXM?			0.00/0.00	0.00
Q147	YES	90 day is down.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROvE scorecard.				
Q96		Average 90-day Adjusted Scripts , Non-Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63		- 90 day for new plans - psc cards for others.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>				
Document the areas of opportunity and action plan(s) in the comment box below.				
<b>Planning Process</b>			<b>0.00/0.00</b>	<b>0.00</b>
-			0.00/0.00	0.00
Are the daily tasks lists being effectively written and do they include Pharmacy items?				
Q169	YES	use one for the weekends. during the week they are busy. Please work with the store mgr to come up with one, for the week	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170	Yes	using all hours.. including more (5 more) because 2 major techs have moved. Getting techs from other GY may be retiring at end of july.. please ask	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>				
<b>Pharmacy</b>			<b>0.00/0.00</b>	<b>0.00</b>
<b>Pharmacy checklist items</b>			0.00/0.00	0.00
Is the pharmacy staff properly utilizing the EHR for clinical services?				
Q279	YES	still using for immunizations. use appointment scheduler for reminders on series vaccines	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167	YES	folder in controlled substance file. they do not have blue totes, this is the most appropriate place/ reviewed last refusal.	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>				
Are the proper quality assurance controls in place for pharmacy?				
<ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> </ul>				

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	<ul style="list-style-type: none"> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> </ul>				
Q138	<ul style="list-style-type: none"> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> <li>Ensure Quality PIP recommendations are being completed by the RxM, if present</li> <li>Review Quality Audits queue and ensure no outstanding audits are present</li> <li>All outstanding audits must be resolved immediate!</li> <li>Check Peer Review for monthly completion and ensure staff acknowledgement</li> <li>Review Internal Event Reports, as time permits.</li> </ul>	YES		0.00/0.00	0.00
LP Dashboard					
	Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?			0.00/0.00	0.00
Q184	<ul style="list-style-type: none"> <li>Employee Metrics (including Cash Handling) for RX staff</li> <li>Pharmacy Price Modify</li> <li>LPxRx</li> <li>Correct procedures for processing SDLS.</li> </ul>	YES	nee to review lpxrx report for high lost will track viread	0.00/0.00	0.00
Pharmacy Operations					
	Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.			0.00/0.00	0.00
Q183	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comment box below to provide details</li> </ul>	Adherence , Specialty at retail	hiv	0.00/0.00	0.00
	Select one strength and one opportunity with regards to pharmacy operations to discuss.	340B	340B with SFAF -working with them on how to manage the patients	0.00/0.00	0.00
Q238	<ul style="list-style-type: none"> <li>Examples include but are not limited to the following:</li> <li>Utilize comments box to document strengths and areas of opportunity.</li> </ul>	90 day efficiency	90 day... need to circle back with rphs on asking for 90 day and looking at rxs	0.00/0.00	0.00
Team Member Engagement					
	Team member engagement			0.00/0.00	0.00
	Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?			0.00/0.00	0.00
Q269	<ul style="list-style-type: none"> <li>Did you receive results from the most recent survey?</li> <li>Did you participate in the store's action planning?</li> </ul>	YES	action plan in place	0.00/0.00	0.00
	Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>Is either of the employees on different shifts?</li> <li>How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	NO	Have not done in awhile.. need to restart	0.00/0.00	0.00
	Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>How are the new hires or recently promoted team members doing in their new position?</li> <li>How did you set your expectations with them?</li> <li>Have they received all of the training that they need to be successful?</li> <li>If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	NA		0.00/0.00	0.00
Ask a few team members					
	Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"			0.00/0.00	0.00
Q272	<ul style="list-style-type: none"> <li>Is a Five Minute Meeting taking place every day?</li> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00	0.00
	Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>Are there action steps towards the goals?</li> <li>Do they align with the company goals?</li> </ul>	NO		0.00/0.00	0.00
	Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>Are they documented in the Talent Management Portal?</li> <li>Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Did not cover		0.00/0.00	0.00
Extraordinary Customer Care (ECC)					
	ECC			0.00/0.00	0.00
	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.			0.00/0.00	0.00
Q179	Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?	NO	need to do one every 2 weeks.	0.00/0.00	0.00
	Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>Actively monitoring team member interactions with customers on the floor.</li> <li>Using the coaching card to deliver feedback around service.</li> <li>Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00	0.00

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<b>Performance Management</b>		0.00/0.00	0.00	
Performance management		0.00/0.00	0.00	
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>What is being done to help develop, make them feel challenged and grow their careers?</li> <li>What are you doing to cross train and develop other team members for future roles?</li> <li>Verify that these are the correct processes.</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> <li>Document your conversation in the comment box below.</li> </ul> Have you documented the challenges with your low performers?	yes giving extra opportunities/ peer reviews and traing for combo registers.	0.00/0.00	0.00
Q274	<ul style="list-style-type: none"> <li>Do you have a record of discussion on file?</li> <li>If you have started the discipline process, has it been documented in the Talent Management Portal?</li> <li>Verify that these are the correct processes</li> <li>If not, use GROW to coach them in the right direction of where they should focus.</li> </ul> Document your conversation in the comment box below.	NO	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	
Pharmacy waiting area condition				
Q275	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Waiting area clean</li> <li>In/Out-window clutter free</li> <li>Immunization area is clean and sterile</li> <li>Minimal outs in the "Ask your Pharmacist" section</li> <li>All required signs are in place with no damage or wear and no outdates</li> </ul>	0.00/0.00	0.00
Pharmacy condition				
Q265	*Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Department is generally organized</li> <li>Product off of floor</li> <li>Clear path to all fire exits</li> <li>No additional stock bottles in the fill area</li> <li>No product in prohibited areas</li> <li>Refrigerator is free of unauthorized product (food/drink) and is clean.</li> <li>DPI records are put away and secured properly</li> <li>Drive thru area is CNO</li> </ul>	0.00/0.00	0.00
		<b>(3) Achieving Expectations</b>		
		<ul style="list-style-type: none"> <li>Actively promoting immunizations during</li> </ul>		

		peak seasons		
		• Making adherence calls and completing consultations on a regular basis		
		• Calling return to stock daily		
		• Completing outreach program		
		• Consistently offers secondary services		
Building RX Sales				
Q276	•Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).		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 Leadership				
Q159	<ul style="list-style-type: none"> <li>Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>Takes accountability for self and others actions to achieve business results.</li> <li>Managing Compliance, Risk, &amp; Safety</li> </ul>		0.00/0.00	0.00
People Leadership				
Q160	<ul style="list-style-type: none"> <li>Encourages an atmosphere of open two-way communication.</li> <li>Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		0.00/0.00	0.00
Strategic Leadership				
Q161	<ul style="list-style-type: none"> <li>Adjusts behavior in response to new information or changing circumstances.</li> <li>Works effectively in unstructured or dynamic environments.</li> <li>Identifies areas where future change initiatives are required.</li> </ul>		0.00/0.00	0.00
Customer Leadership				
Q162	<ul style="list-style-type: none"> <li>Anticipates and responds to customer needs.</li> <li>Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>		0.00/0.00	0.00
Healthy, Happy, and Creating Value Together				
Q163	<ul style="list-style-type: none"> <li>Is fully engaged and inspires engagement in others.</li> <li>Promotes wellness in the workplace.</li> <li>Demonstrates commitment to creating value for the Company.</li> </ul>		0.00/0.00	0.00
Functional Competency				
Q164	<ul style="list-style-type: none"> <li>Empowers others</li> <li>Promotes pharmacy</li> </ul>		0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Cultural Beliefs			0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?				
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools				
Pick 1-2 of the following:				
Q277	<ul style="list-style-type: none"> <li>Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00	0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback				
Q278	<ul style="list-style-type: none"> <li>What value did you (MGR/RXM) gain from the visit today?</li> <li>What can I do to make this walk better or more beneficial?</li> <li>Are there any other topics that were not covered today that you would like to discuss?</li> </ul>		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.	remodel-- budgeting and when it will happen	0.00/0.00	0.00
Q166	Additional comments:		0.00/0.00	0.00

Store Walk Summary : Pharmacy Supervisor Walk Fiscal Year 2015

01126 - ,MGR

**Participant :** Ronda J Lowe, Delon, Horace  
**Auditor Role :** Corporate View Only  
**Auditor Department :** Area  
**Response Date :** Thu 03/05/2015 11:00 Central Standard Time

Questionnaire	Thu 03/05/2015 11:00 Central Standard Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVE scorecard.		Pharmacy Delight Flu Immunizations	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		Focus on Rx Delight NTT needs to be at goal	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hitter?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>		Yes	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>		YES	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queue</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>		YES	0.00/0.00	0.00

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WAG-MDL-03101.00602

- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediate!
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard			0.00/0.00	0.00
Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?				
Q184	<ul style="list-style-type: none"> <li>• Employee Metrics (including Cash Handling) for RX staff</li> <li>• Pharmacy Price Modify</li> <li>• LPxRx</li> <li>• Correct procedures for processing SDLS.</li> </ul>	YES	0.00/0.00	0.00
Pharmacy Operations			0.00/0.00	0.00
Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.				
Q183	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comment box below to provide details</li> </ul>	Execution ,	Need execution on workflow	0.00/0.00 0.00
Select one strength and one opportunity with regards to pharmacy operations to discuss.				
Q238	<ul style="list-style-type: none"> <li>• Examples include but are not limited to the following:</li> <li>• Utilize comments box to document strengths and areas of opportunity.</li> </ul>	Workflow	RxM needs to work on a plan for workflow and keeping up with daily workload	0.00/0.00 0.00
Team Member Engagement			0.00/0.00	0.00
Team member engagement				
Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?				
Q269	<ul style="list-style-type: none"> <li>• Did you receive results from the most recent survey?</li> <li>• Did you participate in the store's action planning?</li> </ul>	NO	need to review with staff	0.00/0.00 0.00
Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?				
Q270	<ul style="list-style-type: none"> <li>• Did pharmacy manager and or store manager recognize at least two team members by name?</li> <li>• Is either of the employees on different shifts?</li> <li>• How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)</li> </ul>	YES		0.00/0.00 0.00
Is the manager following the company's on-boarding program?				
Q271	<ul style="list-style-type: none"> <li>• How are the new hires or recently promoted team members doing in their new position?</li> <li>• How did you set your expectations with them?</li> <li>• Have they received all of the training that they need to be successful?</li> <li>• If new-hire or recently promoted team member is currently working, have RXM and/or MGR introduce you to them.</li> </ul>	YES		0.00/0.00 0.00
Ask a few team members			0.00/0.00	0.00
Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"				
Q272	<ul style="list-style-type: none"> <li>• Is a Five Minute Meeting taking place every day?</li> <li>• From the CL Walk summary, were there any specific follow-up items to address?</li> <li>• Are we using this opportunity to use forward storytelling to drive the culture?</li> </ul>	YES		0.00/0.00 0.00
Are at least two team members, including one in pharmacy, able to discuss their goals for the day?				
Q254	<ul style="list-style-type: none"> <li>• Are there action steps towards the goals?</li> <li>• Do they align with the company goals?</li> </ul>	YES		0.00/0.00 0.00
Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?				
Q255	<ul style="list-style-type: none"> <li>• Are they documented in the Talent Management Portal?</li> <li>• Is there a goal you are finding to be more challenging and may need some assistance with?</li> </ul>	Yes		0.00/0.00 0.00
Extraordinary Customer Care (ECC)			0.00/0.00	0.00
ECC				
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.				
Q179		YES		0.00/0.00 0.00
Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?				
Indicators of a strong plan include at least 3 of the following:				
Q239	<ul style="list-style-type: none"> <li>• Actively monitoring team member interactions with customers on the floor.</li> <li>• Using the coaching card to deliver feedback around service.</li> <li>• Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)</li> <li>• On a daily basis, using 5-minute meetings to reinforce the importance of service.</li> <li>• Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.</li> <li>• Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.</li> </ul>	YES		0.00/0.00 0.00
Performance Management			0.00/0.00	0.00
Performance management				
Talk about your high performers.				
Q273	<ul style="list-style-type: none"> <li>• What is being done to help develop, make them feel challenged and grow their careers?</li> <li>• What are you doing to cross train and develop other team members for future roles?</li> <li>• Verify that these are the correct processes.</li> <li>• If not, use GROW to coach them in the right direction of where they should focus.</li> </ul>	techs needs to learn other task to be developed	0.00/0.00 0.00	

Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

Q274		NO	work on a plan to grow and develop staff for efficiency	0.00/0.00	0.00
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Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

Pharmacy waiting area condition

Q275	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).			0.00/0.00	0.00
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Pharmacy condition

Q265	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	Needs CNO Remove amber vials returns (2 boxes)	0.00/0.00	0.00
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Building RX Sales

Q276	Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).	(2)	community outreach	0.00/0.00	0.00
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**Pharmacy Manager Core Competencies:**

Please comment on the core competency areas as appropriate.

Operations/Business Leadership

Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>			0.00/0.00	0.00
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People Leadership

Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>		RxM needs to better motivate and lead team	0.00/0.00	0.00
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Strategic Leadership

Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>			0.00/0.00	0.00
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Customer Leadership

Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>			0.00/0.00	0.00
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Healthy, Happy, and Creating Value Together

Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>			0.00/0.00	0.00
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Functional Competency

Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>			0.00/0.00	0.00
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**Cultural Beliefs**

Cultural Beliefs				0.00/0.00	0.00
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Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?

Wainet> Our Waigreens Culture (under company information)> Resources> Accelerator Tools

Pick 1-2 of the following:

Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> </ul>	Did not cover		0.00/0.00	0.00
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- Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)

Ask the RXM and/or store manager to provide you (the RXS) feedback

		SOP		
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	Efficiency Workflow	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 2015

04231 - Jan Louie Gavieres, MGR

Participant : Ronda J Lowe, Alfred, Byron  
 Auditor Role : Corporate View Only  
 Auditor Department : Area  
 Response Date : Fri 03/13/2015 14:00 Central Daylight Time

Questionnaire	Fri 03/13/2015 14:00 Central Daylight Time	Comments	Points/Total	Score(%)
<b>RXS_WALK_FY15_v2 - Pharmacy Supervisor Walk Fiscal Year 2015</b>			<b>0.00/0.00</b>	<b>0.00</b>
Question				
Follow Up			0.00/0.00	0.00
Follow-Up Questions			0.00/0.00	0.00
Q240 Identify 1-3 follow-up from either the DM and/or CL walk(s)		ECC behaviors	0.00/0.00	0.00
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 and identified correct opportunities with the RXM?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>When available, ask the RXM what they learned from the operating statement?</li> <li>If no, add your GROW coaching comments below</li> </ul>				
Q96 Ask the RXM and/or store manager to identify 1-3 of the greatest areas of opportunity in the pharmacy from the IMPROVe scorecard.		Average 90-day Adjusted Scripts , Payroll Management (Composite)	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>If the opportunity area(s) is not correct, use GROW to coach them in the right direction of where they should focus.</li> </ul>				
Utilize the comment box to list the greatest area(s) of opportunity and the agreed upon action steps to improve.				
Q63 <ul style="list-style-type: none"> <li>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</li> <li>If the RXM and/or store manager is not proactively taking actions to improve upon these areas, use GROW coaching</li> <li>If this area was discussed in previous walks, are they following through on the action plan(s) they committed to?</li> </ul>		Rx script count	0.00/0.00	0.00
Document the areas of opportunity and action plan(s) in the comment box below.				
Planning Process			0.00/0.00	0.00
-			0.00/0.00	0.00
Q169 Are the daily tasks lists being effectively written and do they include Pharmacy items?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>From the CL Walk summary, were there any specific follow-up items to address?</li> <li>Is the manager having an impact on the Rx Operation?</li> </ul>				
Discuss workforce planning. Are they progressing with workforce planning?				
Q170 <ul style="list-style-type: none"> <li>Does the store have a flexible workforce to meet the store needs?</li> <li>Are they appropriately using a designated hiltler?</li> <li>Are you anticipating any turnover?</li> <li>Are you taking actions of any immediate hiring needs?</li> <li>Are you using your budgeted hours (over/under)?</li> </ul>		Yes	0.00/0.00	0.00
Pharmacy			0.00/0.00	0.00
Pharmacy checklist items			0.00/0.00	0.00
Q279 Is the pharmacy staff properly utilizing the EHR for clinical services?		YES	0.00/0.00	0.00
<ul style="list-style-type: none"> <li>Health testing and immunizations adoption rate 75% or greater.</li> <li>Check the number of open encounters currently on the EHR (Desktop). Encounters should be closed immediately after delivering the service. Encounters open longer than 7 days after the service has been rendered is not acceptable (except for health tests requiring follow ups).</li> </ul>				
Is the pharmacy following the Good Faith Dispensing policy? (GFD) and Target Drug Good Faith Dispensing (TD-GFD) dispensing policy?				
<b>Answer "yes", if the pharmacy is compliant with ALL off the bullets below:</b>				
Q167 <ul style="list-style-type: none"> <li>Is the pharmacy team asking for identification and making a copy of the ID at drop off and or pick up, if the patient is unfamiliar to the pharmacy staff?</li> <li>Is the pharmacy team completely filling out the Targeted Drug Good Faith Dispensing (TD-GFD) Checklist (signed and dated by the pharmacist)?</li> <li>Is the PDMP printout (state specific) attached to the hardcopy?</li> <li>Does the refusal folder contain a copy of the refused prescription, the TD-GFD Checklist, PDMP printout (state specific).</li> <li>Review GFD opportunities report for each target drug to monitor trends.</li> <li>Did you have any pharmacists on the opportunity report?</li> <li>Review 2-3 targeted drugs to ensure all policies and producers are being monitored.</li> </ul>		YES	0.00/0.00	0.00
Are the proper quality assurance controls in place for pharmacy?				
Q138 <ul style="list-style-type: none"> <li>Review the STARS queu</li> <li>Events in the STARS queue are completed and submitted to QA in a timely and objective manner</li> <li>STARS reports should not be open longer than 3 days prior to submission to Quality Assurance.</li> <li>Access the Quality Assurance website (type "rxquality" in the web browser).</li> <li>Review the Data Entry error rate for the store and technicians, discuss quality concerns as appropriate.</li> </ul>		YES	0.00/0.00	0.00

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- Ensure Quality PIP recommendations are being completed by the RxM, if present
- Review Quality Audits queue and ensure no outstanding audits are present
- All outstanding audits must be resolved immediately
- Check Peer Review for monthly completion and ensure staff acknowledgement
- Review Internal Event Reports, as time permits.

LP Dashboard 0.00/0.00 0.00

Is store leadership reviewing and addressing key metrics on the LP Dashboard weekly, to improve profitability?

Q184 Employee Metrics (including Cash Handling) for RX staff YES 0.00/0.00 0.00  
 Pharmacy Price Modify  
 LPxRx  
 Correct procedures for processing SDLS.

Pharmacy Operations 0.00/0.00 0.00  
 0.00/0.00 0.00

Select at least one strength and one opportunity with regard to the Signature Programs to discuss during the pharmacy visit.

Q183 Immunization , Execution 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comment box below to provide details

Select one strength and one opportunity with regards to pharmacy operations to discuss.

Q238 Rx script volume Pharmacy condition 0.00/0.00 0.00  
 Examples include but are not limited to the following:  
 Utilize comments box to document strengths and areas of opportunity.

Team Member Engagement 0.00/0.00 0.00

Team member engagement 0.00/0.00 0.00

Talk to various team members throughout the front end and pharmacy to verify the "My Walgreens My Voice" action plans are in place. Are team members aware of their action plans and how they are progressing?

Q269 YES 0.00/0.00 0.00  
 Did you receive results from the most recent survey?  
 Did you participate in the store's action planning?

Is the pharmacy manager and/or store manager, recognizing team members for doing their best work?

Q270 YES 0.00/0.00 0.00  
 Did pharmacy manager and or store manager recognize at least two team members by name?  
 Is either of the employees on different shifts?  
 How are you recognizing your team members? (Cultural Belief recognition cards, Five Minute Meetings, etc.)

Is the manager following the company's on-boarding program?

Q271 YES 0.00/0.00 0.00  
 How are the new hires or recently promoted team members 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.

Ask a few team members 0.00/0.00 0.00

Ask a pharmacy and front end team member, "Did a Five Minute Meeting take place today?"

Q272 YES 0.00/0.00 0.00  
 Is a Five Minute Meeting taking place every day?  
 From the CL Walk summary, were there any specific follow-up items to address?  
 Are we using this opportunity to use forward storytelling to drive the culture?

Are at least two team members, including one in pharmacy, able to discuss their goals for the day?

Q254 YES 0.00/0.00 0.00  
 Are there action steps towards the goals?  
 Do they align with the company goals?

Discuss the RXM's personal development goals with the store manager, unless RXM is available. Is the RXM progressing towards them?

Q255 Yes 0.00/0.00 0.00  
 Are they documented in the Talent Management Portal?  
 Is there a goal you are finding to be more challenging and may need some assistance with?

Extraordinary Customer Care (ECC) 0.00/0.00 0.00

ECC 0.00/0.00 0.00

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.

Q179 YES 0.00/0.00 0.00

Does the store manager have an effective plan to sustain ECC (including the 5 core behaviors and service recovery)?

Indicators of a strong plan include at least 3 of the following:

Q239 YES 0.00/0.00 0.00  
 Actively monitoring team member interactions with customers on the floor.  
 Using the coaching card to deliver feedback around service.  
 Making sure that all team members have received one coaching session around service in the last month (store leaders should have these on file)  
 On a daily basis, using 5-minute meetings to reinforce the importance of service.  
 Recognizing team members, via the use of focused recognition cards, for doing a great job at consistently providing ECC.  
 Studying and acting on customer feedback from the Store Coach, Pharmacy Coach, and Customer Comments reports.

Performance Management 0.00/0.00 0.00

Performance management 0.00/0.00 0.00

Talk about your high performers.

Q273 challenge with new tasks 0.00/0.00 0.00  
 What is being done to help develop, make them feel challenged and grow their careers?  
 What are you doing to cross train and develop other team members for future roles?  
 Verify that these are the correct processes.

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- If not, use GROW to coach them in the right direction of where they should focus.
- Document your conversation in the comment box below.

Have you documented the challenges with your low performers?

- Do you have a record of discussion on file?
- If you have started the discipline process, has it been documented in the Talent Management Portal?
- Verify that these are the correct processes
- If not, use GROW to coach them in the right direction of where they should focus.

YES n/a 0.00/0.00 0.00

Document your conversation in the comment box below.

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**

- Waiting area clean
- In/Out-window clutter free
- Immunization area is clean and sterile
- Minimal outs in the "Ask your Pharmacist" section
- All required signs are in place with no damage or wear and no outdates

0.00/0.00 0.00

Pharmacy waiting area condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Department is generally organized
- Product off of floor
- Clear path to all fire exits
- No additional stock bottles in the fill area
- No product in prohibited areas
- Refrigerator is free of unauthorized product (food/drink) and is clean.
- DPI records are put away and secured properly
- Drive thru area is CNO

0.00/0.00 0.00

Pharmacy condition

- Utilize the comment box below the rating to compare this visit with previous walks (e.g. improved, same or worse).

**(3) Achieving Expectations**

- Actively promoting immunizations during peak seasons
- Making adherence calls and completing consultations on a

0.00/0.00 0.00

Building RX Sales

- Utilize the comment box below the rating to compare this visit with previous walks (e.g.

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improved, same or worse).

- regular basis
- Calling return to stock daily
- Completing outreach program
- Consistently offers secondary services

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 Leadership			
Q159	<ul style="list-style-type: none"> <li>• Analyzes work-related problems and identifies sustainable solutions in a timely manner</li> <li>• Takes accountability for self and others actions to achieve business results.</li> <li>• Managing Compliance, Risk, &amp; Safety</li> </ul>	0.00/0.00	0.00
People Leadership			
Q160	<ul style="list-style-type: none"> <li>• Encourages an atmosphere of open two-way communication.</li> <li>• Shows mutual respect while promoting and developing a diverse and inclusive team.</li> </ul>	0.00/0.00	0.00
Strategic Leadership			
Q161	<ul style="list-style-type: none"> <li>• Adjusts behavior in response to new information or changing circumstances.</li> <li>• Works effectively in unstructured or dynamic environments.</li> <li>• Identifies areas where future change initiatives are required.</li> </ul>	0.00/0.00	0.00
Customer Leadership			
Q162	<ul style="list-style-type: none"> <li>• Anticipates and responds to customer needs.</li> <li>• Maintains ethical boundaries and confidentiality in all internal and external customer interactions.</li> </ul>	0.00/0.00	0.00
Healthy, Happy, and Creating Value Together			
Q163	<ul style="list-style-type: none"> <li>• Is fully engaged and inspires engagement in others.</li> <li>• Promotes wellness in the workplace.</li> <li>• Demonstrates commitment to creating value for the Company.</li> </ul>	0.00/0.00	0.00
Functional Competency			
Q164	<ul style="list-style-type: none"> <li>• Empowers others</li> <li>• Promotes pharmacy</li> </ul>	0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Cultural Beliefs		0.00/0.00	0.00
Does the manager have an example of how he/she leveraged the cultural belief accelerator tools to continue the discussion on culture with their store?			
Walnet> Our Walgreens Culture (under company information)> Resources> Accelerator Tools			
Pick 1-2 of the following:			
Q277	<ul style="list-style-type: none"> <li>• Focused Feedback: Provide appreciative and constructive guidance on how to continue demonstrating or developing cultural beliefs or behaviors</li> <li>• Focused Storytelling: Describes experiences and conveys beliefs about what is important and how work should be done</li> <li>• Focused Recognition: Positive reinforcements gesture to get people to focus on what is working well when it comes to living the cultural beliefs</li> <li>• Focused Accountability: Identifying the difference between what is actually occurring and what we want to have happen (the accountability gap)</li> </ul>	Did not cover	0.00/0.00
Ask the RXM and/or store manager to provide you (the RXS) feedback			
Q278	<ul style="list-style-type: none"> <li>• What value did you (MGR/RXM) gain from the visit today?</li> <li>• What can I do to make this walk better or more beneficial?</li> <li>• Are there any other topics that were not covered today that you would like to discuss?</li> </ul>	March Diabetes Month Focus	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